



# User Guide

BlackBerry Internet Service



# Contents

<b>Getting started</b> .....	<b>3</b>
BlackBerry Internet Service web site basics .....	3
Troubleshooting for the BlackBerry Internet Service web site .....	5
<b>Setting up existing email addresses</b> .....	<b>7</b>
Email address basics .....	7
Adding a personal email address .....	8
Adding a work email address (POP or IMAP) .....	10
Adding a Microsoft Outlook work email address .....	11
Adding an IBM Lotus Notes work email address .....	15
Using the BlackBerry Mail Connector to access your work email addresses .....	16
Troubleshooting for integrated email addresses .....	18
<b>Setting up a BlackBerry email address</b> .....	<b>21</b>
BlackBerry email address basics .....	21
Troubleshooting for the BlackBerry email address .....	23
<b>Changing email address information</b> .....	<b>25</b>
Changing email address information .....	25
Changing access options .....	26
Changing display options .....	27
Deleting an email address .....	28
Troubleshooting for email address changes .....	28
<b>Managing email messages</b> .....	<b>31</b>
Email message forwarding .....	31
Email message filters .....	32
Troubleshooting for email message management .....	35
<b>Synchronization</b> .....	<b>37</b>
Synchronization basics .....	37
<b>BlackBerry devices</b> .....	<b>39</b>
BlackBerry device basics .....	39
Troubleshooting for BlackBerry devices .....	40
<b>Glossary</b> .....	<b>41</b>
<b>Legal notice</b> .....	<b>43</b>



# Getting started

## BlackBerry Internet Service web site basics

### About logging in for the first time

The first time that you log in to the BlackBerry® Internet Service, you can add a supported email address, create a BlackBerry email address, or do both.

You might want to add an email address if you have an existing supported email account that you want to access from your BlackBerry device or BlackBerry enabled device.

You might want to create a BlackBerry email address if you do not have another existing, supported email account or if you need an additional email address that you can use to send and receive email messages.

### Log in using a user name and password

To find the web page address of the BlackBerry® Internet Service web site, see the printed documentation that came with your BlackBerry device, or contact your wireless service provider.

You can only log in to the BlackBerry Internet Service web site if you access your BlackBerry Internet Service account using a user name and password.

1. Using a browser on your computer or on your BlackBerry device, visit the BlackBerry Internet Service web site.
2. If necessary, click a display language for the web site.
3. In the **User name** field, type your BlackBerry Internet Service user name.

A user name begins with a letter or number and is between 4-32 characters in length. User names can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (\_), dashes (-), and periods (.).

4. Complete the **Password** field.

A password is between 6-16 characters in length and is case-sensitive. Passwords cannot contain accented characters, but they can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (\_), dashes (-), and periods (.).

5. Click **Log In**.

To log out of the web site, click **Log Out**.

### About your BlackBerry Internet Service password

When you create your BlackBerry® Internet Service account, you create a password for your account. You type this password to log in to the BlackBerry Internet Service web site.

You can change your BlackBerry Internet Service account password regularly. If you forget your password, from the login web page, you can request the BlackBerry Internet Service to send it to your BlackBerry device.

## Change the password for your BlackBerry Internet Service account

1. On the BlackBerry® Internet Service web site, in the left pane, click **Password**.
2. In the **Change password** field, type a new password.

A password is between 6-16 characters in length and is case-sensitive. Password cannot contain accented characters, but they can contain lower and upper case letters (a-z, A-Z), numbers (0-9), underscores (\_), dashes (-), and periods (.).

3. In the **Confirm password** field, type the password again.
4. Click **Save**.

## About the display language of the web site

When you log in to the BlackBerry® Internet Service web site, you can specify the display language of the web site.

If you do not specify a display language from the login web page, and you use a browser on your computer, the BlackBerry Internet Service login web page will display the default display language that is specified for your browser. If you use the browser on your BlackBerry device, the login web page will display the default display language that is specified for your device.

If you change the display language from the login web page, the new display language overrides display language options that you might have changed previously for your BlackBerry Internet Service account.

## Change the display language of the web site

1. On the BlackBerry® Internet Service web site, in the left pane, click **Language**.
2. In the **Language** drop-down list, click a display language.
3. Click **Save**.

## About the end user agreement

When you create your BlackBerry® Internet Service account, you must read and accept an end user agreement before you can create your account. If you do not accept the end user agreement, you are not able to use the BlackBerry Internet Service.

You can view the end user agreement that you accepted at any time. The BlackBerry Internet Service displays the date and time of when you accepted the end user agreement.

## View the end user agreement

1. On the BlackBerry Internet Service web site, at the bottom of any web page, click **End User Agreement**.
2. Click **OK**.

## Troubleshooting for the BlackBerry Internet Service web site

### I cannot read the language of the BlackBerry Internet Service web site

Log in to the web site and change the display language.

**Note:** The display language that you specify on the login web page overrides other language options.

### The password for my BlackBerry Internet Service account is no longer a secret

You only have a password for your BlackBerry® Internet Service account if you access your BlackBerry Internet Service account using a user name and password.

Log in to the web site and change your password.

### I have forgotten my password and cannot log in to the BlackBerry Internet Service web site

You can request the BlackBerry® Internet Service to send your password to your BlackBerry device.

1. On the BlackBerry Internet Service web site, on the login web page, click **Forgot password?**
2. Type your user name or device PIN.
3. Click **Request Password**.



# Setting up existing email addresses

## Email address basics

### About adding email addresses

When you add a supported email address to the BlackBerry® Internet Service, the BlackBerry Internet Service creates a link between the BlackBerry Internet Service and the email account that is associated with the email address you have added.

This link enables you to send and receive email messages on your BlackBerry device using the integrated email address. You can add up to 11 email addresses to the BlackBerry Internet Service, including ten supported email addresses and you can create one BlackBerry email address. If you add email addresses for more than one email account to the BlackBerry Internet Service, you can access all of your email messages in the message list on your device.

Email messages continue to be delivered to the existing email account as they were before you added the email address to the BlackBerry Internet Service.

