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Getting Started Guide

BlackBerry® 8820

BlackBerry®

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What's in the Box?

Remove the following items from the box to help you set up your BlackBerry® 8820.

BlackBerry 8820

Getting Started Guide

Quick Start Guide

BlackBerry® User Tools CD
Includes User Guide, BlackBerry End User/Software License Agreement and warranty information for your BlackBerry 8820.

Travel Charger

USB Synchronization Cable

Mono Headset

Rechargeable Battery

Steps?
3

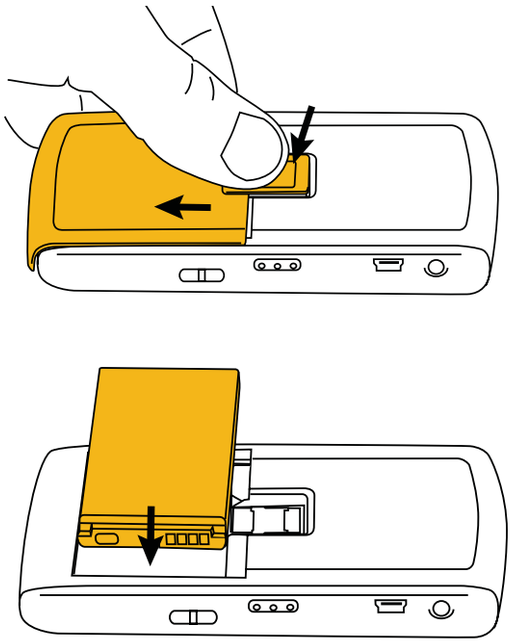
Note:
If the battery is charged, the BlackBerry® 8820 turns on. If the device does not turn on, charge the battery. Charging the battery can take an hour or longer.

Steps?
4

Note:
If you have an available USB port on your computer and you have installed the BlackBerry® Desktop Software, you can use the USB cable that came with your device to connect it to your computer for charging. For more information, see the "Sync your BlackBerry 8820 with your Computer" topic.

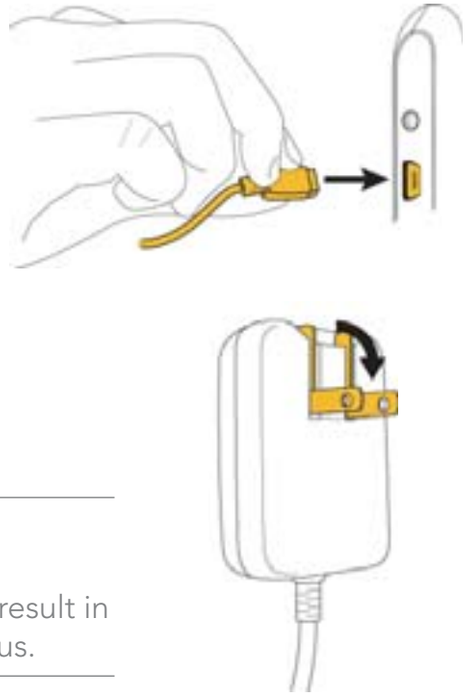
Insert the Battery

1. Press the silver square on the back of the BlackBerry® 8820 and slide off the battery cover.
2. Insert the battery so that the metal contacts on the battery align with the metal contacts on your BlackBerry 8820.
3. Slide the battery cover back onto the BlackBerry 8820 so that the cover lies flat and clicks into place.



Charge the Battery

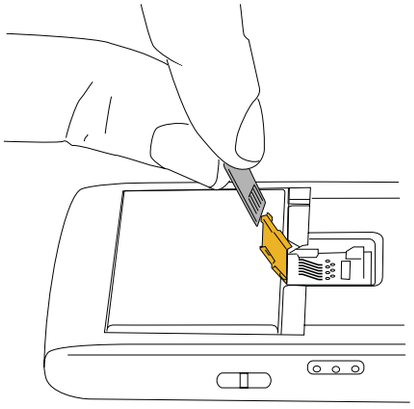
1. Pull the plug blades down.
2. Connect the small USB end of the travel charger cable to the USB port on the side of your BlackBerry 8820.
3. Plug the travel charger into a power outlet.
4. Charge the battery to full power.



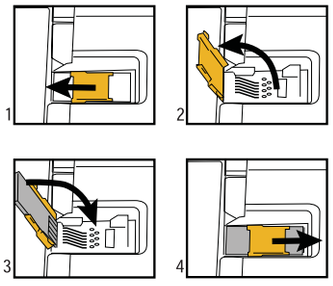
CAUTION: Use only accessories that Research In Motion has approved for use with your BlackBerry 8820 . Use of other accessories might invalidate any approval or warranty/might result in non-operation of the BlackBerry 8820 and might be dangerous.

Insert a Media Card*

Use a microSD media card to extend the memory available on your BlackBerry® 8820 for storing media files such as ring tones, videos, pictures, or songs.



1. Slide off the battery cover.
2. Slide the media card holder door toward its hinges to unlock it.
3. Lift the media card holder door.
4. Insert the media card into the slots in the media card holder door so that the metal connectors on the card will align with the metal contacts on your BlackBerry 8820 when the media card holder door is closed.
5. Close the media card holder door.
6. Slide the media card door away from its hinges to lock it.



Steps?
6

Takes?
1 minute

*Note: Your use of third party products and services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products and services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

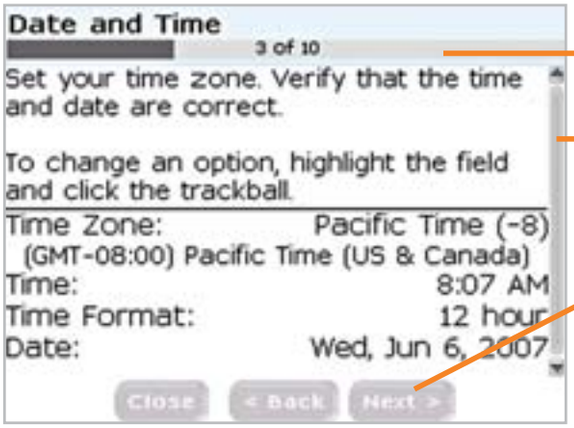
Setup Your BlackBerry 8820

Learn to Navigate

Setup Wizard

The BlackBerry® 8820 contains a Setup Wizard designed to help you quickly and easily setup and personalize your BlackBerry 8820 .

