



## Blackberry Information

### Blackberry Users

1. There is no desktop software required for your Blackberry, everything will sync wirelessly. The only time it should be plugged in to your computer (with the USB cable) is to recharge.
2. ITS recommends that you insert the USB cable into your work computer for on-campus recharging of your Blackberry and leave your power adapter at home for recharging there. You should use the power cord to recharge your Blackberry at least once per week.

### Common Blackberry Troubleshooting

1. The Battery does not seem to hold a charge.
  - a. Make sure that you use the power cable at least once per week to recharge your Blackberry
  - b. When charging your Blackberry make sure you see the lightning bolt next to the battery symbol.
2. No Telephone (Voice) or Data Service – check to make sure the Antenna has not been turned off
  - a. The antenna symbol is in the top right corner when in Data mode and bottom right corner in Phone mode (after a phone number has been dialed).
  - b. Any emails sent will stay in a queue and be delivered when Antenna has been turned back on.
3. There are three different communications systems for your Blackberry. The symbols appear to the left of the antenna in either the top or bottom right hand corner of screen. Unit will cycle through all three settings during startup (or when the antenna is turned on)
  - a. GSM (Global System for Mobile Communications) – Phone service available NO data
  - b. gprs – Unit recognizes the network - Phone service available NO data (edge – for some models including 8700R and 8100/Pearl)
  - c. If unit stays at gprs, try removing the battery (cold boot).
  - d. **GPRS** (General Packet Radio Service – Standard for wireless communications) - Phone service AND Data service available. (**EDGE** – for some models including 8700R and 8100/Pearl)
4. If you see **SOS** in the top or bottom right hand corner of the screen (where **GPRS** or **EDGE** should be) and/or the system shows a SIM card error, try taking out and re-inserting the battery (this is the equivalent of a cold boot so it will take a few minutes for the system to come back up). If this does not fix the problem, contact the Helpdesk. In the 8700R the **SOS** will appear near the top in the centre of the screen (where **EDGE** should be).

5. The Blackberry Mailbox does not seem synchronized with the Outlook mailbox. For example, an email deleted on my Blackberry still appears in my Outlook mailbox, and vice versa.
  - a. The Blackberry server treats deleting mail as a low priority (whereas delivering mail is a high priority). It can take up to an hour for the deletions to synchronize. You can force the two systems to synchronize by using the manual Synchronize Now feature.
  
6. When the Blackberry is turned on messages start to download to the Blackberry and then it stops/freezes. You may get a message that there was an overflow/overload of messages.
  - a. This can happen when the Blackberry runs out of memory space. If the Blackberry is left turned off for extended periods of time and then turn it on, the system will try to download every email you received since the last time you turned it off. The Blackberry has a fairly large memory space; however, it does have a limit.
  - b. To fix this, you can delete some of your older email that is currently stored on the Blackberry. To do this scroll through your emails until one of the date bars is highlighted, like Mon, Sep 4, 2006, then press the scroll button to bring up the menu. Select Delete Prior. Press the scroll button again and select Delete. This will delete all messages prior to that date from the Blackberry and free up space. It will only delete the messages from your Blackberry, not your Outlook mailbox.

If you need additional assistance with your Blackberry, please contact the ITS Helpdesk.