You can add email addresses that are associated with the following email account types to the BlackBerry Internet Service:

- email accounts that you access through your Internet service provider
- POP or IMAP email accounts that you access through your Internet service provider
- Microsoft® Exchange email accounts (that you access using Microsoft® Outlook® Web Access or the BlackBerry® Mail Connector)
- IBM® Lotus® Domino® email accounts (that you access using the BlackBerry Mail Connector)

**Note:** Depending on your email service provider, you might not be able to add email addresses that are associated with certain email account types. For more information, contact your email service provider. Not all devices with BlackBerry® Connect™ software support more than one email address.

### About user names for integrated email addresses

Your user name might take one of the following formats:

- **login ID:** The login ID is the part of the email address before the at sign (@). For example, 'katewahl' in katewahl@internetserviceprovider.com. In some cases, this could be the login name that you use to log in to your organization's network.
- **network domain name and login ID:** If you work for an organization that uses more than one network domain, the user name might use the format domain\username. For example, if the email address is katewahl@myorganization.com and the domain is domain 1, then the login ID is "katewahl," and the network domain name and login ID is "domain1\katewahl."

## About email message storage

When you add an email address, the BlackBerry® Internet Service accesses your email messages directly from the integrated email account. The BlackBerry Internet Service does not store your email messages permanently; therefore, the maximum size of the email message storage depends on the limitations that your email service provider sets for your email account.

The BlackBerry Internet Service stores your email messages that are less than 32K in size on the BlackBerry Internet Service server for 30 days. After 30 days, the BlackBerry Internet Service deletes the email message from the BlackBerry Internet Service server. The email messages remain on your device, but you cannot reply to or forward these email messages.

## About wireless email reconciliation

Email messages that you open or delete on your BlackBerry® device might be marked automatically as opened or marked automatically as deleted in your integrated email account. Generally, changes that you make to email messages in your integrated email account are not reflected on your device.

If you add an email address to the BlackBerry® Internet Service and delete an email message from your email account inbox, the change is reflected on your device. If you turn off wireless email reconciliation on your device, deleted email messages do not synchronize between your device and your integrated email account.

If you have a Microsoft® Exchange or IBM® Lotus® Domino® work email account, an IMAP personal email account, or an MSN® Hotmail® email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder (except for MSN Hotmail).

**Note:** Depending on your type of integrated email account or email account setup, wireless email reconciliation might not be available for your device.

If you have a work email account that uses Microsoft® Outlook® Web Access Version 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the sent items folder on your device, might not be available for your MSN Hotmail email account.

## Adding a personal email address

### Add a personal email address (POP or IMAP)

If you want to add a personal email address that you access using Microsoft® Outlook® or Microsoft Outlook Express, you must use Microsoft® Internet Explorer® on your computer to add the email address.

Depending on the type of personal email address that you are adding to the BlackBerry® Internet Service, you might not need to complete all of the steps in this task.

1. In a browser on your computer, on the BlackBerry Internet Service web site, in the left pane, click **Email Accounts**.
2. Click **Set Up Account**.

3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
  - Select the **Re-enter email address and password** option. Type your email address and password again.
  - Select the **I will provide the settings to add this email account** option.
5. Click **Next**.
6. Select the **This is my personal email account** option. Click **Next**.
7. Select one of the following access options for your personal email account:
  - **Automatically detect my Microsoft Outlook or Outlook Express settings**  
Click **Next**. Complete the instructions on the screen to download and install an application that accesses the Microsoft Outlook or Microsoft Outlook Express options on your computer.
  - **I will provide the settings to add this email account**  
Click **Next**. Provide advanced setup information for your email address. Click **Next**.

## Setup fields for email addresses (POP or IMAP)

### Email address:

Type the complete email address of the email account that you want to add (for example, katewahl@internetserviceprovider.com).

### Password:

Type the password for your personal email account that you access using the Internet, or the password that you used to set up your email application. Passwords are usually case sensitive.

### User name:

Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, "katewahl" in katewahl@internetserviceprovider.com. However, it could also be your complete email address.

### Email server:

Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is katewahl@internetserviceprovider.com, your messaging server is likely mail.internetserviceprovider.com, imap.internetserviceprovider.com, or pop.internetserviceprovider.com. If you do not know the address of your messaging server, contact your Internet service provider.

## Options for email account types

### This is my personal email account:

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

### This is my work email account:

Select this option if you are adding a work email address to the BlackBerry Internet Service.

## Account access options for personal email addresses

### I have this email account set up in Outlook or Outlook Express:

Set this option if you access your personal email account using Microsoft® Outlook® or Microsoft Outlook Express. Complete the instructions on the screen to download and install an application that accesses the Microsoft Outlook or Microsoft Outlook Express settings on your computer. You cannot download the application using your BlackBerry® device. You must download the application using Microsoft® Internet Explorer® on your computer.

### I will provide the settings to add this email account:

Set this option if you access your personal email account using another email application (not Microsoft Outlook or Microsoft Outlook Express). The BlackBerry® Internet Service prompts you to provide information about the email account.

## Adding a work email address (POP or IMAP)

### Add a work email address (POP or IMAP)

If you want to add a POP or IMAP work email address that you access using Microsoft® Outlook® or Microsoft Outlook Express, you must use Microsoft® Internet Explorer® on your computer to add the email address.

Depending on the type of POP or IMAP work email address that you are adding to the BlackBerry® Internet Service, you might not need to complete all of the steps in this task.

1. In a browser on your computer, on the BlackBerry Internet Service web site, click **Email Accounts**.
2. Click **Set Up Account**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
  - Select the **Re-enter email address and password** option, and type your email address and password again. Click **Next**.
  - Select the **I will provide the settings to add this email account** option. Click **Next**.
5. Select the **This is my work email account** option. Click **Next**.
6. Select an access option for your POP or IMAP work email account:
  - **Automatically detect my Microsoft Outlook or Outlook Express settings**  
Click **Next**. Complete the instructions on the screen to download and install an application that accesses the options for Microsoft Outlook or Microsoft Outlook Express on your computer.
  - **I will provide the settings to add this email account**  
Click **Next**. Provide advanced setup information for your email address. Click **Next**.

