

BlackBerry 6750™ quick start guide

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Congratulations on the purchase of BlackBerry 6750 Wireless Handheld™. This guide will help you set up your BlackBerry 6750 and familiarize yourself with how it works. Read your BlackBerry Wireless Handheld™ Getting Started Guide for important safety information and tips to use the handheld.

What's in the box?

- BlackBerry 6750
- Docking Cradle with AC power adapter
- Holster with Belt Clip
- Travel Charger with universal adapters
- BlackBerry Quick Reference Card
- BlackBerry Wireless Handheld – Getting Started Guide
- BlackBerry Desktop Software (CD-ROM)

Setting up your BlackBerry

Setting up your BlackBerry handheld is easy. Simply follow these steps and you will be up and running in minutes!

1. Setting up your handheld

Please follow the Getting Started Instructions provided in the **Getting Started Guide** (page 31) included in the box of your new handheld. Please note that your handheld will automatically register on the MTS Mobility network. If this does not happen please follow the instructions on page 44 of the **BlackBerry Wireless Handheld – Getting Started Guide**.

Note: Please ensure that you have followed the **Getting Started** instruction in the guide before proceeding to step 2.

2. Setting up your email

a. Integrating with an enterprise email account

Please follow the steps outlined on page 54 of the **BlackBerry Getting Started Guide**. Please contact your IT department for the set up of your handheld and confirm how you should get access to your email. There are 3 ways to get access to Enterprise email on your BlackBerry handheld.

1. Using a **BlackBerry Enterprise Server (BES)**
2. Forwarding email to BlackBerry Web Client
3. Using a desktop redirector (your computer must remain on)

b. Integrating with a new or existing ISP email account

If you integrate your desktop software with a new or existing ISP email account, you must activate your account to send and receive email messages. In order to do this you must create a **BlackBerry Web Client** account.

Creating a BlackBerry Web Client account

You can use **BlackBerry Web Client** to create your own account and begin to send and receive email on your BlackBerry Wireless Handheld in minutes.

1. In your browser, open **www.mts.ca/blackberry** on a desktop Internet browser. Click on the **Web Client login** and select **Create your account**. The **BlackBerry Handheld Email Account Setup** page appears.
2. In the **PIN** and **ESN** fields, type the appropriate information for your handheld. Note: To find your **PIN and ESN**, click the **Options** icon on the **Home** screen on your handheld and then click **Status**. The **Status** screen appears.
3. Click **Submit**. The **Legal Terms and Conditions for use of BlackBerry Web Client** page appears. Read the terms and conditions and, if you accept the terms and conditions, click **I Agree to continue**. The **Personal Information** page appears.

Note: You cannot proceed with creating an account if you do not accept the terms and conditions.

4. Complete all the personal information fields. These fields are required. You can select or clear the check boxes to receive a free **BlackBerry Connection** newsletter and to participate in market research and surveys for **BlackBerry**. Click **Submit**. The **User ID Information** page appears.
5. Complete the following fields:
 - **User ID:** Type a unique login name for your account. This name is the ID that you use to log in to BlackBerry Web Client, and also forms your new handheld email address.
 - **Friendly Name:** Type the name that you want to appear in the From field of messages that you send. If you do not type a name, your email address appears in the From field.
 - **Password:** Type a password for your account. *Passwords must be four to eight characters in length, and they are case sensitive.*
 - **Re-enter Password:** Confirm your password.
6. Select a secret question from the drop-down list. In the **Secret Answer** field, type the answer to your secret question. If you forget your password, answer your secret question correctly and an email message containing a new password is sent to your handheld. Click **Submit**. The **Account Setup Complete** page appears.
7. To integrate external email accounts, click **Integrate Now**, and refer to the **Integrate external email accounts** section of this document. If you do not want to integrate external email accounts, click **Enter Web Client**. You can integrate external email accounts at any time in BlackBerry Web Client on the **Profile** page.
8. **Install the BlackBerry Desktop Software.** In the **Email Integration Options** window, select **Integrate with new or existing ISP email account**. Refer to the **Installation and Getting Started Guide** for more information. Integrating email accounts You can configure BlackBerry Web Client to receive and consolidate email messages from your other, external email accounts.

To integrate a POP3 email account

1. Log in to **BlackBerry Web Client** at **www.mts.ca/blackberry** (Click on **Webclient Logon**) and select the **Profile** page, click **ISP email account** or other

email accounts. The **My Integrated ISP and External Email Accounts** page appears.

