



P990i **with BlackBerry Connect**

User Guide

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Sony Ericsson P990i with BlackBerry Connect

User Guide

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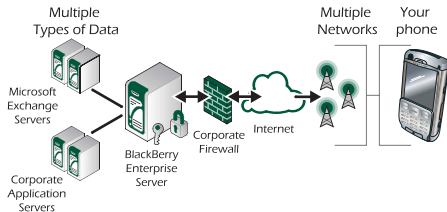
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Note *Some of the services in this User Guide are not supported by all networks. This also applies to the GSM International Emergency Number 112. Please contact your network operator or service provider if you are in doubt whether you can use a particular service or not.*

Getting Started

This User Guide describes how to set up and use BlackBerry® service on your phone. There are two versions of BlackBerry service available; one for corporate users (using BlackBerry Enterprise Server™) and one for Web mail users (using BlackBerry Internet Service™).

- **BlackBerry Enterprise Solution™ (using BlackBerry Enterprise Server)** allows you to receive email and meeting requests from an email account operating on a Microsoft® Exchange or Lotus Notes® server on your phone. The diagram below shows how data is transferred from a server to your phone.



- **BlackBerry Internet Solution™ (using BlackBerry Internet Service)** - allows you to receive email from a Web based email service on your phone.

Note: BlackBerry Internet Service does not support meeting requests.

BlackBerry Connect Installation

If BlackBerry Connect™ is installed and provisioned on your phone you can start using it straight away. To check if BlackBerry Connect has been installed, tap  > **Tools** and check that the BlackBerry Connect application  is available.

Your BlackBerry Connect account has been provisioned if  is displayed in the status bar.

If BlackBerry Connect is not installed you need to install and provision it, see *Appendix A Installing BlackBerry Connect* on page 28 for more information.

Using BlackBerry Connect

BlackBerry Enterprise Solution, BlackBerry Internet Service, and System Inbox are listed as separate BlackBerry Connect accounts in Messaging.

If you are using BlackBerry Enterprise Solution, you can also have a BlackBerry Internet Service email account.

The System Inbox (Sys Inbox) appears in Messaging view when a BlackBerry Connect account is created. Any All Point Bulletins and Pin to Pin messages received by your phone are automatically sent to the System Inbox account. You can read these messages in the same manner as messages in your BlackBerry Connect account, but you can not reply to them.

When a new message arrives, an audible alert will sound, if set. Use one of the following methods below to view the message:

-  appears in the status bar of the phone. Tap  > **View** to read the new message.
- Tap  then  to open the Messaging view. Tap the BlackBerry Inbox and select the new message.
- If permitted in the message alerts settings, a dialog is displayed asking if you would like to view the

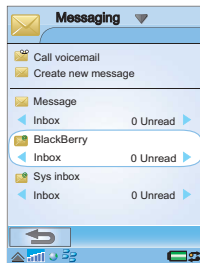
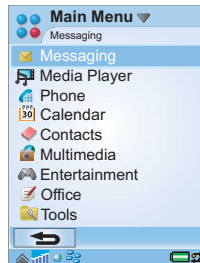
message now. Tap **Yes** to open the message or **No** to close the dialog.

Email

Your BlackBerry Connect email account is listed in the Messaging view on your phone.

To access your email account:

1. Open the main menu with  and then tap  to see the Messaging view.
2. If necessary, scroll down to the BlackBerry Connect account.
3. Use the left and right arrows on the Folder line of the BlackBerry Connect account to change to the required folder, and then tap to open that folder.



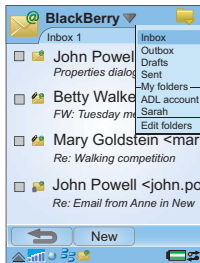
Email folders

The current folder name is shown in the Title bar at the top. To change folders, tap  and select from the folder drop down menu.

BlackBerry Connect accounts always have the following folders: **Inbox**, **Outbox**, **Drafts** and **Sent**.

As well as the four standard folders, the following are also displayed under **My folders** in the **View folder** list:

- Any folders you have created at the same level as the Inbox on your PC email program. Sub folders are not supported; all the emails from subfolders are displayed in the top level folder that they belong to.
- Any folders you have specified on the BlackBerry Internet Service Web page.
- Any local folders you have created on the device, these folders are available in all messaging accounts on the device. These folders cannot be used with the BlackBerry Connect account.
- Edit folders. This links to the **Edit folders** view.