## Setup fields for email addresses (POP or IMAP)

**Email address:**

Type the complete email address of the email account that you want to add (for example, katewahl@internetserviceprovider.com).

**Password:**

Type the password for your personal email account that you access using the Internet, or the password that you used to set up your email application. Passwords are usually case sensitive.

**User name:**

Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, "katewahl" in katewahl@internetserviceprovider.com. However, it could also be your complete email address.

**Email server:**

Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is katewahl@internetserviceprovider.com, your messaging server is likely mail.internetserviceprovider.com, imap.internetserviceprovider.com, or pop.internetserviceprovider.com. If you do not know the address of your messaging server, contact your Internet service provider.

## Options for email account types

**This is my personal email account:**

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

**This is my work email account:**

Select this option if you are adding a work email address to the BlackBerry Internet Service.

## Account access options for personal email addresses

**I have this email account set up in Outlook or Outlook Express:**

Set this option if you access your personal email account using Microsoft® Outlook® or Microsoft Outlook Express. Complete the instructions on the screen to download and install an application that accesses the Microsoft Outlook or Microsoft Outlook Express settings on your computer. You cannot download the application using your BlackBerry® device. You must download the application using Microsoft® Internet Explorer® on your computer.

**I will provide the settings to add this email account:**

Set this option if you access your personal email account using another email application (not Microsoft Outlook or Microsoft Outlook Express). The BlackBerry® Internet Service prompts you to provide information about the email account.

## Adding a Microsoft Outlook work email address

### About adding a Microsoft Outlook work email address

If you have a Microsoft® Outlook® work email account, you can add the email address to the BlackBerry® Internet Service. Your Microsoft Outlook email account must use a Microsoft Exchange server. If you do not know the server type, contact your system administrator.

You can add the Internet version of your Microsoft Outlook email account to the BlackBerry Internet Service. If your system administrator does not provide an Internet version of your Microsoft Outlook work email account, you must log in to the BlackBerry Internet Service using Microsoft® Internet Explorer® on your computer to add this email account to the BlackBerry Internet Service. You can download and install the BlackBerry Mail Connector on your computer to access your Microsoft Outlook email account.

## Add a Microsoft Outlook Web Access email address

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click **Set Up Account**.
3. Type your email address information and click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
  - Set the **Re-enter email address and password** option and type your email address and password again.
  - Set the **I will provide the settings to add this email account** option.
5. Click **Next**.
6. Set the **This is my work email account** option and click **Next**.
7. Set the **I can access my email account using a web browser (Outlook Web Access)** option and click **Next**.
8. Type advanced setup information for your email address and click **Next**.

## Add a Microsoft Outlook work email address

If you are going to share a colleague's BlackBerry® Mail Connector, you must add your Microsoft® Outlook® email address using Microsoft® Internet Explorer® on your computer.

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click **Set Up Account**.
3. Type your email address information and click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
  - Set the **Re-enter email address and password** option and type your email address and password again.
  - Set the **I will provide the settings to add this email account** option.
5. Click **Next**.
6. Set the **This is my work email account** option and click **Next**.
7. Set the **I always use Outlook to access my email account** option and click **Next**.
8. Perform one of the following actions:
  - To install the BlackBerry Mail Connector on your computer, click **Download Mail Connector**. Complete the instructions on the screen. Click **Install**. If you are prompted, provide additional setup information for your Microsoft Outlook work email address for setup with the BlackBerry Mail Connector. To share your BlackBerry Mail Connector with colleagues, set the **I want to allow others to share my Mail Connector** option.
  - To share a colleague's BlackBerry Mail Connector, click **Connect to Shared Mail Connector**.

Type the BlackBerry Mail Connector ID. Click **Next**. Verify that Microsoft Outlook is not set to store email messages locally. Click **OK**.

## Setup fields for work email addresses

**Email address:**

Type the complete email address (for example, katewahl@internetserviceprovider.com).

**Password:**

Type the password that you use to log in to your organization's network. Passwords are usually case sensitive.

**Confirm password:**

Type your password again.

## Options for email account types

**This is my personal email account:**

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

**This is my work email account:**

Select this option if you are adding a work email address to the BlackBerry Internet Service.

## Setup fields for Microsoft Outlook Web Access work email addresses

**Outlook Web Access URL:**

Type the web page address that you use to access your work email account using a browser on your computer and the Microsoft® Outlook® Web Access application.

**User name:**

Type your user name. The user name is the part of the email address before the at sign (@). For example, "katewahl" in katewahl@internetserviceprovider.com. In some cases, this might be the login name that you use to log in to your organization's network. If your organization uses multiple network domains, the user name might follow the format domain name\user name. For example, if the email address is katewahl@myorganization.com and the domain is domain 1, then the user name is "katewahl," and the network domain name and user name are "domain1\katewahl."

**Password:**

Type the password that you use to log in to your email account on your organization's network. Passwords are usually case sensitive.

**Email address:**

Type the complete email address of the email account that you want to add.

**Mailbox name:**

Type the mailbox name for your Microsoft Outlook account. The mailbox name is the same as your login name, and it is usually case sensitive.

## Account access options for Microsoft Outlook work email addresses

### **I can access my email account using a Web browser (Outlook Web Access):**

Set this option if you access your work email account using a browser on a computer that is outside of your organization's network (for example, a computer at your home).

### **I always use Outlook to access my email account:**

Set this option if you only access your work email account using Microsoft® Outlook® from a computer that is connected to your organization's network. You must use Microsoft® Internet Explorer® to log in to the BlackBerry® Internet Service web site from a computer to download the BlackBerry Mail Connector.

## Setup fields for Microsoft Outlook work email addresses that use the BlackBerry Mail Connector

### **Outlook profile:**

Set the group of options that determines how Microsoft® Outlook® is set up for a particular user. For more information about profiles, view the Microsoft Outlook online help.

### **MS Exchange settings:**

Set this option if your options are typical for Microsoft® Exchange. For more information, contact your system administrator.

### **None of the above:**

Set this option if your Microsoft Exchange options are not typical. For more information, contact your system administrator.

