



# Getting Started Guide

BlackBerry 8820 Smartphone

 **BlackBerry**

MAT-18396-001 | PRINTSPEC-016  
SWD-351971-0312043520-001 | RBG41GW



# Contents

<b>Welcome to BlackBerry!</b>	<b>3</b>
<b>Set up your device</b>	<b>5</b>
Insert the SIM card and battery	5
Charge the battery	6
Complete the setup wizard	8
<b>Learn the basics</b>	<b>11</b>
Move around the screen	12
Open a menu	13
Typing basics	14
Applications	15
Home screen status indicators	16
Message list status indicators	17
Phone status indicators	17
Calendar status indicators	17
Wireless coverage indicators	18
<b>Start using your device</b>	<b>21</b>
Make a call	21
Send an email message	21
Send an SMS text message	22

Add a contact.....	22
Visit a web page.....	23
Schedule an appointment.....	23
Pair with a Bluetooth enabled device.....	24
About connecting to a Wi-Fi network.....	24
About using your device with a computer.....	25
About switching devices.....	28
Transfer a file between your device and your computer using the Roxio Media Manager.....	29
Synchronize data between your device and your computer .....	29
Insert a media card.....	30
Find more information.....	31
<b>Troubleshooting.....</b>	<b>33</b>
I cannot connect to a wireless network.....	33
I cannot associate my device with an email address .....	33
I cannot send or receive messages.....	34
I cannot make or receive calls.....	35
<b>Legal notice.....</b>	<b>37</b>

# Welcome to BlackBerry!

Get ready to experience the freedom and connectivity of your all-in-one mobile solution. Setting up your BlackBerry® device is easy. Simply verify that your SIM card and battery are inserted in your device, charge the battery, and complete the setup wizard. After you complete the setup wizard, take some time to explore the features on your device. This guide provides tips and instructions to help you learn the basics quickly.



# Set up your device

## Insert the SIM card and battery

Your SIM card is a small rectangular plastic card that stores important information about your wireless service. Your SIM card might already be inserted in your BlackBerry® device.

1. Press the release button for the battery cover.
2. Slide off the battery cover.
3. If the battery is inserted, remove the battery.
4. If your SIM card is already inserted, proceed to step 8.
5. Remove the SIM card from any packaging.
6. Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner points toward the lower-right corner of the device.
7. Slide the SIM card into the SIM card slot until it stops.
8. Insert the battery so that the metal contacts on the battery align with the metal contacts on your device.
9. Slide the battery cover back onto the device so that it clicks into place.

If the battery is charged, the device turns on. If the device does not turn on, charge the battery.

Figure 1. Remove the battery cover

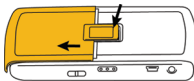
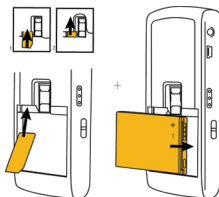


Figure 2. Insert the SIM card and battery



## Charge the battery

1. Connect the small end of the travel charger cable to the USB port on the side of your BlackBerry® device.
2. If necessary, perform one of the following actions:
  - Insert the plug blade attachment into the power adapter.
  - Fold down the plug blades on the power adaptor.
3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.



Figure 3. Connect the travel charger cable to your device

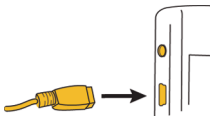
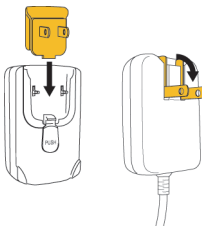


Figure 4. Insert the plug blade attachment or fold down the plug blades (if necessary)



If you have installed the BlackBerry® Desktop Software, you can use the USB cable that came with your device to connect your device to your computer for charging. For more information, see the "About using your device with a computer" topic.

## Battery power level indicators



full battery power



battery charging



low battery power

---

## Complete the setup wizard

The setup wizard is designed to help you learn about typing, change options to personalize your BlackBerry® device, and set up one or more email addresses.

