Phone Tips & Tricks

1. To open the phone application or call a selected phone number, press the **Send** key. To end a call, press the **End** key.

2. To dial a phone number from the Home screen, type the number. To prevent dialing from the Home screen, in the phone options, click General Options. Set the Dial from Home Screen field to No. (If dialing from home screen is disabled, then this allows you to use shortcuts to go to various icons on the Home screen, press the underlined letter in an icons name to jump to that icon).

3. To open the contacts list in the phone option, press and hold the **Send** key.

4. To assign a contact or phone number to a speed dial key, in the phone select a contact or phone number. Press and hold any unassigned letter key.

5. To call a speed dial number, press and hold the assigned letter key.

6. To call your voice mail access number, press and hold the **1** key.

7. To type letters in phone numbers, press and hold the **Alt** key and type letters.

8. To change the volume during a call, roll the trackwheel for wheel devices or use the button on right side for trackball devices.

9. To turn on speakerphone during a call, press the Speakerphone key. To turn off speakerphone, press the Speakerphone key again.

10. To mute a call, press the Mute button. To turn mute off, press the Mute button again. If you are using a headset, press the headset button to mute a phone call. To turn mute off, press the headset button again.

Suggestions to Extend Battery Life

1. Turn off wireless connectivity options when not needed, such as Wi-Fi & Bluetooth. Even if these are not being actively used, they consume battery life as they are constantly trying to connect to networks or devices.

2. Turn off the Mobile Network connection/radio when not needed (no calls, data, Internet etc. will be available though).

3. Set the device to shut down at night and turn on automatically (Options, Auto On/Off or Settings, Options, Auto On/Off depending on your theme).

4. Reduce the number of Rings and their volume and the number of vibrations for your notification profile (to view/modify select Profile icon from Home screen, select Advanced…, then select a profile to edit).

5. Reduce the brightness of your backlight and how long it stays on (Options, Screen/Keyboard adjust Backlight Brightness and Backlight Timeout to lowest level you can bear).

6. Keep your battery connections clean by removing the battery and delicately cleaning the metal sections and prongs with a Q-tip or wipe made for electronics, making sure no residue is left before replacing the battery.

Hide/Show Icons on the Home Screen

1. Highlight icon to be moved or hidden.

2. Press **Alt** + trackball/trackwheel.

3. Choose Move or Hide from the menu, if choosing to move, move the ball/wheel to move icon to desired position and then press the ball/wheel to set.

To show hidden icons again –

1. Press **Alt**+ trackball/trackwheel.
   Select Show All from the menu.

2. Highlight the crossed out or grayed out icon you wish to show and press **Alt** + trackball and de-select Hide Icon.

3. To stop showing icons still selected to be hidden, press **Alt** + trackball and de-select Show All.

Troubleshooting Basics

1. Not receiving messages? Check your signal status to make sure you have good signal strength and that the signal status indicator shows you are connected to your service provider's data network. The list below shows the Signal Status icons for each service provider that indicate connection to their data network (letter capitalization does matter).

T-Mobile & AT&T – EDGE or GPRS (for older devices).
Verizon & Sprint – 1XEV or 1X (for older devices).
Sprint – NEXTEL, NXTL or NxTL

If the signal status area shows Off, then the mobile network/radio function needs to be turned on (via Manage Connections or Turn Wireless On/Off icon on the Home screen).

If you see status other than shown above, then the wireless is turned on but device is not connected to the data service, the device may be in a "dead" spot or the device may need to be reset or wireless toggled off/on.

2. To attempt to resolve issues with the device running slow, locking up, not receiving messages or generally malfunctioning, remove the battery and the SIM card (if your device has one, Verizon devices do not) and leave them out for a moment or two and then replace them, being sure to insert them back in the same orientation as they were originally.

To contact the NIH Help Desk:

http://ithelpdesk.nih.gov

(301) 496-4357

(866) 319-4357 (Toll-Free)

(301) 496-8294 (TTY)

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BLACKBERRY TIPS & TRICKS

The instructions in this document may not work on all BlackBerry models.

Messaging Tips & Tricks

1. Within Inbox or when reading message, press the **T** to go to the top and the **B** to go to the bottom of the list/message.