### **User name:**

Type the name that you use to log in to your computer or domain. You are prompted for this information when you restart your computer. This information is sometimes called your Microsoft® Windows NT® login. If you do not know this information, contact your system administrator.

### **Password:**

Type the password that you use to log in to your computer or domain. You are prompted for this information when you restart your computer. This information is sometimes called your Microsoft Windows NT login password. If you do not know this information, contact your system administrator.

### **Domain:**

Type the domain that you log in to. If you do not log in to a domain, type the name of your computer.

### **Exchange server:**

Specify the name of the Microsoft Exchange server that your email account uses. If you do not know the Microsoft Exchange server name, contact your system administrator.

### **Exchange email account:**

Specify the name of your Microsoft Exchange mailbox. If you do not know the name of Microsoft Exchange mailbox, contact your system administrator.

## Adding an IBM Lotus Notes work email address

### About adding an IBM Lotus Notes work email address

If you have an IBM® Lotus Notes® work email account, you can download and install the BlackBerry® Mail Connector on your computer that is connected to your organization's network to access your Lotus Notes email account. You must download the BlackBerry Mail Connector by logging in to the BlackBerry® Internet Service using Microsoft® Internet Explorer® on your computer. Your IBM Lotus Notes email account must use an IBM® Lotus® Domino® server. If you do not know the server type, contact your system administrator.

### Add an IBM Lotus Notes email address

If you are planning to share a colleague's BlackBerry® Mail Connector, you must add your IBM® Lotus Notes® email address using a browser on your computer.

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click **Set Up Account**.
3. Type your email address information and click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
  - Set the **Re-enter email address and password** option and type your email address and password again.
  - Set the **I will provide the settings to add this email account** option.
5. Click **Next**.
6. Set the **This is my work email account** option and click **Next**.
7. Set the **I always use Lotus Notes to access my email account** option and click **Next**.
8. Perform one of the following actions:
  - To install the BlackBerry Mail Connector on your computer, click **Download Mail Connector**. Complete the instructions on the screen. Click **Install**. Type the password that you use to access your IBM Lotus Notes email account. Type the password again. To share your BlackBerry Mail Connector with colleagues, set the **I want to allow others to share my Mail Connector** option.
  - To share a colleague's BlackBerry Mail Connector, click **Connect to Shared Mail Connector**. Type the BlackBerry Mail Connector ID. Click **Next**. Type the password that you use to access your IBM Lotus Notes email account. Type the password again. Click **Next**. Click **OK**.

### Setup fields for work email addresses

#### Email address:

Type the complete email address (for example, katewahl@internetserviceprovider.com).

#### Password:

Type the password that you use to log in to your organization's network. Passwords are usually case sensitive.

**Confirm password:**

Type your password again.

## Options for email account types

**This is my personal email account:**

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

**This is my work email account:**

Select this option if you are adding a work email address to the BlackBerry Internet Service.

## Account access option for IBM Lotus Notes work email addresses

**I always use Lotus Notes to access my email account:**

Set this option if you only access your work email account using IBM® Lotus Notes® from a computer that is connected to your organization's network.

**Note:** IBM® Domino® Web Access iNotes™ is not supported for new subscribers.

## Setup field for IBM Lotus Notes work email addresses that use the BlackBerry Mail Connector

**Password:**

Type the password that you use to access your IBM® Lotus Notes® email account. The password is usually case sensitive. If you do not know the password, contact your system administrator.

## Using the BlackBerry Mail Connector to access your work email addresses

### About the BlackBerry Mail Connector

The BlackBerry® Mail Connector is designed to enable the BlackBerry® Internet Service to retrieve email messages from a Microsoft® Outlook® or IBM® Lotus Notes® work email account from behind an organization's firewall. If you require the BlackBerry Mail Connector, you are prompted to install it on your computer when you add a work email address to the BlackBerry Internet Service. When you have finished installing the BlackBerry Mail Connector, a BlackBerry Mail Connector icon appears in the notification area, at the far right of the taskbar on your computer.

If you install the BlackBerry Mail Connector on your computer, and you want your email messages to be redirected to your BlackBerry device, you must make sure that the computer remains turned on and has a constant connection to your organization's LAN.

You can host a BlackBerry Mail Connector and share it with colleagues, or you can share a colleague's BlackBerry Mail Connector. If you use a computer that is not always connected to your organization's LAN, you might want to share a BlackBerry Mail Connector with a colleague who can run the BlackBerry Mail Connector on a computer that remains connected to the organization's LAN.

Colleagues who share your BlackBerry Mail Connector do not have access to your email messages, calendar, or contacts, nor do you have access to theirs.

**Note:** You cannot download the BlackBerry Mail Connector using your device.

## About the BlackBerry Mail Connector ID

The BlackBerry® Mail Connector ID is the unique identifier for the BlackBerry Mail Connector that you share with your colleagues.

If your colleague has installed the BlackBerry Mail Connector on a computer, and you would like to share the BlackBerry Mail Connector, you must ask your colleague for the BlackBerry Mail Connector ID.

## Find the BlackBerry Mail Connector ID

On the computer that is running the BlackBerry® Mail Connector, in the notification area, on the taskbar of your computer, double-click the **Mail Connector** icon.

The **Client ID** field displays the BlackBerry Mail Connector ID.

## Share the BlackBerry Mail Connector

After you share the BlackBerry® Mail Connector, you must give the BlackBerry Mail Connector ID to your colleagues so that they can connect to your BlackBerry Mail Connector.

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address that uses the BlackBerry Mail Connector.
3. Select the **I want to allow others to share my Mail Connector** check box.
4. Click **Save**.

## Delete the BlackBerry Mail Connector

When you delete the BlackBerry® Mail Connector from your computer, the integrated email address that is associated with the BlackBerry Mail Connector is not deleted from the BlackBerry® Internet Service.

1. On your computer, on the taskbar, click **Start > Settings > Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Click **Mail Connector**.
4. Click **Change/Remove**.