Introduction to BlackBerry 8820



Progress indicator

More indicator
Roll the trackball down to see more text on the screen

Close, Back and Next buttons
Click to move between screens in the wizard

The introduction to the BlackBerry® 8820 section of the Setup Wizard helps you set the date and time, and orient you to some of the important keys/functions on your BlackBerry 8820.

Takes?
5 - 10 minutes

Note:
As you complete the Setup Wizard, look for the progress indicator to tell you how many screens you have completed. The more indicator tells you if there is more to see on the screen and the buttons along the bottom allow you to navigate through the Setup Wizard.

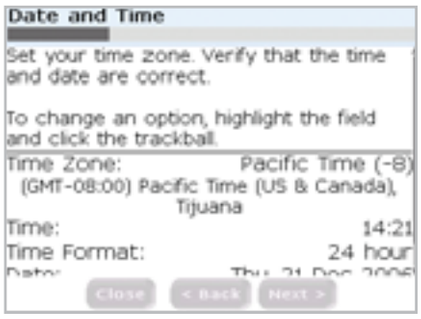
Steps?
4

Note:
You can exit the Setup Wizard at any time and return to where you left off by selecting BlackBerry Setup from the Home screen and then choosing Setup Wizard.

Note:
To save battery power your BlackBerry® 8820 screen is set to Timeout (go dark or dim) after 45 seconds. If the screen goes dark or dims simply press any key to view the screen again.

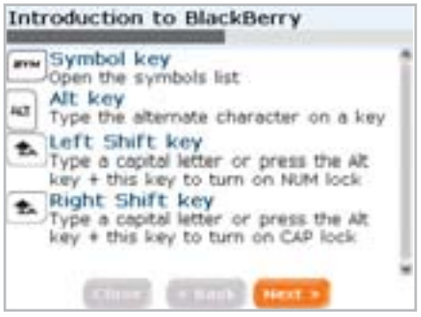
1. Once you have launched the Setup Wizard, use the trackball to scroll up and down on the screens and highlight input fields or buttons. Click the trackball to select input fields or buttons.

2. Click **Yes** if asked if you want to connect to the wireless network.



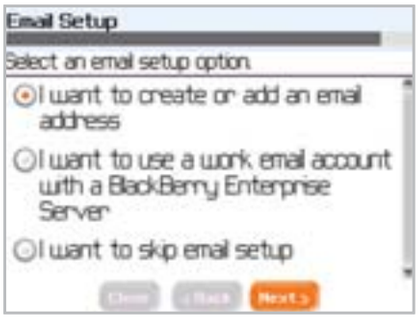
3. To set your time zone, highlight the current time zone and click the trackball. Roll the trackball up or down to find your time zone and click again to select it.

4. Note where the following important function keys are on your BlackBerry 8820:



Email Set Up

1. To access email setup directly, on the Home screen, click **BlackBerry Setup**. Click P**ersonal Email Setup**. Verify that you have turned on the connection to the wireless network.



2. Click **Next**.

3. To view the terms of the BlackBerry® Internet Service end user agreement, click **Click Here**.

Steps?
8

Takes?
10 - 15 minutes

Note:
To set up your BlackBerry® Internet Service email using a web browser on your computer, visit att.com/blackberrystart.

4. Please read the terms and conditions carefully. To accept the terms of the license agreement, select the **Yes** option. Click **I Agree**.

5. Type the email address information for the existing supported email account that you want to add and click **Next**.

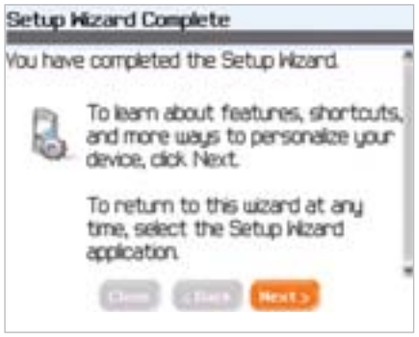
6. After the confirmation displays, click **OK**.

Typing Tips: To capitalize a letter, hold the letter key until the capitalized letter appears or press the Right Shift key and press the appropriate letter key. To insert symbols such as @ and period [.], press the ALT key and press the appropriate letter key.

7. On the summary screen perform one of the following actions:

   - To create a new email address for your BlackBerry 8820, click **Create A BlackBerry Email Address**.
   - To add another existing supported email address (up to 10) click **Add An Email Account**.
   - To exit the email setup website, press the **Menu** key. Click **Close**.

8. You have now completed the Setup Wizard. On the Setup Wizard Complete screen perform one of the following actions:



   - To read shortcuts and information about personalizing your device, click **Next**.
   - To exit the Setup Wizard, click **Close**.

Note: Once you add a supported email account (up to 10) using the email setup application, messages sent to that account will also appear in the messages list on your BlackBerry 8820. Also, when you send a message from your device, it will be sent using the email address of that account.

Steps?
7

Send an Email

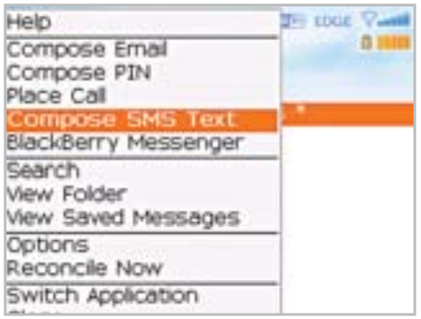
1. On the Home screen, click **Messages** .
2. Press the **Menu** key
3. Click **Compose Email**.
4. In the **To** field, perform one of the following actions:
   - Type an email address.
   - Type a contact name.
   - Type part of a contact name. Click a contact.
5. Type a message.
6. Click the **Trackball**.
7. Click **Send** .

If you have associated your BlackBerry® 8820 with more than one supported email address, in the Send Using field, you can set the email address that you use to send the email message.