1. In the setup wizard dialog box, roll the trackball to highlight **Run Setup Wizard**.
2. Click (press) the trackball.
3. Read the setup wizard introduction.
4. Roll the trackball to highlight **Next**.
5. Click the trackball.
6. Complete the instructions on the screen.


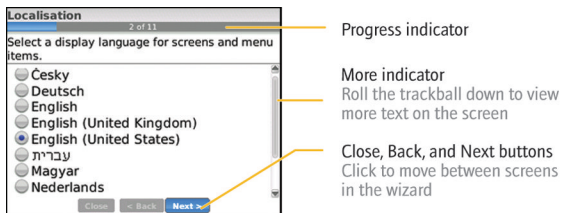
**Note:** If the setup wizard dialog box does not appear automatically, on the Home screen, press the  key. Click **Setup Wizard**.

Figure 5. Setup wizard screen



## About email setup options

If you have not already set up an email address, you can use one of following options to set up email. Depending on your wireless service provider, the available options might vary.

- **BlackBerry Internet Service option:** Use this email setup option to create a new email address for your device or to associate your device with one or more (up to ten) existing email addresses. This option is most common for individual users. You can set up email using this option by selecting the **I want to create or add an email address** option in the setup wizard on your device
- **BlackBerry Enterprise Server option:** Use this email setup option to associate your device with a Microsoft® Outlook® work email account, IBM® Lotus Notes® work email account, or Novell® GroupWise® work email account and to take advantage of advanced capabilities for wireless data synchronization. If your administrator has provided you with an activation password, you can set up email

using this option by selecting the **I want to use a work email account with a BlackBerry Enterprise Server** option in the setup wizard on your device. If you do not have an activation password, contact your administrator.

- **BlackBerry Desktop Redirector option:** Use this email setup option to associate your device with a Microsoft Outlook (Workgroup Installation) email account. You can set up email using this option by installing the BlackBerry® Desktop Software and selecting the BlackBerry Desktop Redirector option. If you use this email setup option, you must keep your computer turned on to receive email messages.

## Add or create an email address using the setup wizard

1. In the setup wizard, on the email setup screen, select the **I want to create or add an email address** option. Click **Next**.
2. Click **Next**.
3. If necessary, click **Update Now**.
4. If necessary, click **Create New Account**.
5. To accept the terms of the license agreement, select the **Yes** option. Click **I Agree**.
6. If necessary, type a login user name and password of your choice. Click **Next**. Record your user name and password in a safe place.
7. Complete the instructions on the screen.

# Learn the basics



## Move around the screen




- To open the application list, press the  key on the Home screen.
- To move the cursor in any direction and highlight items, roll the trackball.
- To select an item or follow a link, click the trackball.
- To change the value in a field, click a field. Click a value.
- To move back a screen, press the  key.
- To return to the Home screen, press the  key.

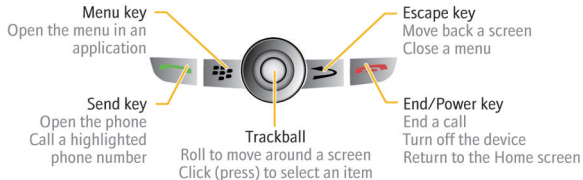
Figure 6. Home screen



Figure 7. Application list



Figure 8. Move around the screen



## Open a menu




- To open a menu of all the available actions for a highlighted item in an application, press the  key.
- If you click an item with more than one common available action, a short menu of these available actions appears. To view more available actions for the highlighted item, press the  key or click **Full Menu**.
- To close a menu, press the  key.

Figure 9. Full menu

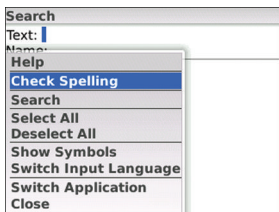
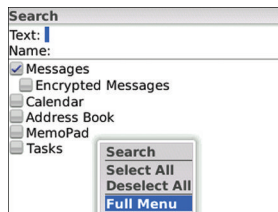


Figure 10. Short menu



## Typing basics

### Typing indicators



Shift mode




Alt mode











number lock mode

### Typing tips

- To capitalize a letter, hold the letter key until the capitalized letter appears or press the **Shift**  key and the letter key.