## Start or stop the BlackBerry Mail Connector

1. On your computer, on the taskbar, click **Start > Programs > Mail Connector**.
2. Click **Programs**.
3. Click **Mail Connector**.
4. Perform one of the following actions:
  - To start the BlackBerry® Mail Connector, click **Start Mail Connector**.
  - To stop the BlackBerry Mail Connector, click **Stop Mail Connector**.

## Troubleshooting for integrated email addresses

### I cannot install the BlackBerry Mail Connector

Try performing the following actions:

- Verify that you have the required permissions to install the BlackBerry® Mail Connector. For more information, contact your system administrator.
- If your organization uses a proxy server, verify that you have specified the user name and password in the BlackBerry Mail Connector. For more information, contact your system administrator.

### A warning message appears when I install the BlackBerry Mail Connector

A security warning dialog box appears to confirm that the BlackBerry® Internet Service can download the BlackBerry® Mail Connector to your computer.

1. Click **Yes** to continue to install the BlackBerry Mail Connector.

If you are using Microsoft® Internet Explorer® Version 6.0 or later, and you do not have Microsoft ActiveX® controls installed on your computer, a message appears that prompts you to install these controls.

2. Click **Install Active X**.
3. Click **Download**.

**Note:** If a message appears notifying you that you cannot install the BlackBerry Mail Connector, the installation was unsuccessful. For more information, contact your wireless service provider.

### I cannot share a colleague's BlackBerry Mail Connector

Try performing the following actions:

- On the BlackBerry® Internet Service web site, verify that you typed the correct BlackBerry® Mail Connector ID.
- Verify that your colleague has set up the BlackBerry Mail Connector for sharing.
- Share a different BlackBerry Mail Connector or install the BlackBerry Mail Connector on your computer.

### The BlackBerry Mail Connector is idle

There might be temporary connectivity problems on the network.

If the BlackBerry® Mail Connector remains idle for more than 15 minutes, perform the following actions:

- Verify that the computer that is running the BlackBerry Mail Connector is connected to the Internet.
- Restart the BlackBerry Mail Connector.

## I cannot add an email address to the BlackBerry Internet Service

You must use a browser on your computer to add some types of email addresses to your BlackBerry® Internet Service account. If you access your BlackBerry Internet Service account automatically each time you open the email setup application or visit the BlackBerry Internet Service web site, you must create a user name and password for your BlackBerry Internet Service account to log in to the BlackBerry Internet Service web site using a browser on your computer.

The BlackBerry Internet Service supports most common email accounts and access options. However, there may be some situations that can prevent you from setting up your email account with the BlackBerry Internet Service.

Perform the following actions:

- Verify that you have provided the correct information for your email account.
- Verify whether your email service provider only allows you to access your email account using a browser on a computer, which might prevent you from adding your email address.
- Verify whether your email service provider requires you to subscribe to a premium email account to set up your email account with the BlackBerry Internet Service.
- Verify whether your email service provider requires you to turn on client access (for example, POP) to set up your email account with the BlackBerry Internet Service.

**Note:** For more information, contact your email service provider.

## I cannot add an iNotes email address

You cannot add a new IBM® Lotus® Domino® Web Access (iNotes™) email address to the BlackBerry® Internet Service.

If you have deleted an existing IBM Lotus Domino Web Access (iNotes) email address, you must use the BlackBerry® Mail Connector to access your work email messages.

Complete one of the following actions:

- Download and install the BlackBerry Mail Connector on your computer.
- Share a colleague's BlackBerry Mail Connector.



# Setting up a BlackBerry email address

## BlackBerry email address basics

### About the BlackBerry email address

You can create a BlackBerry® email address that you can use to send and receive email messages on your BlackBerry device. When you create your BlackBerry email address, you can specify a user name for your email address. The BlackBerry® Internet Service uses your user name to create the part of the email address before the at sign (@) (for example, "katewahl" in katewahl@blackberry.com). To change your user name, you must delete your BlackBerry email address and create a new one.

You might want to create a BlackBerry email address in the following situations:

- You do not have an existing email account that you want to access using your device.
- You have added email addresses for existing email accounts to the BlackBerry Internet Service, but you want an additional email address.
- You want to forward email messages from an integrated email account to your device.

### Create a BlackBerry email address

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. In the **BlackBerry Device Email Address** section, click **Create Address**.
3. In the **User name** field, type an email address name.

A user name begins with a letter or number and is between 1-32 characters in length. User names can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (\_), dashes (-), and periods (.).

4. Click **Next**.
5. Click **OK**.
6. Beside your BlackBerry email address, click the **Edit** icon.
7. Change the options for your BlackBerry email address and click **Save**.

### Setup options for the BlackBerry email address

#### Email account name:

Type a description for your email account. This email account name appears on the Home screen of your BlackBerry® device under the message list for this email address.

#### Reply to:

Type an email address that replies are sent to when your contacts reply to your email messages. You can use the Reply To email address to hide your BlackBerry email address. If you have added more than one email address to the BlackBerry Internet Service, you can make email messages that you send from one email address appear as if you sent them from another email address.

**Your name:**

Type the display name that you want to appear in the From field of email messages that you send. The display name identifies you as the sender of an email message in a friendly, informal manner.

**Signature:**

Type a signature for your email address. Your signature appears at the end of email messages that you send from your BlackBerry device.

**Auto BCC:**

Type an email address to automatically forward a copy of email messages to that you send from your BlackBerry device.

**Auto forward:**

Type an email address to which you want to automatically forward a copy of all received email messages from your BlackBerry device, including all email message attachments and text.

**All messages:**

Specify whether you want to automatically forward a copy of all of your incoming email messages.

**Only messages with attachments:**

Specify whether you want to automatically forward a copy of only email messages with email message attachments.

## About setting up email message forwarding in a personal email account

Depending on your email service provider, you might be able to specify options to forward incoming email messages from an integrated email account to your BlackBerry® email address. You might encounter one of the following situations:

- Your email service provider might allow you to set up email message forwarding.
- Your email service provider might set up email message forwarding for you, if you request the service.
- Your email service provider might not allow you to forward email messages to other email addresses.

**Note:** For more information about setting up or stopping email message forwarding, view the online help for your email account or contact your email service provider.