2. Click **New**. The **Integrate my ISP and other external email accounts** page appear.
3. Complete the following fields and click **Submit**:
 - **Email Address**: Type the full email address of the account you want to integrate (for example, jean_marteneau@ispname.com).
 - **Your User ID/Login**: Type the login ID that you use to access the external email account (for example, jmarteneau).
 - **Password**: Type the password for your other email account.
 - **Re-enter Password**: Confirm the password for your other email account.
4. If you are prompted to complete the **POP Mail Server** field, type the address of your ISP's mail server (for example, mail.ispname.com). Service providers commonly include POP mail server information in introductory or welcome material. If you do not know your POP mail server, contact your ISP.
5. If you are prompted to complete the **Port Number** field, type the appropriate port number. Often, the port number is 110. If you do not know the port number, contact your ISP.
6. Select or clear the **Leave messages on POP3 server** check box. If you clear the check box, you might lose important email accidentally. Click **Submit**. **BlackBerry Web Client** authenticates your entry, and if the account is valid, the external email account is successfully integrated. **BlackBerry Web Client** can now download all mail sent to this external email account.
7. Click **Submit**.

To integrate with email forwarding

If your ISP or email provider offers this service, you can forward email from your external email account to **BlackBerry Web Client**.

If this option does not appear on the **Integrate my ISP email account and other external email accounts** page, your ISP does not offer this service. You can integrate external email accounts that support POP3 mail retrieval.

1. On the **Profile** page, click **ISP email account or other email accounts**. The **My Integrated ISP and External Email Accounts** page appears.
2. Click **New**. The **Integrate my ISP and other external email accounts** page appears.
3. Complete the **email Address**, **Your User ID/Login**, and **Password** fields as described in To integrate a POP3 email account above.
4. If email forwarding service is available with your external email account, you are prompted to select an integration method: **email forwarding or POP3 retrieval**. Select the **email forwarding** option and click **Submit**.

Note: If the email forwarding option does not appear on the **Integrate my ISP email account and other external email** accounts page, you can contact your ISP and request that a rule be implemented for your account to forward mail to **BlackBerry Web Client**. Your mail provider might do this at no charge, or it may be a service offered for a

monthly fee. For example, Yahoo!® Forwards your mail to another email account if you register for its **POP Access and Forwarding** premium services. Note: email forwarding leaves a copy of your message in your ISP email account. Remember to delete messages that you no longer wish to keep when you log into your ISP email account or you may run out of space to receive and forward messages.

To forward your company email to your handheld

You can forward your company email to **BlackBerry Web Client**.

Note: Check with your system administrator to verify that you are allowed to forward your company email to your **BlackBerry Web Client account**. Forwarding email to BlackBerry Web Client does not offer the advanced security features of the **BlackBerry Enterprise Server**.

- Create a forwarding rule in your desktop email client to forward your email to **BlackBerry Web Client**.
- Request your system administrator to create a forwarding rule directly on the enterprise server (**Novell® GroupWise, Sun® iPlanet, etc.**) To forward your email to **BlackBerry Web Client**.

Specifying a Sent From Address

After integrating external email accounts, you can specify a **Sent From Address**. Any messages that you send appear to be sent from the address you specify here. This functionality enables you to send all email from a single address, regardless of how many external email accounts you integrate with **BlackBerry Web Client**.

1. Click **Profile**. The **Profile** page appears.
2. Click **ISP email accounts or other email accounts**. The **My Integrated ISP and External Email Accounts** page appears.
3. At the bottom of the screen, click your **Sent From Address**. The **Integrate my ISP and other external email accounts** page appears.
4. Select one of the following options:
 - Use your new **BlackBerry** handheld email address for your Sent From Address (for example, jean_marteneau@mobility.blackberry.net).
 - Select an integrated email account address from the drop-down list (for example, jean_marteneau@ispname.com).
 - Type a customized email address in the field.
5. Click **Submit**.

For additional information about **BlackBerry Web Client**, refer to the **BlackBerry Web Client Online Help**. For additional information about your **BlackBerry Wireless Handheld**, refer to the **BlackBerry 6750 Wireless Handheld–Handheld User Guide** on the CD provided.

3. Using web client

Managing account space

Use the following tips to reduce the amount of account space that you use:

- Locate messages that contain attachments save the attachments on your computer and then delete the messages from **BlackBerry Web Client**.
- Monitor your **Deleted Items** folder; empty it of unwanted messages frequently.
- Set filters to sort unwanted messages to your **Deleted Items** folder.
- Disable sent message saving, which saves a copy of every message that you send to your **Saved Items** folder.

Importing contacts

You can import contacts into your **BlackBerry Web Client Address Book** from **Microsoft Outlook® 2000**. You must import a **.csv file**.