- To type the alternate character on a key, press the  key and the character key. For example, to type a question mark (?), press the  key and .
- To type a symbol, press the  key. Type the letter that appears below the symbol.
- To type an accented or special character, hold the letter key and roll the trackball to the left or right. Release the letter key when the accented or special character appears. For example, to type ü, hold  and roll the trackball to the left until ü appears.
- To turn on NUM lock, press the  key and the **Left Shift**  key. To turn off NUM lock, press the  key.

## Applications

Take some time to explore the applications that are available on your BlackBerry® device. Here are a few applications to get you started.



Click **Setup Wizard** to learn about typing, change options to personalize your device, and set up your email address. The setup wizard also provides links to information about common tasks.



Click **Email Settings** to set up one or more email addresses or change BlackBerry® Internet Service email options.



Click **Browser** to visit web pages or view the browser bookmark list.



Click **Call Log** to make a call or view a list of recent calls.



Click **Media** to view saved songs, ring tones, videos, or pictures.



Click **Messages** to view a list of your messages.



Click **Options** to view the main list of device options. You can also access additional options from the menu in each application.



Click **Address Book** to view your contact list or add a new contact.



Click **Set Up Wi-Fi** to set up a connection to a Wi-Fi® network.



Click **Help** to view the user guide for your device.

## Home screen status indicators



alarm set



missed call count



unopened message count



sending data



missed calendar reminder



receiving data



voice mail message



roaming












Bluetooth® technology is turned on



paired with Bluetooth enabled device

## Message list status indicators

	unopened message		MMS message
	opened message		sent message
	message with an attachment		message is sending
	message is high priority		message not sent
	SMS text message		

## Phone status indicators

	missed call		received call
	placed call		

## Calendar status indicators

	reminder set		meeting
--	--------------	---	---------



recurring appointment or meeting



exception to recurring appointment or meeting



calendar entry with notes

## Wireless coverage indicators

Indicators on the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device.

### EDGE

You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the browser with a high-speed data connection.

### GPRS

You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the browser.

### edge

You can use the phone and send and receive SMS text messages.

### GSM

### gprs



You can only make emergency calls.



Your connection to the wireless network is turned off.



You are not in a wireless coverage area.



+ Wi-Fi network name

You can send and receive email messages and use the browser over a Wi-Fi® connection.



+ Wi-Fi network name

Your device is connected to a Wi-Fi network but does not have access to BlackBerry services over the Wi-Fi connection.





Your connection to a Wi-Fi network is turned on, but you are not in a Wi-Fi coverage area.




# Start using your device

## Make a call

1. On the Home screen or in the phone, perform one of the following actions:
  - Type a phone number.
  - Type part of a contact name. Highlight a contact or phone number.
2. Press the  key.


To end the call, press the  key.

## Send an email message


1. In a message list, press the  key.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
  - Type an email address.
  - Type a contact name.
  - Type part of a contact name. Click a contact.
4. Type a message.

5. Press the  key.
6. Click **Send**.

## Send an SMS text message

1. In a message list, press the  key.
2. Click **Compose SMS**.
3. Perform one of the following actions:
  - If the contact is not in your address book, click **Use Once**. Type an SMS phone number (include the country code and area code). Click the trackball.
  - If the contact is in your address book, click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

## Add a contact


1. In the address book, press the  key.
2. Click **New Address**.
3. Type the contact information.
4. Press the **Menu** key.




5. Click **Save**.

## Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. In the browser, perform one of the following actions:
  - If a web address field appears on the screen, type a web address.
  - If a web address field does not appear on the screen, press the  key. Click **Go To**. Type a web address.
2. Click the trackball.

## Schedule an appointment

1. In a calendar, press the  key.
2. Click **New**.
3. Type the appointment information.
4. If the appointment recurs, change the **Recurrence** field.
5. Press the **Menu** key.
6. Click **Save**.

## Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the Bluetooth setup application, click **Search for devices from here** or **Allow another device to find me**.
2. Click **OK**.
3. If necessary, click a Bluetooth enabled device.
4. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
5. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

## About connecting to a Wi-Fi network

If you are in a Wi-Fi® coverage area and if your wireless service plan supports it, you might be able to access services (for example, email service) over a Wi-Fi network. For more information, contact your wireless service provider.

You can connect to a Wi-Fi network without saving the connection information, or you can save the connection information in a Wi-Fi profile.

## Connect to a Wi-Fi network

By default, new Wi-Fi® profiles appear at the bottom of your Wi-Fi profile list.

1. On the Home screen or in the application list, click **Set Up Wi-Fi**.
2. Perform one of the following actions:
  - Click **Scan for Networks**. Click a network.
  - Click **Manually Add Network**. Type the network name. Click **Add**.
3. Complete the instructions on the screen.
4. On the Wi-Fi Setup Complete screen, perform any of the following actions:
  - To change the order of Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
  - To specify registration information, click **Wi-Fi Hotspot Login**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
5. Click **Finish**.

## About using your device with a computer

You can install the BlackBerry® Desktop Software on your computer and connect your BlackBerry device to your computer to perform any of the following actions:

- Charge your device.

- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your device and your computer.
- Synchronize certificates between your device and your computer.
- Back up and restore device data.
- Transfer files between your device and your computer.
- Add applications to your device.
- Set up and manage email message forwarding or wireless calendar synchronization if your administrator has advised you to do so.
- Set up and manage email message forwarding using the BlackBerry Desktop Redirector to forward email messages from a Microsoft® Outlook® (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later.

For more information about synchronizing data, backing up or restoring data, adding applications, or other functions, see the *BlackBerry Desktop Software Online Help*.

## System requirements

- Intel® compatible 486 or higher computer that is compliant with USB 1.1 or later
- Microsoft® Windows® 2000, or later
- BlackBerry® User Tools CD
- available USB port

## Install the BlackBerry Desktop Software

1. Verify that your BlackBerry® device is not connected to your computer.
2. Insert the *BlackBerry® User Tools CD* into the CD drive on your computer.
3. Click **BlackBerry Desktop Software**.
4. Complete the instructions on the screen until the Setup Type screen appears.
5. On the Setup Type screen, perform one of the following actions:
  - If you do not want to use the BlackBerry® Desktop Software to synchronize certificates between your device and your computer, select the **Typical** option. Click **Next**.
  - If you want to use the BlackBerry Desktop Software to synchronize certificates between your device and your computer, select the **Custom** option. Click **Next**. In the **Certificate Synchronization** drop-down list, click **This feature, and all subfeatures, will be installed on local hard drive**.
6. Complete the instructions on the screen.
7. When the installation is complete, connect the smaller end of the USB cable to the USB port on the side of your device.
8. Connect the larger end of the USB cable to the USB port on your computer.

If the BlackBerry® Desktop Manager does not open automatically, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.

## About switching devices

You can import data from your current BlackBerry® device, Palm® device, or Windows Mobile® powered device to your new BlackBerry device using the switch device wizard tool of the BlackBerry® Desktop Manager. For more information about switching devices, see the *BlackBerry Desktop Software Online Help*.

### Switch devices

Verify that you have installed the most recent version of the BlackBerry® Desktop Software.

1. Connect your current device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Switch Device Wizard**.
4. Click **Start**.
5. Complete the instructions on the screen.

If you are switching from a BlackBerry device that is associated with the BlackBerry® Internet Service, on your new BlackBerry device, in the setup wizard, open the email setup screen. Update your device PIN.

## Transfer a file between your device and your computer using the Roxio Media Manager

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Double-click **Media Manager**.
4. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

## Synchronize data between your device and your computer

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the check box beside one or more actions.
5. Click **Synchronize**.

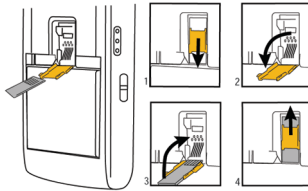
## Insert a media card

Use a microSD media card to extend the memory available on your BlackBerry® device for storing media files such as videos, ring tones, pictures, or songs. The media card might be sold separately from your device.