## About setting up email message forwarding in a work email account

If your computer is always turned on and has a constant connection to the Internet (such as DSL or cable), you can set up your work email account to forward incoming email messages to your BlackBerry® email address.

To set up email message forwarding in a work email account, perform one of the following actions:

- If you have a Microsoft® Outlook® work email account, create a forwarding rule for email messages. For more information, view the Microsoft Outlook online help.
- If you have an IBM® Lotus Notes® work email account, create a forwarding agent for email messages. For more information, view the IBM Lotus Notes online help.

**Note:** If your work email account uses a Microsoft® Exchange or an IBM® Lotus® Domino® server, you might need to contact your system administrator for more information about setting up email message forwarding.

## Troubleshooting for the BlackBerry email address

### I cannot use a particular name to create a BlackBerry email address

The user name that you typed might be taken by another BlackBerry® Internet Service subscriber.

Perform the following actions:

- Verify that your user name is between 1 - 32 characters long.
- Verify that your user name contains only supported characters.
- Select one of the alternate user names that appear or type another user name.

### I cannot create my BlackBerry email address

Perform the following actions:

- Verify that the user name you type contains supported characters.
- Verify that you do not have an existing BlackBerry email address.



# Changing email address information

## Changing email address information

### About email addresses, user names, and passwords

When you add an email address to the BlackBerry® Internet Service, you provide the email address, user name, and password. You can change the email address password, but you cannot change the user name.

You can view your email address in the User name field; however, you cannot change it.

### About changing your email address or the password for your integrated email address

If you change an integrated email address, you must delete the email address from the BlackBerry® Internet Service web site and add the new email address.

If you change the password for an integrated email address, you must update the password on the BlackBerry Internet Service web site.

### Change the password for your integrated email address

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. Delete the existing password.
4. Type the new password.
5. Click **Save**.

### About changing your BlackBerry email address

When you create your BlackBerry® email address, the BlackBerry® Internet Service uses the user name that you provide to create the part of your email address before the at sign (@) (for example, "katewahl" in katewahl@blackberry.com). If you want to change the user name part of your BlackBerry email address, you can delete your existing BlackBerry email address and create a new BlackBerry email address.

When you create a new BlackBerry email address, if the new user name that you type is not available, the BlackBerry Internet Service will provide you with alternate user names. You can select one of the alternate user names or type your own user name.

**Note:** When you delete your BlackBerry email address, the BlackBerry Internet Service stops sending email messages that are addressed to your previous BlackBerry email address to your BlackBerry device .

## Changing access options

### Change the options for your POP or IMAP messaging server

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside a POP or IMAP email address.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.

### Advanced options for POP or IMAP email addresses

**Email server:**

Type the name of the POP or IMAP messaging server for the email address.

**Use SSL:**

Select this check box if your wireless service provider supports SSL encryption and you want to turn on SSL encryption for email messages from the email account.

### Change the options for your Microsoft Outlook Web Access server

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside a Microsoft® Outlook® Web Access email address.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.

### Advanced options for your Microsoft Outlook Web Access email address

**Outlook Web Access URL:**

Type the web page address that you use to access your work email account using the Microsoft® Outlook® Web Access application.

**Email account:**

Type the complete email address of the email account.

## Changing display options

### About email address names

On the BlackBerry® Internet Service web site, by default, the Email account name field displays your email address name. If you add an email address, the BlackBerry Internet Service creates a default email address name for you. You can change the name of your BlackBerry email address or any other email address names to make them more meaningful to you. For example, if your email address is katewahl@myorganization.com, you could change the email address name to "Kate Wahl at work."

When you send an email message from your BlackBerry device, your email account name appears in the Send Using field at the top of the email message. Your email account name also appears on the Home screen of your BlackBerry device.

### Change an email address name

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Email account name** field, type an email address name.
4. Click **Save**.

### About display names

On the BlackBerry® Internet Service web site, the Your name field, or display name, displays the name that appears in the From field of email messages that you send from your BlackBerry device. The display name identifies you as the sender of an email message in a friendly, informal way. For example, if your email address is katewahl@myorganization.com, you could specify "Kate Wahl" as the display name.

Display names are sometimes referred to as common names or friendly names.

You can specify a display name for your BlackBerry email address and any integrated email addresses.

### Specify a display name

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Your name** field, type a display name.
4. Click **Save**.

To delete the display name, do not set the **Your name** field. Instead of a display name, your email address appears in the From field of email messages that you send.

## About signatures

You can add a signature for your BlackBerry® email address and any integrated email addresses that you have added to the BlackBerry® Internet Service. Your signature appears at the end of email messages that you send from your BlackBerry device.

You can view your signature on your BlackBerry device, but you cannot change your signature on the device by logging in to the BlackBerry Internet Service web site or changing the email options from the message list on the device.

To change your signature, you must log in to the BlackBerry Internet Service web site using the browser on your computer or use the email setup application on your device.

## Add a signature

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Signature** field, type a signature.
4. Click **Save**.

To delete your signature, do not set the **Signature** field.

## Deleting an email address

### Delete your personal or work email address

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Delete** icon beside an email address.
3. Click **OK**.

### Delete your BlackBerry email address

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Beside your BlackBerry email address, click the **Delete** icon.
3. Click **OK**.

## Troubleshooting for email address changes

### My email address is not valid

If you change information (such as a password) for an integrated email address and you do not update this information on the BlackBerry® Internet Service web site, the email address will not be valid. You do not receive email messages from this email account until you update your information.

1. In a browser on your computer, on the BlackBerry Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Invalid Email Account** icon beside the email account.
3. If your email account cannot be validated, click **OK**.
4. Change your email account information.
5. Click **Save**.

**Note:** Depending on your integrated email address, you might not be able to validate the email address from the BlackBerry Internet Service web site. For more information, contact your email service provider.



# Managing email messages

## Email message forwarding

### About the Reply to email address

You can specify a Reply to email address for your BlackBerry® email address and integrated email addresses. If you specify a Reply to email address for an integrated email address, when contacts reply to email messages that you send from that email address, the reply is sent to the Reply to email address instead of to the email address that you used to send the email message.