Note: You must set up an email account on your BlackBerry 8820 device to send email. To learn how to set up a supported email account (up to 10), refer to Email Setup in the Setup Wizard.

Send an SMS Text Message

1. On the Home screen, click **Messages** .
2. Press the **Menu** key .
3. Click **Compose SMS Text**.
4. 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.
5. Type a message.
6. Click the **Trackball**.
7. Click **Send** .



Steps?
7

Steps?
3

Make a Phone Call

Note:
To turn the speakerphone on or off during a call, press the Speakerphone key, or click the trackball and then click Activate Speakerphone/ Handset.

1. On the Home screen or in the Phone application, perform one of the following:

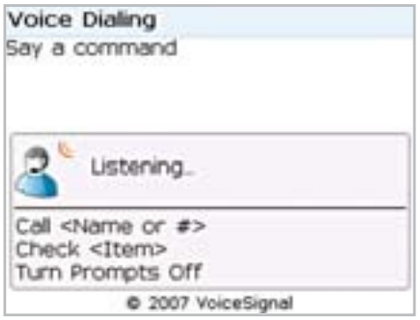
   - Type a phone number
   - Type part of a contact name. Highlight a contact or phone number.

2. Press the **Send** key .

3. To end the call, press the **End** key .

Make a Phone Call Using Voice Dialing

1. On the Home screen, click **Voice Dialing** .
2. Wait for the sound.
3. Say "Call" and a contact name or phone number.
4. To end the call, press the **End** key .



Steps?
4

More Info

To learn more about Voice Dialing features press the Menu key while in Voice Dialing, scroll to and click Help.

Menu key only works when call is in progress.

Steps?
4

Takes?
2 minutes

Set up Voicemail

1. Hold the **1** key on your BlackBerry® 8820.
   (Note: there is no need to hold down the **Left Shift (NUM)** key or **ALT** key .)
2. Create your password.
3. Record your name.
4. Record a greeting.

Check Your Voicemail Messages From Your BlackBerry® 8820

1. Hold the **1** key
2. Follow the voice prompts.

Steps?
2

Check Your Voicemail Messages From Other Phones

1. Dial your 10-digit wireless number.
2. Press the ***** key when you hear your personal greeting. (Press the **#** key in Puerto Rico)
3. Type your personal passcode.

Steps?
3

Steps?
5

Takes?
1 minute

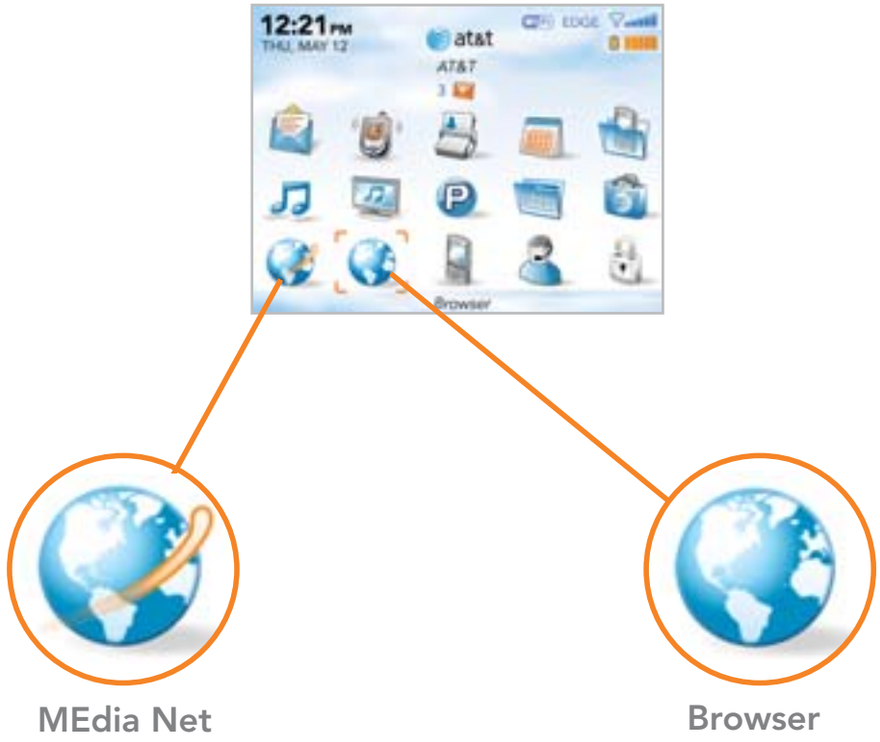
Typing Tips
To capitalize a letter, press the shift key until the capitalized letter appears or press the Right Shift (CAP) key and press the appropriate letter key

To insert symbols such as _ and /, press the ALT key and press the appropriate letter key.

Go to Web Pages

There are two different browsers that come with your BlackBerry® 8820: the **MEdia Net Browser** and an **Internet Browser**. Use the MEdia Net browser to access your favorite web pages and downloads using AT&T MEdia Net™ content service. Use the Internet Browser to access online web sites.

1. On the Home screen click **Browser** or **MEdia Net**.



2. On a bookmark page, press the **Menu** key .

MEdia Net Home Page

Browser Home Page

3. Click **Go To....**

4. In the dialog box that appears, type the URL (web address, e.g. att.com) that you wish to go to.

5. Click the **Trackball**.

Note:
The Go To dialog box tracks the web pages that you type. To access a web page on the list, highlight the address. Click the trackball.

Not all web sites are designed for browsing on a hand-held device and may not look or function in the same way as they would on a computer.

To insert a period in a web address, press the Space key SPACE .

AT&T Mall

Personalize your phone with downloadable games, graphics and ring tones from the hottest artists*.

1. On the Home Screen, click **AT&T Mall** .

   - Browse thousands of ring tones from the classics to today's top performers at **Shop Tones**.
   - Find games to turn your downtime into fun time at **Shop Games**.
   - Personalize your phone with unique art at **Shop Graphics**.
   - Find an MMS greeting card that is perfect for the occasion at **Shop Multimedia**.
   - Subscribe to useful applications and cool tools discovered at **Shop Applications**.

