




Blackberry Phone Quick Reference

This reference guide provides instruction for basic Blackberry phone functionality. For further assistance or to request help with issues you are experiencing, **please call AT&T Customer Service 1-866-293-4634.**



Dial A Number Without Accessing The Address Book

1. Press the  button or select the  icon on the Blackberry Home Screen
2. With the cursor directly below where your number is listed, type the number you want to dial.
 - Be sure to include a "1" and the area code.
 - There is no need to press the ALT key for numbers, as this field accepts numbers as a default.
 - If you want to dial letters (e.g., 1-800-MATTRES) use the ALT key for letters.
 - Use the **DEL** key if you make a mistake or press the **ESC** button to delete the entire entry.
3. Press the **Trackball**
4. Select **Call Number/Contact** (If the number you entered is listed with a contact in your address book on the Blackberry, it will display that contact's name. If it is not in the address book, it will display the number you entered.)
5. To end the call, press the  button.



If you prefer to be able to dial telephone numbers from the Blackberry Home Screen and skip steps, 1-3:

Dial a Number using the Address Book




Your address book contacts must have a "1" and the area code stored in the address book entry to dial properly.

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Press the **Trackball**
3. Select **Dial By Name**
4. Begin typing the name of the contact in the **Call:** field and scroll using the **Trackball** if necessary
5. Select the name and press the **Trackball**
6. Select **Call Name**
7. To end the call, press and hold the **ESC** button until the call is ended.

OR



1. Select the **Address Book**  icon on the Blackberry Home Screen
2. Begin typing the name of the contact in the **Find:** field and scroll using the **Trackball** if necessary
3. Select the contact and press the **Trackball**
4. Select **Call Name**
5. To end the call, press the  button.

Dial a Number Using Recently Called Numbers List

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Scroll down to the number you want to dial, and press the **Trackball**
3. Select **Call Name/Number**
4. To end the call, press the  button.

Speed Dial



Adding Speed Dial List

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Press the **Trackball**



3. Select **Edit Speed Dial List**
4. Select a letter and click the **Trackball**
5. Select **New Speed Dial** from the menu
6. Select the contact you want to add and click the **Trackball**
7. Select **Add Speed Dial to Name**

If there is more than one number in the contact entry, it will prompt you to select one number.

Using Speed Dial Numbers

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Press and hold the appropriate letter key

Checking Your Call Status

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Press the **Trackball**
3. Select **Status**
You will see your number, followed by the duration of the last call placed or received and the total call duration (received and placed calls)

Receiving a call

When a call comes in, you will see the following options appear on your Blackberry Screen:

- **Answer** *To receive the call immediately; received call logged in messages*
- **Answer and Hold** *To receive the call, but place it on hold; received call logged in messages*
- **Ignore** *To end the alert; missed call logged in messages*



Setting how you will be alerted when you receive a call

Please follow the instructions on page 34 of the **Blackberry User Guide** on modifying and creating profiles. If you do not have a copy of this booklet, please contact Stacey Preston at ext 4532 in New York.

Volume Adjustment

After the call begins, move the **Trackball** up or down to adjust volume

OR

1. Press the  button or select the  icon on the Blackberry Home Screen
2. Press the **Trackball** and select **Volume**
3. Move the **Trackball** up or down to adjust volume.

To Mute a Call

Press the Phone Button on the top of your Blackberry device

Setting up your Voicemail/Password/Greeting




1. Dial your wireless number or press the **Trackball** and select **Call Voicemail**
If you're calling from a phone other than your wireless phone, dial your wireless phone number and then press the () key to interrupt the greeting and enter into Voice Mail.*
2. The system will ask for a temporary password. Please enter 1111#
3. The system will ask you to create a new 4 to 15-digit password; after entering the new password press #.
This will now be your password for retrieving messages.
4. You will then be prompted to record a personal greeting or select a standard system greeting for both Busy and Unavailable messages. Follow the prompts.
5. Record your name or press # to have your telephone played instead of your name for callers leaving messages.

Calling your Voicemail




1. Press the  button or select the  icon on the Blackberry Home Screen
2. Click the **Trackball** and select **Call Voicemail**

Calling while roaming Outside the U.S.

Calling to a Different Country




1. Press the  button or select the  icon on the Blackberry Home Screen
2. With the cursor directly below where your number is listed, type the number you want to dial.
 - Be sure to include a **"011"** + country code + routing code + local number.
 - There is no need to press the ALT key for numbers, as this field accepts numbers as a default.
 - If you want to dial letters (e.g., 1-800-MATTRES) use the ALT key for letters.
 - Use the **DEL** key if you make a mistake or press the **ESC** button to delete the entire entry.
3. Press the **Trackball**
4. Select **Call Number/Contact** (If the number you entered is listed with a contact in your address book on the Blackberry, it will display that contact's name. If it is not in the address book, it will display the number you entered.)
5. To end the call, press the  button.

Calling Back to the U.S.

1. Press the  button or select the  icon on the Blackberry Home Screen
2. With the cursor directly below where your number is listed, type the number you want to dial.
 - Be sure to include a **"+1"** and the area code. To ensure connections to the states please put the plus sign before the 1.
 - Use the **DEL** key if you make a mistake or press the **ESC** button to delete the entire entry.
3. Press the **Trackball**
4. Select **Call Number/Contact** (If the number you entered is listed with a contact in your address book on the Blackberry, it will display that contact's name. If it is not in the address book, it will display the number you entered.)
5. To end the call, press the  button.

Calling Customer Care

If you require assistance with BlackBerry issues, AT&T Wireless has a Customer Care Center that can assist you for both Voice and Data issues. You will need to know your phone number when you call them.

1. Press the  button or select the  icon on the Blackberry Home Screen
2. With the cursor directly below where your number is listed, type the +1-916-843-4685.
 - Use the **DEL** key if you make a mistake or press the **ESC** button to delete the entire entry.
3. Press the **Trackball**
4. Select **Call Number/Contact** (If the number you entered is listed with a contact in your address book on the Blackberry, it will display that contact's name. If it is not in the address book, it will display the number you entered.)
5. To end the call, press the  button.