You can use the Reply to email address to hide your BlackBerry email address, or if you have more than one integrated email address, you can make email messages that you send from one email address appear as if you sent them from another email address.

### Specify a Reply to email address

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address.
3. In the **Reply to** field, type an email address.
4. Click **Save**.

### About forwarding sent email messages to another email address automatically

When you specify an Auto BCC email address, the BlackBerry® Internet Service automatically forwards a copy of email messages that you send from your BlackBerry device to the email address that you specify.

### Forward sent email messages to another email address automatically

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address.
3. In the **Auto BCC** field, type an email address.
4. Click **Save**.

To stop forwarding a copy of email messages that you send, do not complete the **Auto BCC** field.

### About forwarding received email messages to another email address automatically

You can specify an Auto forward email address for your BlackBerry® email address.

When you specify an Auto forward email address, the BlackBerry® Internet Service automatically forwards a copy of the complete email messages, including all applicable email message attachments and content that you receive on your BlackBerry device to the email address that you specify.

## Forward received email messages to another email address automatically

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside your BlackBerry email address.
3. In the **Auto forward** field, type the email address of another email account.
4. Click an auto forward option.
5. Click **Save**.

To stop forwarding a copy of email messages that you receive, do not complete the **Auto forward** field.

## Options for email message forwarding

### All messages:

Set whether the BlackBerry® Internet Service forwards a copy of all of your incoming email messages.

### Only messages with attachments:

Set whether the BlackBerry Internet Service forwards only a copy of email messages with email message attachments.

## Email message filters

### About email message filters

You can create email message filters to specify which incoming email messages are forwarded from your email account to your BlackBerry® device. These email message filters also determine how email messages are forwarded to your device (for example, high importance or header only). You can specify criteria for your email message filters based on who sent the email message, how you were addressed, and what level of importance the sender assigned to the email message.

The BlackBerry® Internet Service applies email message filters to an incoming email message in the order that the email message filters appear. If none of the email message filters that you create apply to an incoming email message, the BlackBerry Internet Service applies a default email filter to the email message. You can specify whether you want this default email message filter to forward all email messages to your BlackBerry device.

You cannot create or change email message filters from a browser on your BlackBerry device. To create or change email message filters, you must use the email setup application on your device or log in to the BlackBerry Internet Service web site using a browser on your computer.

**Note:** If you have added more than one email address to the BlackBerry Internet Service, email message filters that you create for one email address are not applied to another email address.

### Create an email message filter

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.

3. Perform one of the following actions:
  - If you have not created other email message filters, click **Add A Filter**.
  - If you have created other email message filters, click **Add Filter**.
4. In the **Filter name** field, type a filter name.
5. In the **Apply filter when** drop-down list, select when to apply the email message filter.
6. If prompted, in the **Contains** field, type the text that the email message filter applies to.
7. Change the notification options for the email message filter and click **Add Filter**.

## Options for email message filters

### **New mail arrives:**

Set whether the email message filter applies only to new email messages.

### **A high-priority mail arrives:**

Set whether the email message filter applies only to email messages with high importance.

### **From field contains:**

Specify the email address that the email message filter should search for in the From field of email messages. To create a specific email message filter, type an email address. To specify that the email message filter should search for all email messages that contain specific text, type part of an email address. For example, type **dianne** for email addresses that start with "dianne," or type **wilhelm@blackberry** for email addresses that contain "wilhelm@blackberry." To forward or block email messages from multiple contacts, separate each email address with a semicolon (;).

### **Subject field contains:**

Type the text that the email message filter should search for in the subject of email messages. To specify that the email message filter should search for all email messages that contain specific keywords, type part of a keyword. For example, type **re** for keywords such as "request," "regarding," and so on.

### **To field contains:**

Specify an email address that the email message filter should search for in the To field of email messages. The address can be your email address or another email address. If the email address belongs to a mailing list, the email message filter will not block email messages from the mailing list unless you create another email message filter for the email address of that mailing list.

### **CC field contains:**

Specify an email address that the email message filter should search for in the CC field of email messages. The address can be your email address or another email address. If the email address belongs to a mailing list, the email message filter will not block email messages from the mailing list unless you create another email message filter for the email address of that mailing list.

### **Forward messages to device:**

Set whether the email message filter forwards email messages that meet the criteria to your BlackBerry® device.

### **Header only:**

Select this check box to forward only the subject of the email message to your device. You can download the content of the email message after you open it.

**Level 1 notification:**

Select this check box to forward email messages with high importance to your device.

**Do not forward messages to device:**

Change this option to stop email messages from being forwarded to your device.

## Delete an email message filter

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Click the **Delete** icon beside an email message filter.

## Change an email message filter

1. In a browser on your computer, on the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Click the **Edit** icon beside an email message filter.
4. Change the options for the email message filter.
5. Click **Save**.

## Change the default email message filter

If you have not created any email message filters or if none of your existing email message filters apply to an incoming email message, the BlackBerry® Internet Service applies the default email message filter to email messages that you receive on your BlackBerry device.

1. In a browser on your computer, on the BlackBerry Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Set whether you want the email messages to be forwarded to your device.

## Options for the default email message filter

**Forward messages to device:**

Specify whether the email message filter forwards all email messages to your BlackBerry® device.

**Do not forward messages to device:**

Change this option to stop email messages from being forwarded to your device. If you specify this option for your BlackBerry email address, you will not be able to view filtered email messages unless you set the option to forward received email messages to another email address automatically.

## Troubleshooting for email message management

### **I am not receiving some email messages from my Microsoft Outlook work email address**

If you have installed the BlackBerry® Mail Connector to retrieve email messages from your Microsoft® Outlook® email account, and you set up one or more rules, the rules file email messages that arrive in your Inbox in a different folder. The BlackBerry Mail Connector cannot access these filed email messages and cannot deliver them to your BlackBerry device.

To prevent email messages from your Microsoft Outlook work email address from being filed in a folder, and to receive these email messages on your device, delete the rules.



# Synchronization

## Synchronization basics

### About wireless email reconciliation

Email messages that you open or delete on your BlackBerry® device might be marked automatically as opened or marked automatically as deleted in your integrated email account. Generally, changes that you make to email messages in your integrated email account are not reflected on your device.