Note:
You must be connected to the mobile network to use AT&T Mall.

*Additional charges may apply for downloadable content. Your use of third party products and services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products or services. RIM and AT&T makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and assumes no liability whatsoever in relation to the third party products and services even if RIM and AT&T has been advised of the possibility of such damages or can anticipate such damages.

Add a Contact

1. On the Home screen, click **Address Book** .
2. Press the **Menu** key .
3. Click **New Address**.
4. Type the contact information.
5. Click the **Trackball**.
6. Click **Save**.

Steps?
6

Takes?
1 minute

Steps?
6

Schedule an Appointment

1. On the Home screen, click **Calendar** .
2. Press the **Menu** key .
3. Click **New**.
4. Type the appointment information.
5. Click the **Trackball**.
6. Click **Save**.

Note: To change calendar views, press the **Menu** key and select the desired view.

The Phone application on your BlackBerry® 8820 offers an exciting Push to Talk (PTT) capability. The first step in using the PTT service is initializing the PTT application on your BlackBerry 8820.

Set up Push to Talk

1. On the Home screen, click **Push to Talk** or press the **PTT** (**Left Convenience** key).
2. Click **Yes** when asked if you want to initialize PTT.
3. Type a name that is up to 20 characters (this will be your PTT user name) and click **OK**.

Confirm PTT is On

On the Home screen, click **Push to Talk**.The bottom of the PTT Menu screen should read PTT is On.

Steps?
3

Note:
You must have a PTT subscription to set up the PTT service.

Push to Talk initialization might take a few minutes to complete.

Steps?
4

Add a Push to Talk Contact

After initializing PTT, you must add individuals or groups to your PTT contact list before you can place a PTT call. Individuals and group members must have a PTT capable device, and subscribe to the AT&T PTT service.

When you add a Push to Talk contact, you invite the contact to join your contact list. The contact can accept, decline, or defer your invitation.

1. On the Home screen, click **Push to Talk** .
2. On the PTT Menu screen, click **Add Contact**.
3. Type the contact information and click **OK**.
4. The BlackBerry® 8820 will now send the invitation to your new contact. You will see an icon while the invitation is in progress.

Make a Push to Talk Call

1. Press and release the **PTT** key to display your PTT contacts.

2. Use the trackball to highlight the contact you wish to reach then press and hold the **PTT** key to establish a connection.

3. When the BlackBerry® 8820 beeps, you can perform one of the following actions:
   - To speak, press and hold the **PTT** key.
   - To listen, release the **PTT** key.

To end the Push to Talk call, press and hold the **End** key .

Steps?
3

Note:
You need to add a Push to Talk contact before you can make a Push to Talk call.

Receive a PTT Call

1. Your BlackBerry 8820 indicates an incoming PTT call using a tone and displays the caller's information on the screen.

2. If you have set your ringer to silent or vibrate, your device prompts you to accept or reject the call before you hear the caller's voice.

Steps?
2

Steps?
5

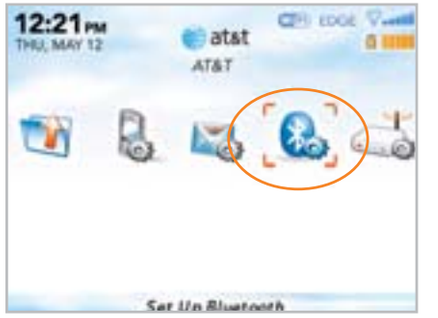
Takes?
1 minute

Set up Bluetooth® technology

1. On the Home screen, click **BlackBerry Setup**.

2. Click **Set up Bluetooth**.

3. Click **OK**.



4. If required, type the passkey for the Bluetooth enabled device on your BlackBerry® 8820.

5. Once the Bluetooth enabled device is paired with the BlackBerry 8820, you are ready to use Bluetooth technology.

You may be able to send and receive email messages and visit web pages using a work or home Wi-Fi® network (corporate users may need to contact your company's system administrator to request access).

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.

To connect to a Wi-Fi network at home or from a hotspot, you might need to use a VPN connection.

Steps?
2

Note:
Verify that your BlackBerry® device is connected to the mobile network. If your device prompts you to turn on the device radio, in Manage Connections, select the Mobile Network checkbox.

Turn on the connection to the Wi-Fi network

1. On the Home screen, click **Manage Connections**.

2. Select the **Wi-Fi** check box.

Steps?
6

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, click **BlackBerry Setup**.
2. Click **Set Up Wi-Fi**.
3. Perform one of the following actions:
   - Click **Scan for Networks**. Click a network.
   - Click **Manually Add Network**. Type the network name. Click **Add**.
4. Complete the instructions on the screen.
5. 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.
6. Click **Finish**.

BlackBerry Desktop Software

You can install the BlackBerry® Desktop Software on your computer from the BlackBerry® User Tools CD and connect your BlackBerry® 8820 to your computer to allow you to perform any of the following actions:

- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your BlackBerry 8820 and your computer.
- Back up and restore BlackBerry 8820 data.
- Transfer media files between your computer and your BlackBerry 8820.
- Add applications to your BlackBerry 8820.
- Set up and manage email message forwarding or wireless calendar synchronization if your BlackBerry® Enterprise Server administrator has advised you to do so.

What You Need

- Intel® compatible 486 or higher computer that is compliant with USB 1.1 or later
- Microsoft® Windows® 2000, or later
- Available USB port
- CD-ROM drive

Note:
Before installing the BlackBerry® Desktop Software, you must agree to the BlackBerry End User/Software License Agreement.