To move a message into an alternative folder:

1. Tap the tick box next to the message you want to move, or open the message.
2. Select **Move message** from the menu.
3. Use the drop-down menu to select the folder you want to move the message to.
4. Tap **Move**. The message is moved.

Email folders

Inbox – Inbox contains received messages. From here you can reply to, forward and delete messages but you can not edit them. You can use the BlackBerry Connect application to view how many messages the BlackBerry Connect mailbox can hold. Once this limit is reached, messages are automatically deleted, oldest first.

Outbox – Outbox contains messages that are waiting to be, or in the process of being, sent. An email is only stored in the outbox if BlackBerry Connect is set to **Pause**, data coverage is unavailable, or you write an email when the phone is in Flight Mode. If you place BlackBerry Connect on pause for any reason, BlackBerry Connect automatically restarts after a period of inactivity and then any emails in the outbox are automatically sent. See *Connecting and disconnecting BlackBerry Connect* on page 19 for more information.

Drafts – Drafts contains messages that are not ready to be sent. If you leave an incomplete message you

will be given the option of saving the message in the Drafts folder.

Sent – Sent contains messages you have sent from your phone.

My folders – Personalised folders appear under My folders. For a personalised folder to be available you must first create it using the email program on your PC. The personalised folder must appear on the same level as your Inbox.

Creating personalised folders using BlackBerry Enterprise Solution:

You can use the 'BlackBerry Configuration for Sony Ericsson' application to select the folders you want to display under **My Folders**:

1. Synchronize your phone with your PC by connecting it to the PC with the lead supplied with your phone.
2. Open the 'BlackBerry Configuration for Sony Ericsson' application on your PC and select the **Advanced** tab.
3. In the **Folder redirection** section of the tab, activate **Selected folders** and click **Choose folders**.
4. A dialog opens with all the folders that are on the top level of your email program listed. Click the check box next to a folder to select it. Click **Ok** to close the dialog.
5. Click **Done** to exit the application.

6. The folders you have selected will now be listed under **My folders** in the drop-down folder list.

If you have set a rule in your email program to send certain emails to specific folders on arrival this still happens. If the personal folder is displayed on the phone you can read the mail by opening the folder.

If the emails are forwarded to a folder which is not accessible on the phone, the email is displayed in the Inbox or the personal folder that the specified folder is stored within.

Creating personalised folders using BlackBerry Internet Service:

Use your PC internet browser to open your BlackBerry Internet Service account Web page.

To add a remote folder:

1. Click **Manage folders**.
2. Click **New**.
3. Type a name into the **Folder name** field and specify an **Auto Age deletion period**.
4. Click **Save** and **Close**.

Your new folder appears in the folder list on the left side of the Web page.

Handling emails

Writing emails

To write a new email:

Select your BlackBerry Connect account and tap **New** at the bottom of the screen.

Tap into the Address, Subject, and Message fields to enter the required information.

Tip To enter several addresses, use a comma between each address.

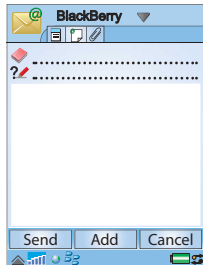
- If you switch to another task before sending the message, the message will be kept open until you return to messaging.
- If you tap **Cancel**, you will be asked if you wish to save the message in the Drafts folder.

To mark an email as urgent:

When composing an email, tap on the  tab and select **High** in the **Priority** list.

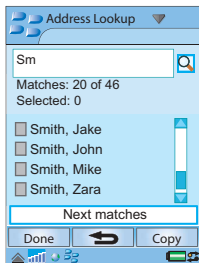
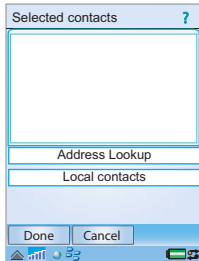
To enter addresses from Contacts when writing an email:

1. Tap .
2. The **Selected contacts** dialog opens. Choose **Local contacts** to open the Contacts screen of your phone.
3. Tap the box next to a contact to select it. If you tap a contact that has two or more email addresses, specify the address using the selection bar under the person's name.
4. Tap **Done**. The Selected Contacts dialog opens again. All the contacts you have selected are listed in the window.
5. Tap **Done**. The selected contacts are entered into the address field of your email.