1. Open your **Address Book**.
2. On the menu bar, click **Import**.
3. Click **Browse**. In the **Choose file** window, select the file that you want to import, and click **Open**. The file appears in the File field.
4. Click **Add**. The imported contact information appears in your **Address Book**.

For more information on exporting your **Microsoft Outlook 2000** address book to a **.csv file**, refer to the **Microsoft Outlook Online Help** or the **BlackBerry Web Client Online Help**.

Creating groups

Groups are similar to mailing lists. Create a group to email multiple contacts in your **BlackBerry Web Client Address Book** simultaneously, without selecting the contacts individually.

1. Open your **Address Book**.
2. Click **Groups**, which appears at the end of the **Character List** in your **Address Book**. The **Groups** list appears.
3. Click **New**. The **Add Groups** page appears.
4. In the **Group Name** field, type a unique name for the group. You cannot use the same name for multiple groups.
5. From the **Select Name** list, select the contacts that you want to include in the group and click the submit arrow button (>). The contacts move to the **Group Members** list.
6. Click **Save** and close.

To email a group, select it from your **Address Book** and click **Compose**, or type the group name in the **To** field of a message.

Ordering filters

Filters are applied to incoming messages in the order in which they appear in the filters list. As soon as a filter is applied to the message, no further filters are applied to it.

- If a filter at the top of your list contains very broad criteria; the more specific filters that appear below it in the filters list are not applied to incoming messages.
- To reorder your filters, click the up and down arrows beside each filter. In most cases the filters with the broadest criteria should appear at the bottom of the list.

Filtering unwanted email

You can create filters with **BlackBerry Web Client** to prevent unwanted email from being sent to your handheld.

1. Create a **BlackBerry Web Client** folder for unwanted email. In the application frame, click Add folder and type a unique name for the folder, such as **Junk Mail**.

2. On the menu bar, click **Filters**. The **Filters** page appears. Specify the rules for this filter, providing the origin domains of email that you do not want to receive on your handheld. For detailed information, refer to the **BlackBerry Web Client Online Help**.
3. From the **Move to** folder drop-down list, select the newly created **Junk Mail** folder.
4. Select **Do not forward to my handheld**. All email that meets the criteria of this filter are moved to the new folder and are not sent to your handheld.

Selecting multiple messages, contacts or filters

To select multiple items in a list, select the check boxes on the left side of the list. The items that correspond to selected check boxes are highlighted. To highlight all of the entries in a list, select the **Select-all** check box in the list title bar.

Using your Reply to Address

Specify a **Reply to Address** to control the address to which replies to your messages are sent. If you have set your **Sent From Address** to a POP3 integrated account, you can receive replies more quickly by setting your **Reply to Address** as your default handheld email address.

1. On the menu bar, click **Options**. The Options page appears.
2. In the **Reply to Address** field, type the address to which you want the replies to your messages to be sent.
3. Click **OK**.

Setting an automatic reply

Set your **Auto Reply** to automatically send a message to anyone who sends you a message while you are unavailable.

- Your **Auto Reply** is only delivered once every seven days to each person who sends you a message. If you modify your **Auto Reply** during this time, the duration is not reset automatically. You should disable and then enable your **Auto Reply** to make sure that anyone who emailed you in the past seven days receives the updated **Auto Reply**.

Managing multiple service books

If your company operates a **BlackBerry Enterprise Server**, you might be able to integrate a separate **BlackBerry Web Client** account with your handheld. Contact your system administrator to determine if you can obtain a **BlackBerry Web Client** account in addition to your enterprise account. **BlackBerry Web Client** uses a different service book than the **BlackBerry Enterprise Server** to send and receive email on the handheld.

- If you are using a **BlackBerry 6750** Wireless Handheld, after you compose a message, select the service book from which to send the message. This option appears when you click the trackwheel to send the message.

Unless you specify otherwise, your **BlackBerry Wireless Handheld** sends replies that you compose on the handheld from the same service book that received the original message.

Troubleshooting

The following sections contain tips you can use if you are having trouble with your **BlackBerry** handheld or **BlackBerry Web Client**.

Messages are not being sent or received

If your **BlackBerry Wireless Handheld** is not receiving messages, verify that you are in an area of wireless coverage. Refer to the **Handheld User Guide** for descriptions of the network status icons and wireless coverage indicators on the handheld. If you are in an area of wireless coverage and your handheld is inactive, you can request the **BlackBerry Web Client** service book to be resent to your handheld.

1. On the menu bar, click **Profile**. The **Profile** page appears.
2. Click **Send Service Book**. Your handheld will receive a new service book that enables you to resume sending and receiving email. If you are still experiencing problems call **MTS Mobility customer support at 204 225-5687 (CALLMTS)**.