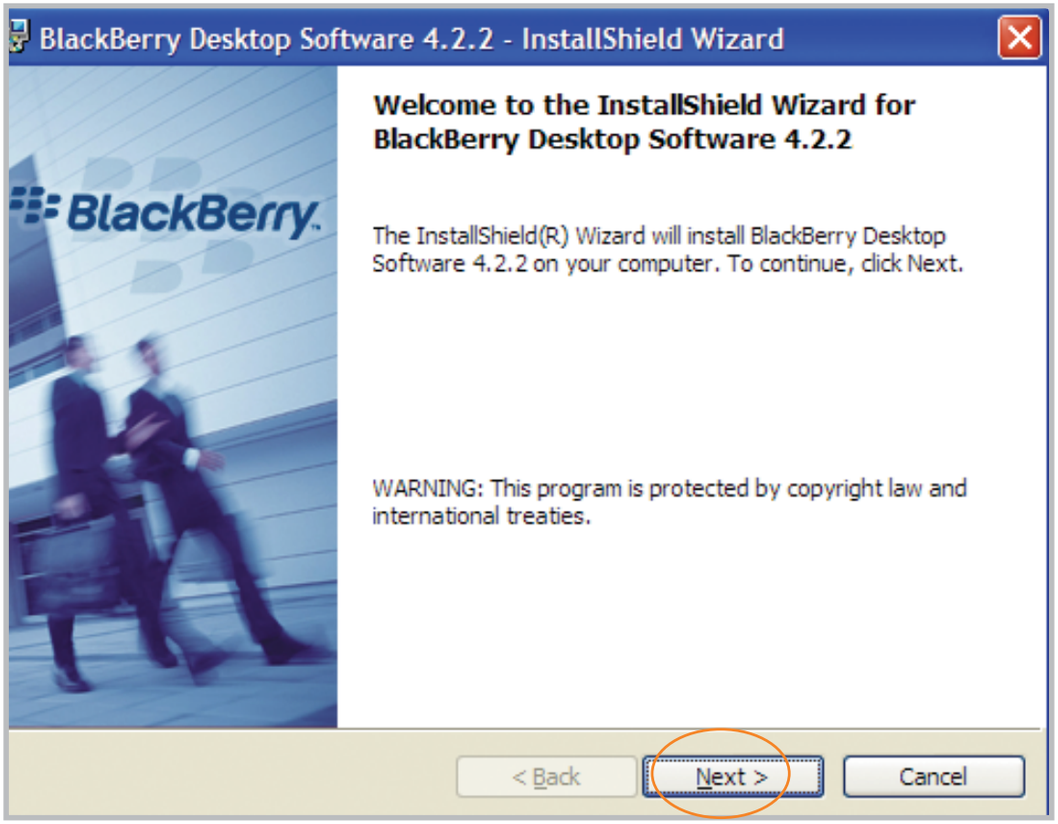
Sync Your BlackBerry 8820 With Your Computer

Steps?
11

Takes?
5 - 10 minutes

Setup instructions

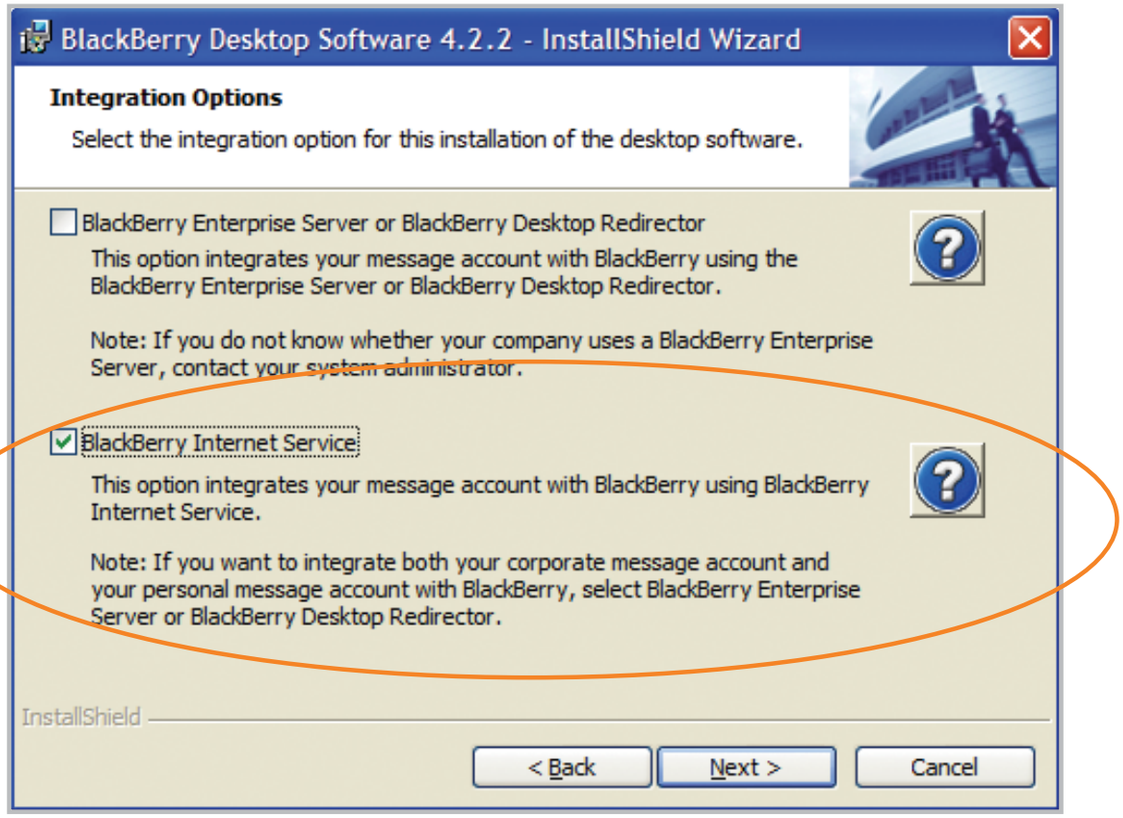
1. Verify that your BlackBerry® 8820 is NOT connected to your computer.
2. Insert the BlackBerry® User Tools CD into the CD drive on your computer.
3. Follow the instructions on the screen.



4. Click **BlackBerry Desktop Software** to begin installing the BlackBerry® Desktop software.

5. Click **Install BlackBerry Desktop Software**.

6. Choose **BlackBerry Internet Service** to set up a personal email account. Only choose BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector if you or your company uses this service.