To enter an address from your company's address book (BlackBerry Enterprise Solution only):

1. Tap  in a new message.
 2. The **Selected contacts** dialog opens; tap **Address lookup**.
 3. Enter the first, or first few, letters of the contact address you want to find in the text field at the top of the screen.
 4. Click  to search for the contact.
 5. The matching entries are displayed on the screen. If there are more than 20 matches, tap **Next matches** to retrieve the next 20 matches.
- Tip** Matching entries are displayed last name, first name.
6. Tap the check box next to a contact to select it.
 7. Repeat the process to search for additional

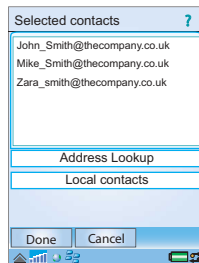


contacts. Any contacts already selected remain displayed in the list.

8. Once you have selected all the required entries, tap **Done**.

To copy an entry from Address Lookup to your Local Contacts:

1. Select the contact.
2. The contact's details are displayed, tap **Copy**. A dialog confirms the contact has been successfully copied.
3. To copy multiple contacts; select the contact and tap Copy on the menu.
4. Tap **Done** to return to the **Selected contacts** view. The copied contact is no longer displayed in the list.



Sending email

Once you have written your email tap **Send** to send it.

If BlackBerry Connect is set to **Pause** or switched **Off**, the email is stored in the outbox and sent when the connection is restored.

Adding attachments

Note: The network blocks the sending, receiving and downloading of attachments if you are using BlackBerry Internet Service. However, you can forward any attachments received to another email account.

To attach a file to an email:

1. On the  tab, tap **Add**.
2. The **Select file** dialog opens. Navigate the storage areas of your phone to locate the type of attachment and then tap the file to be attached.
3. The entry is displayed on the  tab of the email.

Note: Attachments exceeding 32 KB can not be sent.

Receiving email

Emails that are received on your corporate email and/or Web mail are automatically copied to your phone.

You must manage the space on your phone to make sure all unnecessary emails are deleted.

Receiving attachments

Attachments are displayed on the  tab. The generic icon next to an attachment is dimmed until the attachment has been downloaded, it then changes to an icon that identifies the file type.

To save an attachment, for example a picture:

1. Open the email message and select the  tab.
2. Tap the attachment, the **Incomplete message** dialog opens. Tap **Yes** to download the picture.
3. Tap the file, which opens the **Picture viewer** application and displays the image.
4. Select **Save**.
5. Name the picture and select **Save in**.
6. Select the location where you want to store the picture.
7. Tap **Save**.

Points to note concerning attachments

- You can store attachments internally on your phone's internal memory and externally on the Memory Stick.
- Attachments that are not supported on your phone appear with a question mark next to them.
- Attachments are forwarded in 2 KB pieces from BlackBerry Enterprise Server. This may take some time depending on the file size and connection speed.
- When you reply to an email that has an attachment, the attachment is not included in the reply. However, when you forward an email, the attachment is automatically included, even if it hasn't been downloaded to your phone.
- Attachments cannot be deleted from a received email.

Viewing attachments

There are two methods of viewing an attachment:

Phone viewers

A phone viewer needs the whole of the attachment to be downloaded before it can be opened.

You need an appropriate viewer for the type of file you want to view. The phone is supplied with Quickoffice and PDF+, which provides the following viewers; other viewers are available on the Web:

Quickword opens Microsoft Word 97, 2000, XP and Palm files that have been saved as Microsoft Word format documents.

Quicksheet opens Microsoft Excel 97, 2000 and XP files that have been saved as Microsoft Excel format documents.

Quickpoint opens Microsoft PowerPoint 97, 2000 and XP presentations.

PDF+ open Adobe Acrobat PDF documents.

BlackBerry Attachment Viewer

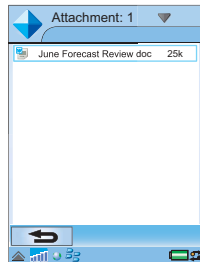
BlackBerry supplies an attachment viewer with their service. You can use it to open attachments with a .zip, .html, .doc, .ppt, .pdf, .wpd, .txt, or .xls file extension. See *BlackBerry Attachment Viewer Formats* on page 32 for more information on the file formats supported.

The viewer works by displaying an overview of the attachment, called the table of contents. From the table of contents you can download and open a specific page of the attachment.

The BlackBerry Attachment Viewer is not limited on attachment size, it can show a full list of the attachment's content so you can select the exact information you want to download and view. This is a cost effective way of viewing your attachments because you are only charged for the data you download to view.