Note: If you load new applications onto your handheld using the **Desktop Software**, you may have to resend the service book to your handheld using **BlackBerry Web Client**. If you are not receiving messages sent to your email addresses, verify that you have not exceeded your storage space quota in your email account. If you have, new messages may not be delivered to your account.

Recovering your password

If you forget your password, retrieve it by answering your **Secret Question**. On the **BlackBerry Web Client** login page, click **Forgot your password?** and provide your user ID. If you successfully answer your **Secret Question**, a new temporary password is sent to your handheld in an email. You should change your password the next time that you log in to **BlackBerry Web Client**.

If you are not in an area of wireless coverage and cannot receive the temporary password on your handheld, contact your service provider for additional assistance. You can find your service provider's contact information by clicking **Require assistance?** on the BlackBerry Web Client login page, or **Obtaining additional assistance** on the **BlackBerry Web Client Online Help** introduction page.

Logging in to BlackBerry Web Client

The following components are required to log in to BlackBerry Web Client:

- Internet Explorer 5.01, 5.5, 6.0 (or higher patches) or Netscape Communicator 4.08, 4.58 (or higher patches) with JavaScript enabled.
- Windows 95/98/ME/NT4/2000/XP or Macintosh OS 9.0 or 10.0.

USING YOUR BLACKBERRY 6750

Make sure the wireless radio is turned on using the airplane icon. The airplane icon should appear on the screen of the handheld.

To send an email:

- Scroll to the **envelope icon** and press in the trackwheel
- Press in the trackwheel again and select **Compose Email**
- Select an **email address** from your contacts or select Use Once
- Enter subject and message
- Press in the trackwheel and select **Send message**
- Press in trackwheel

To make a voice call:

- Scroll to the **phone icon** and press in the trackwheel
- Select the **phone number** you would like to call or select **One Time Dial**
- Press in the trackwheel and select the number you would like to call (e.g. 204 555-5555)

To use the Browser:

- Scroll to the **Globe icon** and press the trackwheel
- Select **Home Page** and press the trackwheel
- Select **Get Link** from the drop-down menu and press in the trackwheel
- Select the **browser category** and press in the trackwheel
- Select the **menu item** and press in the trackwheel
- Highlight **Select Option** and press in the trackwheel

For additional information, please refer to the **User Guide** on the **CD ROM**.

OPTIONAL WIRELESS SERVICES AND FEATURES

The following are just a few of the optional features that are available to you to use along with your new voice enabled handheld.

Voice Mail

Voice Mail is a versatile, easy-to-use automated voice messaging service that is an optional feature available to you with your new voice-enabled handheld. The service answers your voice calls and records your callers' messages when you're on the line, away from your handheld, out of coverage area or have the voice capability of your handheld turned off. It can store up to 25 messages for 25 days. Entering a password ensures all your messages are completely private.

From your BlackBerry 6750 Handheld

1. Select the **phone icon** and press in the trackwheel
2. Press the trackwheel and select **Call Voice Mail**
3. The phone number will not automatically be set up, the device will prompt you for the phone number, please enter # followed by the phone number (e.g.#2045555555)
4. Press **Call**
5. Your **Voice Mail** number is now programmed
6. When prompted, enter the **temporary pass code** assigned to you by your MTS Mobility Customer Care Representative or MTS Dealer. Your temporary pass code is your 7 digit cellular number, unless advised differently by a MTS Dealer.

7. When prompted, **enter a new 4 to 15-digit pass code of your own**. You may use any numbers you like as long as you **do not begin your pass code with zero**.
8. Follow the prompts to record your name.
9. Follow the prompts to record your own personal greeting or to use the standard greeting.

From a landline phone:

1. Dial your cellular number. When the system answers, press the # key.
2. When prompted, enter the temporary pass code assigned to you by your MTS Mobility Customer Care Representative or MTS Dealer. Your temporary password is your 7 digit cellular number, unless advised differently by a MTS Dealer.
3. When prompted, **enter a new 4 to 15-digit pass code of your own**. You may use any numbers you like as long as you **do not begin your pass code with zero**.
4. Follow the prompts to record your name.
5. Follow the prompts to record your own personal greeting or to use the standard greeting.

Text Messaging

2-Way Text Messaging service from MTS allows you to send and receive that important message without anyone distracting you. Send short messages to MTS Mobility subscribers or subscribers provisioned for the service with other Canadian wireless carriers whenever you like. All that's required is a SMS enabled handset or data device and a subscription to 2-Way Text Messaging service from MTS Mobility.

For more information on the availability of these and other cellular features and services, please visit our Web site at www.mts.ca/wirelessfeatures.