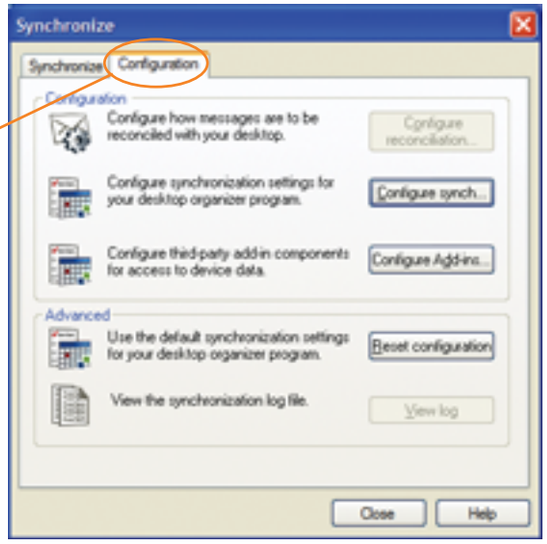
7. When the installation is complete, the BlackBerry® Desktop Software should automatically open. If it does not click **Start > Programs > BlackBerry > Desktop Manager** from the taskbar.

Note: You should check the configuration of the BlackBerry Desktop Software so that your computer can connect to your BlackBerry 8820 . Click Options and then Connection Settings and select a USB connection.

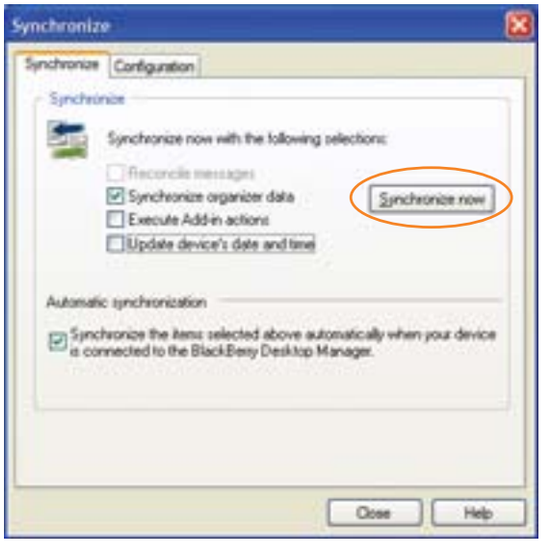
8. Connect the small end of the USB cable to your BlackBerry 8820 and connect the larger end of the USB cable to the USB port on your computer.

9. Click **Synchronize**.

10. On the Configuration tab, change your configuration options.



11. When you having finished changing your configuration settings, on the Synchronize tab, click **Synchronize now**.



More Info

To learn more about synchronizing data, backing up or restoring data, adding applications, or other functions, click Help in the BlackBerry® Desktop Software.

Media

In the Media application, you can play your media files such as videos, ringtones, pictures, or MP3 songs that are stored on your BlackBerry® 8820. You might have some preloaded media files, including background pictures and ring tones, in a Preloaded Media folder on your BlackBerry 8820. Preloaded media files cannot be deleted, renamed, or moved.

For additional storage, you can also choose to add a third party microSD media card (sold separately) to your BlackBerry 8820.

Note:
For help using the Media Manager application click Help while you are in the Media Manager application.

You can listen to your favorite music on the BlackBerry® 8820. The built-in Media Player provides the ultimate in control and flexibility to organize your music and listen to it the way you want to.

Steps?
6

Load MP3 and video files

1. Ensure that you have inserted a microSD card into the back of your BlackBerry® 8820 to optimize memory available for music.
2. Connect your BlackBerry device to your computer using the USB cable provided.
3. On your computer, open the BlackBerry® Desktop Manager.
4. Double-click **Media Manager**.
5. Two sections appear, one on the top showing your computer, and one on the bottom showing files on your BlackBerry®.
6. Drag files from your computer onto your BlackBerry device.

Steps?
4

Listen to your favorite music on the BlackBerry® 8820 while on the road, relaxing at home, or at the gym.

Play MP3 files

1. On the Home screen, click **Media**.
2. In the Media application, click **Music**.
3. Click **Media Card**.
4. Perform one of the following actions:
   - To play a single song, click the song.
   - To play all songs on the media card, press the **Menu** key . Click **Play All**.

AT&T Mobile Music

AT&T Mobile Music provides the ultimate, integrated, on-the-go music experience. When you're on the go, AT&T Mobile Music allows you to connect to music with a touch of a button*.

1. On the Home Screen, click **AT&T Mobile Music** .

   - Listen to your music with the integrated **Music Player**. Access your music by Artist, Album, Genre, or Playlist.
   - Channel surf dozens of commercial free music stations with **Streaming Music**.
   - Personalize your BlackBerry® 8820 with music ringtones and Answer Tones™ at **Shop Tones**.
   - Instantly find out the artist's name and the title of a song with **MusicID**.
   - Visit hot communities with Community. Interact with friends and the community as well as review artist fan sites.
   - Purchase additional fun music applications via AT&T Mall by going to **Music Apps**.

Note:
You must be connected to the mobile network to use AT&T Mall.

*Additional charges may apply for downloadable content. Your use of third party products and services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products or services. RIM and AT&T makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and assumes no liability whatsoever in relation to the third party products and services even if RIM and AT&T has been advised of the possibility of such damages or can anticipate such damages.

I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted correctly.
- Verify that you have turned on the connection to the wireless network.
- If you were traveling and you selected a network manually, your BlackBerry® 8820 should remain connected to that network until you select your home network again.

Note: Ensure that you have an appropriate BlackBerry data rate plan with AT&T.

I cannot connect to a Wi-Fi network

Try performing the following actions:

- 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 Setup Wi-Fi application and you know the network name, connect to the Wi-Fi network manually.
- Verify that the connection options in the Setup Wi-Fi application are correct. If you have already verified these options, verify that the advanced connection settings for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your device to scan for available Wi-Fi networks.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your BlackBerry® device.

I cannot associate my BlackBerry 8820 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.
- Log in to the email setup web site using a browser on your computer and add an email address to your BlackBerry® device. To log in to the email setup web site, att.com/blackberrystart. If you have already created a login user name and password, use this information to log in. If you have not created a login user name and password, click Create New Account and complete the instructions on the screen. To associate your device with a Microsoft® Outlook® or IBM® Lotus Notes® work email account, you must visit the BlackBerry® Internet Service email setup web site using a browser on your computer.
- Verify that the email address is associated with a supported email account (for example, a POP3 or IMAP email account). For more information about supported email accounts, contact AT&T.