To view attachments with the BlackBerry Attachment Viewer:

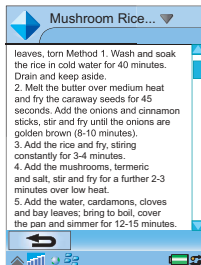
1. Open the  tab.
2. Tap **View attachments**. The Attachments screen is displayed.
3. Open the attachment's table of content and tap the section of the attachment you want to view or tap **Full content**. Document view is displayed and your attachment is loaded in the window.



Once an attachment is open you can use the menu to perform standard functions such as; Copy, Select All,

Zoom, Find, Find Next and go to the top or bottom of the viewer window.

BlackBerry Enterprise Server sends the first 2 KB of the selected part of the attachment. When you scroll to the bottom of the document an automatic request for the next 2 KB of the attachment content is sent to the server. More is displayed at the bottom of the window while the content is downloaded.



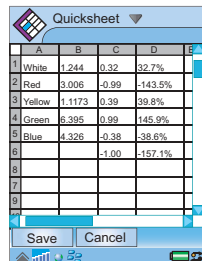
Hyperlinks are supported in the BlackBerry Attachment Viewer. Tap a hyperlink to jump to the corresponding section of a document. If the section has not already been downloaded, it is automatically downloaded when you tap the hyperlink.

Tables located within the supported attachment formats are displayed, you can navigate tables in the same way as spreadsheets.

Navigating a spreadsheet
Quicksheet allows you to view and edit spreadsheets on your phone.

Summary of some of the Quicksheet features:

- If the document has more than one sheet, tap on the required sheet's tab.
- To resize a column tap and drag the border between the column headings.
- Tap a cell to select it. Tap twice on a cell (or press ) to edit it. When editing, the cell contents are shown in the edit toolbar. After editing tap **Submit** or press .
- The main Quicksheet menu provides operations such as Copy, Paste, Save, Find, Clear cell, Format cell, etc.
- To search for an entry in a spreadsheet tap the menu option **Edit > Find**. The **Find** dialog opens, type the word you want to search for in the **Find** field. Tap the search options you want to use and then tap **OK**. Once your search finds one matching entry in the spreadsheet the menu option **Edit > Find > Find next** may be used.



Handling Meetings

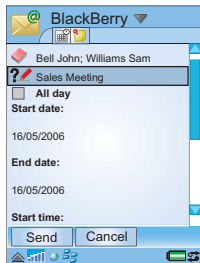
Meeting requests can only be created using BlackBerry Enterprise Solution accounts.

Creating a Meeting Request

To set up a meeting using BlackBerry Enterprise

Solution:

1. Tap .
2. Select your BlackBerry Connect account  from the accounts listed in **Messaging**.
3. Tap **New meeting** from the menu.
4. Tap .
5. Use the **Local contacts** or **Address Lookup** to select the contacts you want to attend the meeting. See page 10 for more information on using the Address Lookup.
6. Enter a meeting subject, date and end date.
7. Either:
 - Tap **All Day**; the **Time** field is then not displayed.
 - Specify a time for the meeting by tapping above or below the time field to increase or decrease



the number. When you specify a time for a meeting it is always set to your phone's local time. To check your local time settings tap  in the status bar. Note that the phone's calendar supports time zones, so your meeting time is updated to local time when you are travelling.

8. Tap **Show time as busy** to enter the time as busy in your corporate calendar.
9. Specify a location for the meeting, or use the drop-down menu to select a location. This menu displays the last 10 different locations used when creating meetings.
10. Tap **Alarm** and set the date and time you want your phone to remind you about the meeting.
11. Tap **Set repeat** and select from the list that is displayed to open the Set repeat dialog. After specifying any re-occurrence of this meeting tap **Save** to confirm the repeat and close the dialog.

12. Tap **Attendees** to access information about the invited attendees. Tap an attendee to view the following information: name, email address and role. Tap **Done** to close the dialog.

13. Use  to enter notes relating to the meeting.

14. Tap **Send**. Your local calendar is automatically checked to see if this meeting causes a conflict with any other appointments. If it does a conflict message is displayed, tap **Yes** to send the meeting request anyway and add it to your local calendar or **No** to return to the meeting request.

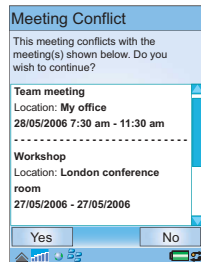
15. To save a meeting request without sending it, tap **Save to drafts** from the menu. It is saved in the **Drafts** folder.