If you add an email address to the BlackBerry® Internet Service and delete an email message from your email account inbox, the change is reflected on your device. If you turn off wireless email reconciliation on your device, deleted email messages do not synchronize between your device and your integrated email account.

If you have a Microsoft® Exchange or IBM® Lotus® Domino® work email account, an IMAP personal email account, or an MSN® Hotmail® email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder (except for MSN Hotmail).

**Note:** Depending on your type of integrated email account or email account setup, wireless email reconciliation might not be available for your device.

If you have a work email account that uses Microsoft® Outlook® Web Access Version 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the sent items folder on your device, might not be available for your MSN Hotmail email account.

### About reconciling deleted email messages from your integrated email account to your device

When you add an email address to the BlackBerry® Internet Service, you can delete an email message in your integrated email account, and the email message is also deleted on your BlackBerry device.

By default, reconciling deleted email messages is turned on.

**Note:** If you turn off wireless email reconciliation on your device, deleted email messages do not reconcile between your integrated email account and your device.

### Stop reconciling deleted email messages

1. On the BlackBerry® Internet Service web site, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. Clear the check box beside the **Synchronize deleted items between this mailbox and my device** option.
4. Click **Save**.



# BlackBerry devices

## BlackBerry device basics

### About switching devices

Your BlackBerry® device links to the BlackBerry® Internet Service. If you switch your device, you must update the device PIN on the BlackBerry Internet Service web site or call your wireless service provider. When you log in to the BlackBerry Internet Service web site, you must provide the new device PIN. If you do not update the device PIN, email messages continue to be sent to your previous device.

Depending on your wireless service provider, you might not be able to switch devices.

### Update device information

1. On the BlackBerry® Internet Service web site, in the left pane, click **Change Device**.
2. Type the new BlackBerry device information.
3. Click **Save**.

### Find your PIN and IMEI, ESN, or MEID

Depending on your wireless service provider, your BlackBerry® device will have either an IMEI, ESN, or MEID.

Perform one of the following actions:

- On your device, in the device options, click **Status**.
- Search for the PIN and IMEI, ESN, or MEID information on the outside of the box that your device came in.
- Turn off the device and remove the battery. Search for the sticker with the PIN and IMEI, ESN, or MEID information.

### About service books

Service books determine which services are available on your BlackBerry® device. If you switch devices, or if your device is not functioning correctly, you can send service books to your device.

### Send service books

1. On the BlackBerry® Internet Service web site, in the left pane, click **Service Books**.
2. Click **Send Service Books**.
3. Click **OK**.

## Troubleshooting for BlackBerry devices

### I cannot send or receive email messages on my device

Try performing the following actions:

- Verify that the BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send and receive email messages when you return to a wireless coverage area. For more information about wireless network coverage, see the printed documentation that came with your device.
- Send service books to your device. If you have a device with BlackBerry® Connect™ software, you might need to delete old service books from the device before you send new service books. For more information, see the user guide for your device.
- Verify that you have not created email message filters that are preventing email messages from being redirected to your device.
- Verify that your email account is set to leave email messages on the messaging server. For more information, view the online help for your email account.
- Verify whether you need to turn on access to the IMAP or POP web site for your email account. For more information, contact your email service provider.
- Verify that your device is running BlackBerry Device Software Version 4.0 or higher.

### I cannot send or receive work email messages on my device (BlackBerry Mail Connector)

Try performing the following actions:

- Verify that the computer that is running the BlackBerry® Mail Connector is turned on and is connected to the Internet.
- Verify that you are logged in to your computer.
- Check the size of your email account. Large email accounts can cause the BlackBerry Mail Connector to time out.
- Verify whether you access your email account using a VPN. VPNs can cause the BlackBerry Mail Connector to time out.

### I have not registered my device with the wireless network

You must register your BlackBerry® device with the wireless network for BlackBerry® Internet Service to retrieve information to help you create your BlackBerry Internet Service account.

Register your device with the wireless network.

For information about how to register your device, see the documentation that came with your device.

# Glossary

## **BlackBerry email address**

A BlackBerry email address is an email address that you can create to send and receive messages on your BlackBerry device.

## **BlackBerry enabled device**

BlackBerry enabled devices include devices with BlackBerry Built-In software and devices with BlackBerry Connect software, which provide users with access to services such as the BlackBerry Internet Service.

## **BlackBerry Internet Service**

The BlackBerry Internet Service is designed to provide subscribers with automatic delivery of email messages, mobile access to email message attachments and pictures, and access to Internet content.

Subscribers can add email addresses for existing, supported email accounts to the BlackBerry Internet Service. The BlackBerry Internet Service is designed to retrieve email messages from these integrated email accounts and deliver them to subscribers' BlackBerry devices. The BlackBerry Internet Service is also designed to reconcile email messages between the subscribers' BlackBerry devices and their email accounts over the wireless network, so they do not need to manage their email messages twice.

## **DSL**

Digital subscriber line (DSL) is a high-speed Internet connection that uses existing telephone wire technology to transport high-bandwidth data to Internet service subscribers.

## **ESN**

electronic serial number

## **HTTP**

Hypertext Transfer Protocol

## **IMAP**

Internet Message Access Protocol

## **IMEI**

International Mobile Equipment Identity

## **integrated email account**

An integrated email account is an email account that is associated with an existing, supported third-party email address that you add to the BlackBerry Internet Service.

## **integrated email address**

An integrated email address is an existing, supported third-party email address that you add to the BlackBerry Internet Service. After you add the email address to the BlackBerry Internet Service, you can send and receive email messages from the integrated email address on your BlackBerry device.

## **ISP**

Internet service provider

**LAN**

local area network

**MEID**

Mobile Equipment Identifier

**PIN**

personal identification number

**POP**

Post Office Protocol

**SIM**

Subscriber Identity Module

**SSL**

Secure Sockets Layer

**VPN**

virtual private network

## Legal notice

This user guide provides instructions for accessing the BlackBerry® Internet Service using a browser on a computer.

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