I do not know which email setup option to choose in the Setup Wizard on the BlackBerry 8820

- Select the **I want to add or create an email address** option if the other options do not apply to you. This option is the most common option for individual users. If you select this option, an email setup web site opens. On the web site, you can create a new email address for your BlackBerry® 8820 or associate your BlackBerry 8820 with an existing supported email address (up to 10).

- Select the **I want to use a work email account with a BlackBerry Enterprise Server** option if a BlackBerry® Enterprise Server system administrator has provided you with a password that you can use to activate your BlackBerry 8820 over the wireless network. If you select this option, an Enterprise Activation screen appears. On this screen, you can type your work email address and the password provided by your system administrator to activate your BlackBerry 8820.

- Select **Skip email set up** if any of the following situations apply:
  - A representative from the store where you purchased your BlackBerry 8820 has already helped you to setup your email address.
  - You have already visited the email setup web site and have set up an email address using a browser on your computer.
  - You have an existing email account and have access to a BlackBerry Enterprise Server, but your BlackBerry Enterprise Server system administrator has not provided you with a password that you can use to activate your BlackBerry 8820 over the wireless network. Contact your system administrator for more information about setting up email for your BlackBerry 8820.
  - You have a Microsoft® Outlook Workgroup (Workgroup Installation) email account on a Microsoft®Exchange Server version 5.5. or later and you want to use the BlackBerry® Desktop Redirector to forward email messages to your BlackBerry 8820.

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® 8820 is connected to the wireless network. If you are not in a wireless coverage area, your BlackBerry 8820 should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added a supported email address or PIN for your contact.
- If you created a BlackBerry email address or added an existing supported email address to your BlackBerry 8820 using the email setup web site, verify that you have received an activation message on your BlackBerry 8820 from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your BlackBerry 8820 .
- If you have not received a registration message from the wireless network, register your BlackBerry 8820 . From the Home Screen, click **Settings**, click **Options**, then click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key . Click **Register Now**.
- Resend the message. Open the message. Press the **Menu** key . Click **Resend**.

Note: Ensure that you have an appropriate BlackBerry data rate plan with AT&T.

I cannot access web content

If you are trying to browse to a web page using the MediaNet browser or through AT&T Mobile Music or AT&T Mall, verify that your BlackBerry® device is connected to the mobile network. If your device prompts you to turn on the device radio, in Manage Connections, select the **Mobile Network** checkbox.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® 8820 is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created a BlackBerry email address or added an existing supported email address (up to 10) to your BlackBerry 8820 using the email setup web site, 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), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. From the Home Screen, click **Settings**, click **Options**, then click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key . Click **Register Now**.
- If you use email message filters, verify that your email message filter options are set correctly.

Note: Ensure that you have an appropriate BlackBerry data rate plan with AT&T.

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® 8820 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.

Note: Ensure that you have an appropriate BlackBerry voice rate plan with AT&T.

I want to charge my device using my computer

If you have an available USB port on your computer and you install the BlackBerry® Desktop Software on your computer to obtain the required USB drivers, you can connect your BlackBerry device to your computer to charge the battery when the computer is turned on. Connect the smaller end of the USB cable to the USB port on the side of your BlackBerry device. Connect the larger end of the USB cable to an available USB port on your computer.

Note: To view the BlackBerry Desktop Software Online Help and find more information about connecting your BlackBerry® 8820 to your computer, in the BlackBerry Desktop Software, click Help.

My corporate email account is not associated with a BlackBerry Enterprise Server

If you do not have access to a BlackBerry® Enterprise Server, but you want to send and receive messages from a corporate Microsoft® Outlook® or IBM® Lotus Notes® email account that resides on a Microsoft Exchange or IBM Lotus® Domino® mail server, your system administrator might permit you to set up BlackBerry® Internet Service to access your corporate email. When you add your corporate email account for use with BlackBerry Internet Service, you might be prompted to install the BlackBerry® Mail Connector program on your computer. Check with your system administrator to determine if this feature is enabled in your corporate network and that you have an appropriate BlackBerry data rate plan from AT&T. For more information, in the BlackBerry Internet Service email set up application, click Help.

Note: If you install the BlackBerry Mail Connector, your computer must be on and the installed program must be running to send and receive messages on your BlackBerry 8820.

I want to reset my BlackBerry 8820

Remove and reinsert the battery.

I do not have the latest BlackBerry Device Software or BlackBerry Desktop Manager Software update

To find the latest BlackBerry® Device Software and BlackBerry® Desktop Software updates, visit www.wireless.att.com/bbdownloads.

I have forgotten my BlackBerry Internet Service password

From the Home Screen, click **BlackBerry Setup** and then click **Personal Email Setup**. Open the BlackBerry® Internet Service email setup application. On the Login screen, click **Forgot password?** Type your user name. Click **OK**. Your password is sent to your BlackBerry® 8820 as a message that appears in the message list.

BlackBerry Internet Service messages are not being sent to my new BlackBerry device

If you switch BlackBerry devices, you must update your BlackBerry® Internet Service account to use the personal information number (PIN) and International Mobile Equipment Identify (IMEI) for your new BlackBerry device. Open the **BlackBerry Setup** and select **Personal Email Setup** email setup application. On the Login screen, type your user name and password. Click **Log In**. Click **Change Device**. Type the PIN and IMEI for your new BlackBerry device. Click **Save**.

Note: To find the PIN and IMEI for your new BlackBerry device, from the Home Screen click Settings, Options then Status.

I want to talk to a support representative

For support using live chat with a AT&T Technical Support Representative, go to www.forums.wireless.att.com and click **Register**.