Tip If you create several meeting requests in *Flight mode*, only the first meeting request is sent when the phone is switched on. The other meetings requests are saved to the *Drafts* folder. To send them you must manually move them to the *Outbox* or open the message and tap **Send**.



Receiving a Meeting Request

1. Open your BlackBerry Connect account.
2. Open the meeting request .
3. To view a list of the other attendees, tap **Attendees**. Tap **Done** to return to the Meeting Request.
4. Tap **Accept** to accept the meeting. The **Response** dialog opens, select the type of response you want to send. If you choose **Include comments**, a screen opens and you can type a message.
5. Tap **Done** when you have finished to send your response.
6. BlackBerry Connect automatically checks your calendar and enters the meetings details. If the calendar already has an appointment entered during the meeting time a conflict is registered. The conflict is displayed; you can choose to continue and accept the new meeting or tap **No** and return to the meeting request, where you can decline the meeting.



Note: If a conflict is registered and you choose to continue and accept the meeting, you have to go to the *Calendar* application to correct the conflict manually.

Tip You can change the creator's specified meeting alarm to a time and date that suits you, if required.

Meeting Request update

You can create a Meeting Request update using your device but you will not be able to send it. To change details of or cancel a meeting you will need to send a new Meeting Request.

Updating your Microsoft Outlook® or Lotus Notes Calendar

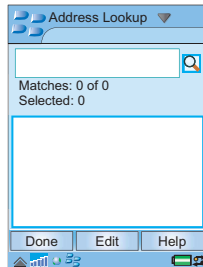
Meetings you accept on your phone are automatically entered into your corporate calendar when you send the response. When your phone's calendar is updated wirelessly, you cannot synchronize it locally using the the USB cable.

Using Address Lookup from Contacts

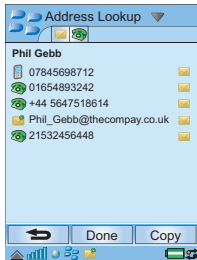
You can access Address Lookup from the Contacts application on your phone. Using Address Lookup in Contacts is very similar to using it in Messaging, however there are a few changes as to how the contact is handled due to the way the Contacts application works.

1. Tap  in the Main menu to open the Contacts application.
2. Select **Address lookup** from the **Contacts** menu.
3. Enter the first, or first few, letters of the contact address you want to find in the text field at the top of the screen.
4. Click  to search for the contact.
5. The matching entries are displayed on the screen. If there are more than 20 matches, tap **Next matches** to retrieve the next 20 matches. **Retrieving more** is displayed on the screen while the entries are downloaded.

Note: Matching entries are displayed as last name, first name. **Matches** shows the number of contacts downloaded to your phone and the total number of matches on the server.



6. Select a contact to display the details. From this screen you can:
 - Select  or  or tap the phone number to make a call.
 - Select  or the email address to send an email, using your default mail account not the BlackBerry Connect account.
7. Tap **Copy** to send the contact details to your phone's Local Contacts.
8. Repeat the process to search for and copy additional contacts.
9. Once you have copied all the required entries, tap **Done** to return to the Contacts view.



Saving contact details

When you receive a message, you can save the contact details of the person who sent it.

To save the sender's details, from the open message:

- Select **Add to contacts** from the menu.

The email address is saved to the local contacts. It is not possible to save contacts to your email server.

Menu options

BlackBerry menu

New meeting – Select **New meeting** on the menu to open a new meeting request. See *Creating a Meeting Request* on page 14 for more information.

Move message – Select **Move message** on the menu to move a selected or opened message to another folder. See *Email folders* on page 7 for more information.

Reconcile now - Select **Reconcile now** to force the phone and your corporate mail system to update and show the same information.

Lock message – From the list view tap the tick box next to a message to select it. Select **Lock message** on the menu to lock the message. Locked messages are excluded from automatic message deletion when your mailbox reaches its limit.

You can view the maximum number of messages that can be locked; see *Information tab* on page 22 for more information.

If you have reached the maximum number of messages that can be locked on your phone, a dialog is displayed. Tap **Continue** to close the dialog and, if appropriate, Unlock messages that you no longer require.

Unlock message –  indicates a Locked message. Tap the tick box next to a locked message to select it. Select **Unlock message** on the menu. The

message is unlocked and it is included in automatic message deletion when the mailbox has reached the specified maximum number of messages.

Purge deleted – This option allows you to empty the Deleted emails folder on the remote mail server.