1. Press the release button for the battery cover.
2. Slide off the battery cover.
3. Slide the media card holder door toward its hinges to unlock it.
4. Open the media card holder door.
5. Place the media card into the slots in the media card holder door so that the metal contacts on the media card align with the metal contacts on your device when the media card holder door is closed.
6. Close the media card holder door.
7. Slide the media card holder door away from its hinges to lock it.
8. Replace the battery cover.



Figure 11. Insert the media card



## Find more information

- To view the user guide for your BlackBerry® device, click **Help** in the application list or in an application menu.
- To view the BlackBerry® 101 tutorial, user guide, safety and product information booklet, or software license agreement and warranty for your device, insert the *BlackBerry® User Tools CD* that came with your device into the CD drive on your computer.
- To find information about your wireless network or your wireless service plan, visit your wireless service provider web site.
- To find software, games, and accessories for your device, visit [www.discoverblackberry.com](http://www.discoverblackberry.com).
- To buy accessories for your device, contact your wireless service provider or visit [www.shopblackberry.com](http://www.shopblackberry.com).



# Troubleshooting

## I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you have turned on the connection to the Wi-Fi® network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Wi-Fi setup application and you know the network name, connect to the Wi-Fi network manually.
- Verify that the connection options in the Wi-Fi setup application are correct. If you have already verified these options, verify that the advanced connection options for the Wi-Fi network are correct.

## I cannot associate my device with an email address

Try performing the following actions:




- On the email setup screen, verify that you have typed all the email address information correctly.

- Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider.
- If you are trying to add a Microsoft® Outlook® or IBM® Lotus Notes® work email address to your BlackBerry® device, in a browser on your computer, log in to the email setup web site using the web page address provided by your wireless service provider and add the work email address. To log in, you must have a login user name and password. You can create a login user name and password in the setup wizard on the email setup screen.

## I cannot send or receive messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the  key. Click **Register Now**.
- If you switched devices, verify that you have switched email service to your new device. To switch email service to your new device, in the setup wizard, open the email setup screen. If you created a user name and password when you set up email on your device, type your login information. Press the  key. Click **Change Device**. If you did not create a user name and password when you set up email, complete the instructions on the screen.
- If the menu item for sending a message does not appear, verify that you have added an email address or a PIN for your contact.
- Resend the message. Open the message. Press the  key. Click **Resend**.
- If you use email message filters, verify that the options for email message filters are set correctly.

## I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.

- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- If your SIM card supports more than one phone number, but you have only one phone number, verify that the phone number is set as your active phone number.

# Legal notice

©2008 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType® and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used as trademarks in the U.S., Canada, and countries around the world.

Bluetooth is a trademark of Bluetooth SIG. IBM, Domino, Lotus, and Lotus Notes are trademarks of International Business Machines Corporation. Intel is a trademark of Intel Corporation. Microsoft, Outlook, and Windows are trademarks of Microsoft Corporation. Novell and GroupWise are trademarks of Novell, Inc. Roxio is a trademark of Sonic Solutions. Wi-Fi and WPA are trademarks of the Wi-Fi Alliance. All other trademarks are the properties of their respective owners.

Portions of the BlackBerry® Device Software are copyright © 2007-2008 The FreeType Project ([www.freetype.org](http://www.freetype.org)). All rights reserved.

The BlackBerry smartphone and other devices and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in the U.S. and in various countries around the world. Visit [www.rim.com/patents](http://www.rim.com/patents) for a list of RIM (as hereinafter defined) patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at [www.blackberry.com/go/docs](http://www.blackberry.com/go/docs) is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement,

guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE



DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL,

OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Installation or use of Third Party Products and Services with RIM's products and

services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Research In Motion Limited  
295 Phillip Street  
Waterloo, ON N2L 3W8  
Canada

Research In Motion UK Limited  
200 Bath Road

Slough, Berkshire SL1 3XE  
United Kingdom

Published in Canada