2. Within Inbox or when reading message, press the **Space** key to go to next page and press Shift + **Space** key to go to previous page.

3. Within Inbox, press **N** to go to next day and press **P** to go to previous day. Press **U** to go to the oldest unread message.

4. Within Inbox, press the **S** to search for a sender or a word within a subject line, and any mail folder regardless of message was sent or received.

5. Within Inbox, press shortcut to see:

   ALT + O – Outgoing messages
   ALT + I – Incoming messages
   ALT + S – SMS (Text) messages
   ALT + P – Phone Log
   ALT + V – Voicemail Log

   C — Compose new message
   R — Reply to sender
   F — Forward the message
   L — Reply to all recipients

6. To delete all messages sent or received before a specific date, highlight that date with the cursor, hit the BlackBerry **Menu** key, select Delete Prior and confirm selection.

7. To enable automatic spell checking of e-mail messages, click the Options icon on BlackBerry home screen. Then click Spell Check and select the Spell Check E-Mail Before Sending option.

8. To do a manual spell check, click the BlackBerry Menu key within a composed message and select Check Spelling.

9. When a message is being spell checked, suggested fixes to unrecognized words can be ignored by clicking the **Escape** key.

10. To view email address of a contact in a message, highlight the name and press **Q**. To view display name again, press **Q.**

Composing Tips & Tricks

1. To insert the at sign (@) and periods in an Email field, press the Space key.

2. To capitalize a letter with one click, hold down the letter key for a second or two.

3. To insert a period and capitalize the next letter, click the **Space** key twice.

4. Type an accented letter or special character by holding the corresponding letter and scrolling left or right with the trackball.

5. To Insert the current date, type **L + D** and press the **Space** key.

6. To Insert the current time, type **L + T** and press the **Space** key.

7. To display your BlackBerry phone number, type **mynumber** then press the **Space** key.

8. To Highlight a line of text, press **Shift** key and roll Trackball.

9. To highlight text character by character, hold **Shift** key and roll Trackball left or right.

10. To copy highlighted text when typing, press **Alt** key and click Trackball.

11. To paste highlighted text when typing, press **Shift** key and click Trackball.

Calendar Tips & Tricks

NOTE: For these tips to work in Day view, in the calendar options, set Enable Quick Entry field to No.

1. To schedule an appointment, press **C.**

2. To change to Agenda view, press **A.**

3. To change to Day view, press **D.**

4. To change to Week view, press **W.**

5. To change to Month view, press **M.**

6. To move to the next day, week or month, press **Space** key.

7. To move to the previous day, week or month, press **Shift** key + **Space** key.

8. To move to the current date, press **T.**

9. To move to a specific date, press **G.**

BlackBerry Browser Tips & Tricks

1. Bring up the Enter Web Address field from any Web page by pressing **G**.

2. Insert a period in Web address by clicking the **Space** key.

3. Insert a back slash in Web address by clicking either the Left Shift or Right Shift keys and then pressing **Space**.

4. Add an item to bookmarks list by clicking **A**.

5. Bring up your bookmarks list by clicking **K**.

6. Refresh a Web page by clicking the **R**.

7. Display a list of the last 20 pages visited by pressing **I**.

8. Open browser options with the **O**.

Attachment Tips & Tricks

Excel

1. Change the size of a column by pushing **W**.

2. Go to a specific cell by pressing **G**.

3. View contents of a cell by pressing the **Space** key.

4. Search for text by clicking **F**, and then type the desired word.

5. Switch to a different worksheet by pressing **V** and selecting the desired sheet.

PowerPoint

1. Skip to the next slide by pressing **N**.

2. Return to the previous slide by clicking **P**.

3. Start slideshow by pushing **S**.

4. Stop slideshow by clicking the **Escape** key.

5. Switch to a new view of the slideshow by clicking **M**.

To Switch to Another Application

Hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and select an application. Release the **Alt** key to switch to that application.

Interested in Learning More?

To sign up for the BlackBerry Tips & Tricks class, go to http://training.cit.nih.gov from your web browser and type **833** in the **Course Search** field or call CIT Training at: **301-594-6248 extension 2**.