Set to read and Set to unread – When a message is set to unread it appears in bold in the list view. Messages are automatically set to read when they are opened for viewing.

Mark all and Unmark all – Individual messages may be marked, or unmarked, by tapping the box alongside the message to make the tick appear or disappear. Marking is done, for example, to select one or more messages before using the **Move to** menu option to transfer the messages to a different folder. The **Mark all** and **Unmark all** menu options are used to quickly mark or unmark all of the messages in the list.

Find message – The **Find** function allows you to search for a message that contains the search text that you enter.

Delete message – To delete a message:

- Tap the tick box next to the message in message list view, or open the message to be deleted.
- Tap **Delete message** on the menu. A confirmation box opens, tap **Yes**.
- The message is deleted.

Tip Lock the message, or save attachments to your phone's internal or external memory, if you want to keep the message or its attachments.

You may need to delete messages to create more storage space on your phone. When you delete a message, the message and any attachments connected to the message are deleted from the phone, or both the phone and the mail server. *Settings tab* on page 21 for more information.

Automatic message deletion – Automatic deletion takes place in the background when the mailbox's maximum size is reached. The oldest messages are deleted to make way for new incoming mails. See *Information tab* on page 22 for more information. Messages that are locked are not deleted.

Settings – A number of viewing options are available:

- **Sort by date, sender or size** - these options allow you to select how you would like the list of emails to be sorted.
- **Show subject** - determines if the subject of each email is shown when listing emails.
- **Zoom** - allows you to change the size of the text used for listing the emails in the Inbox, Outbox, etc.

Help – Displays help topics for using BlackBerry.

Connecting and disconnecting BlackBerry Connect

BlackBerry Connect is normally continuously connected while your phone is switched on. However, if your service provider contract does not permit more than one data connection at a time, it will be necessary to place BlackBerry Connect on pause if you want to use an alternative connection, for example, to browse the internet or check an alternative email account:

To place BlackBerry Connect on pause:

1. Tap  > **Pause**, in the status bar of your phone.
2. The status bar icon flashes .

To reconnect BlackBerry Connect:

1. Tap  > **Resume**, in the status bar of your phone.
2. BlackBerry Connect is reinstated when  is displayed in the status bar.

To turn BlackBerry Connect off:

1. Tap  > **Settings**, in the status bar of your phone.
2. Tap **Off** at the bottom of the BlackBerry Connect application screen. The icon changes to have a dimmed appearance: .

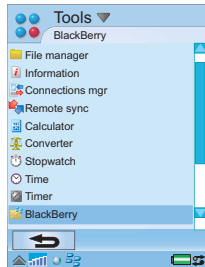
To turn BlackBerry Connect on:

The BlackBerry Connect icon in the status bar is dimmed to show it is turned off .

1. Tap  > **Settings**, in the status bar of your phone.
2. The BlackBerry Connect application screen opens; tap the **On** button. The icon then changes to: .

BlackBerry Connect Application

The BlackBerry Connect application is located in the main menu  on your phone. The BlackBerry Connect application allows you to monitor the status of your connection, view system information, and set BlackBerry Connect preferences.



Note: You can also access the BlackBerry Connect application by tapping  > **Settings**, when BlackBerry Connect is on or set to pause.

The BlackBerry Connect application has four tabs that provide the facilities described below.

Status tab

Status – The current BlackBerry Connect state is displayed in the Status field. BlackBerry Connect can be in one of five states; Off, Not connected, Packet data available, APN connected, and Connected.

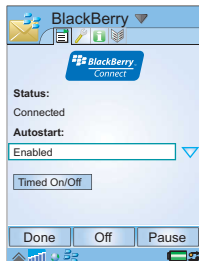
The status is controlled by two dynamic buttons at the bottom of the screen. These buttons change reflecting the opposite state of the current connection.

- **Off or On** - turns BlackBerry Connect off or on as appropriate.

The status can also be paused or resumed using the menu.

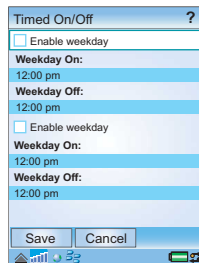
- **Pause or Resume** - disconnects or reconnects BlackBerry Connect, as appropriate.