Keyboard

TO:	DO:
Lock the keyboard	Click **Keyboard Lock** icon on the home screen.
Unlock the keyboard	Press the **Star (*)** key and then the **Send** key

Typing

TO:	DO:
Insert a period	Press the **Space** key twice. The next letter is capitalized
Capitalize a letter	Hold the letter key or press the **Shift** key and then the letter key
Type the alternate character on a key	Press the **ALT** key and then press the character key
Insert @ and periods in an email field	Press the **Space** key
Type a symbol	Press the **Symbol** key and then click a symbol
Type an accented letter	Hold the letter key and roll the trackball to highlight a character. Click the accented letter.
Turn on number lock	Press the **ALT** key and the **Left Shift (NUM)** key
Turn on CAP lock	Press the **ALT** key and the **Right Shift (CAP)** key
Turn off number lock or CAP lock	Press the left or right **Shift** key

Navigating Screen

TO:	DO:
Move to the top of the screen	Press **T**
Unlock the keyboard	Press **Space** key
Move to the bottom of the screen	Press **B** key

General Tip

TO:	DO:
Restart	Remove the battery

Attachments

TO:	DO:
Search for text in an attachment	Press **F**

Phone

TO:	DO:
Turn speaker phone on/off during a call	Press the **Speakerphone** key

Voicemail

TO:	DO:
Check voicemail	Press and hold the **1 (one)** key

Note: You can find more Tips & Tricks in the Shortcuts section of your BlackBerry® 8820 User Guide on the BlackBerry® User Tools CD

To connect to the wireless network successfully, the BlackBerry® 8820 must be powered on, your wireless service must be active, and you must be in a coverage area.

a) Check that your BlackBerry 8820 is turned on.

b) Your BlackBerry 8820 should automatically connect to the wireless network in your area. If you see "Off" in the top right hand corner of your screen, the wireless functionality is turned off and you need to turn it on.

To turn the wireless network on or off from the Home screen, use the trackball to scroll to the **Manage Connections** icon and click the trackball to select it. Select the **Mobile Network** check box.

When your BlackBerry 8820 is not connected to the wireless network you can continue to use features that don't require a connection such as typing and saving draft email messages, managing tasks, or using the calculator. You will see the error message **Radio is Off** if you try to use any of the wireless features.

Accessories

You can buy accessories such as batteries, carrying solutions, headsets, and charging solutions for your BlackBerry 8820. Visit your local AT&T store for more information.

CAUTION: Use only accessories that Research In Motion has approved for use with your BlackBerry 8820. Use of other accessories might invalidate any approval or warranty/might result in non-operation of the BlackBerry 8820 and might be dangerous.

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Wireless Connection Status Indicators

EDGE	You can use the phone, send and receive email, PIN, SMS text, and MMS messages, and use the browser with a high speed data connection.
GPRS	You can use the phone, send and receive email, PIN, SMS text, and MMS messages, and use the browser.
edge gprs GSM	You can use the phone and send and receive SMS text messages.
SOS	You can only make emergency calls.
OFF	Your BlackBerry 8820's radio is turned off.
X	You are not in a wireless coverage area.
Wi Fi	You can send and receive email messages and use the browser using a Wi-Fi® network connection instead of a mobile network connection.
Wi Fi	Your connection to a Wi-Fi network is turned on, but you are not in a Wi-Fi coverage area.

Battery Power Level Indicators

	full battery power
	low battery power
	battery charging

Push to Talk Indicators

	available
	PTT message

	do not disturb
	unavailable

Home Screen Status Indicators

	alarm set		roaming
	unopened message count		missed call count
	missed calendar reminder		sending data
	voice mail		receiving data
	Bluetooth® technology is turned on		paired with Bluetooth enabled device
	WiFi® technology is enabled		WiFi® technology is disabled

Message List Status Indicators

	unopened message		MMS message
	opened message		sent message
	message includes attachment		message is sending
	message is high priority		message not sent
	SMS message		

Phone Call Status Indicators

	missed call		received call
	placed call		

BlackBerry 8820 Key Functions

Power key

Speaker

Mute key

Headset jack

USB port

Menu key
Open the menu in an application

Send key
Open the phone application
Call a highlighted phone number

Left Convenience key
Open the Push to Talk application
Speak to a Push to Talk contact

Trackball
Roll to move around a screen
Click (press) to select an item

Alt key
Type the alternate character on a key

Left Shift key (NUM)
Type numbers and capitalize letters

Volume keys
Adjust the volume during a call

Escape key
Move back a screen
Close a menu

End key
End a call
Move back to Home screen

Backspace/Delete key

Speakerphone key
Turn on/off the speakerphone during a call

Enter key

Microphone

Right Shift key (CAP)
Capitalize letters

Symbol key
Open the symbol list

Applications

Take some time to explore the applications that are available on your BlackBerry® 8820. Here are a few applications to get you started.

Click **Setup Wizard** to learn about typing, set options to personalize your BlackBerry 8820, and set up your email address.

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

Click **Messages** to view a list of your messages. More than one message list might appear on your BlackBerry 8820.

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

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

Click **AT&T Mobile Music** to get the ultimate mobile music experience.

Click **Help** to view the user guide for your BlackBerry 8820. The user guide provides procedures to help you use your BlackBerry 8820.

Click **Phone** to view a list of recent calls or make a phone call.

Click **Calendar** to view your calendar or add a new appointment.

Click **Push to Talk** to instantly talk to family, friends and co-workers.

Click **MEdia Net** to access your favorite content (weather, news, etc.) and download items like ringtones and games. See the Quick Start Guide for more details.

Click **AT&T Mall** to visit a one-stop shop to personalize and customize your BlackBerry 8820 with ringtones, games, applications, and much more.

Click **Settings** to view the main list of BlackBerry 8820 options. You can also access additional options from the menu in each application.

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

Find More Information

- To view the User Guide for your BlackBerry® 8820, click **Help** on the Home screen, or in an application menu.
- To view the User Guide, Safety and Product Information Booklet, or Software License Agreement and warranty for your BlackBerry 8820, insert the **BlackBerry® User Tools CD** in the CD drive on your computer.
- To try a free online tutorial visit att.com/tutorials.
- To find information about your wireless network or your wireless service plan visit att.com.

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RBM41GW MAT-16240-001 PRINTSPEC-016 05-2007