Autostart – Use the Autostart drop-down menu to set the state you want BlackBerry Connect to enter when your phone is switched on. Your options are:



- **Disabled:** BlackBerry Connect has to be started manually from the BlackBerry Connect application screen.
- **Home only:** BlackBerry Connect starts automatically when your phone is switched on, but only if you can receive coverage from your home network. That is, connectivity is not automatic if you are using a roaming network abroad.
- **Enabled:** BlackBerry Connect starts automatically when your phone is switched on.

Timed On/Off – Tap **Timed On/Off** to set an on and off time for your BlackBerry service. For example, you can set the time that you usually arrive at and depart from work, that way emails don't arrive when you are at home. The Weekend runs from 00:01 (12.01 am) Saturday to 23:59 (11.59 pm) on Sunday.

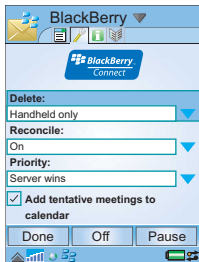


Settings tab

Delete – The delete option allows you to set the action BlackBerry Enterprise Server should take if you choose to delete a message on your phone.

- *Handheld only* - deletes the message from your phone but not from your email account.
- *All* - sends a deletion message to your email server. The email is deleted from your email account and your phone.
- *Prompt* - the message is deleted from your phone and a dialog appears asking if the message should be deleted from the mail server.

Reconcile – BlackBerry service synchronizes the information held on your PC and your phone at set points during the day. The two devices may display different information until this takes place, for example, if you delete an appointment on your PC this change may not be transferred to your phone for a period of time. If Reconcile is set to **On** you can force a synchronisation, from the BlackBerry Connect messaging account menu, so the update is reflected at both locations.



If Reconcile is set to **Off** an information dialog is displayed if you try to use the menu option.

Priority – The priority option allows you to decide if the phone or the server is the master device. There are two options:

- *Server wins* - when you synchronize the phone the server overwrites and removes entries on the phone.
- *Handheld wins* - when you synchronize the phone it overwrites and removes the entries held on the server.

The Priority setting is only valid for email. For calendar entries the server always wins.

Add tentative meetings to calendar – When this check box is enabled, meetings that are classed as tentative in Microsoft Outlook or Lotus Notes to be displayed in the phone's calendar. The title of the tentative meeting starts with *Tentative*..

If your company server automatically marks meetings that you have not accepted as tentative meetings, it may be useful to clear this check box when you are out of the office.

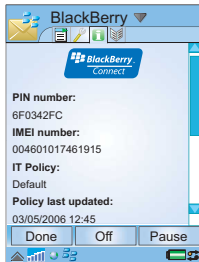
Information tab

Note: *Data on the Information tab is not required for normal operation.*

PIN number – This is a number that is automatically generated by your phone's BlackBerry Connect application as a part of the registration process. The PIN number is unique and calculated from your phone's IMEI number.

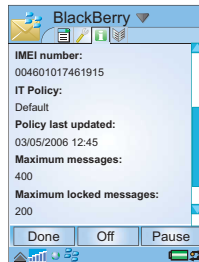
IMEI number – Displays your phone's IMEI (International Mobile Equipment Identity) number. IMEI is a unique 15-digit code used to identify an individual GSM mobile telephone to a GSM network.

IT Policy – This is a reference to the IT policy your Administrator has applied to your phone via BlackBerry Connect. The IT Policy specifies access rights and security measures for the phone. For example, if the Screen Saver Automatic Input Lock has been activated as part of the IT Policy you will not be able to deactivate it manually. For further details contact your Administrator.



Policy last updated – This field shows the date the IT Policy associated with your phone was last updated.

Maximum messages – The Maximum messages field specifies the total number of messages you can store in each BlackBerry Connect mailbox. If you have both BlackBerry Enterprise Solution and BlackBerry Internet Service mailboxes, the figure specified here is per mailbox.

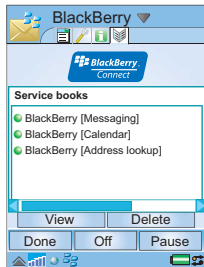


Maximum locked messages – The **Maximum locked messages** field specifies the total number of locked messages you can save in your BlackBerry Connect mailbox. If you have both BlackBerry Enterprise Solution and BlackBerry Internet Service mailboxes, the figure specified here is per mailbox.

Service books tab

Note: *Data on the Service books tab is not required for normal operation.*

The screen displays the BlackBerry services that are currently registered on your phone. Typically two or three services are available, they are:



BlackBerry [Address lookup] – this service book allows you to lookup contact details on your corporate email server. This service book is only available for BlackBerry Enterprise Solution users. If this service book is missing this functionality is not available.

BlackBerry [Messaging] – this service book allows you to send and receive emails on your phone using BlackBerry Enterprise Server. If this service book is missing you must reinstall BlackBerry Enterprise Solution. When this service book is added to your phone the local synchronization of messages using PC Suite is disabled.

BlackBerry [Calendar] – this service book allows you to send and receive meeting requests on your phone using BlackBerry Enterprise Server. If this service book is missing the meeting functionality is

not available. If this service book is installed local synchronization using the Sony Ericsson PC Suite is disabled for Calendar and Tasks. Remote Synchronization is also disabled.

Server Administrator defined name [Messaging] – this service book allows you to send and receive emails on your phone using BlackBerry Internet Service. If this service book is missing you must reinstall BlackBerry Internet Service. The Administrator defines the name of this service book.

To view more information about a service:

1. Select the appropriate service from the list.
2. Tap **View**. The *Service information* dialog opens, it contains details on the type and status of BlackBerry Connect.
3. Tap **Advanced** in the *Service information* dialog to see details on the BlackBerry Enterprise Server your phone corresponds with.

Tip *These two dialogs contain technical information that you may need to supply if you experience any difficulties with your BlackBerry service.*

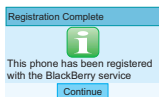
4. When you have finished, tap **Done** to close the dialogs and return to the Service book entries screen.

Note: *If you remove a service book that BlackBerry Connect requires to operate, you will have to re-install.*

BlackBerry Connect Menu

Register now – Register now allows you to verify or start the registration of your connection on the BlackBerry service.

- Tap **BlackBerry > Register now**.
- *Registration message sent* flashes up on your phone screen.
- When registration is complete a dialog appears confirming the registration. Tap **Continue**.
- If registration fails, turn the BlackBerry Connect status off and on again, or restart your phone. If this problem persists contact your IT Manager.



Provision – Provision is used when you initially add BlackBerry services to your phone, see *Installing BlackBerry Connect* on page 29 for more information.

If on initial set up you select the incorrect service, you can change the setting by selecting the other option from the Provisioning drop-down list.

BlackBerry Internet – This option is only available if a BlackBerry Internet Service account has been created on your phone. Tap this option to open your BlackBerry Internet Service account in the phone's browser. To use this option you must disconnect from the BlackBerry service, see *Connecting and disconnecting BlackBerry Connect* on page 19 for more information.

Advanced – The Advanced dialog contains engineering information that is not needed during normal operation of the phone. It may only be accessed by entering the correct Lock code.

About – The About menu option opens a dialog that contains information about the phone and the BlackBerry Connect software you are using:

If you experience any problems with your BlackBerry service you will be asked to supply this information when you call the support staff. Tap **Continue** to close the dialog.

Help – Displays help topics for using BlackBerry Connect.

Uninstalling BlackBerry Connect

To uninstall:

1. Select  on your phone.
2. Select **Tools > Control panel > Other > Uninstall**. The Uninstall dialog lists all the applications that can be removed from your phone.
3. Select **BlackBerry**, tap **Uninstall**.
4. Tap **Yes** in the confirmation dialog to confirm deletion.

The BlackBerry Connect application, the BlackBerry Connect account, and the Message accounts will all be removed from your phone.

Troubleshooting

Suggestions for solving possible problems with BlackBerry Connect are listed below. If this does not help, please try, www.BlackBerry.com/support. This site also contains other useful information.

Messages deleted on the phone are not deleted in my corporate mail program.

Change the **Delete** setting on  tab in the phone's BlackBerry Connect application to **All**.

Messages marked as unread in my corporate mail program are also marked as unread on the phone.

Turn **Reconcile** on in the BlackBerry Connect application  tab and select **Reconcile now** in BlackBerry Connect message view to get any updates.

Messages sent by a rule to a folder in my corporate mail program are not received on the phone.

Check the supported folders setting in the BlackBerry Configuration for Sony Ericsson

application. Make sure that the folder is supported. See *Email folders* on page 7 for more information.

A folder is selected for redirection according to the BlackBerry Configuration for Sony Ericsson application, but the messages go into the Inbox.

If the supported folder is a sub folder of another supported folder, then messages will be received in the top level folder on the phone. This restriction is in place to limit the number of folders that appear in the folder drop-down menu.

A new message has been received as I can see it on the status bar of the phone, but when I go to the Inbox, there's no new message.

From the BlackBerry Configuration for Sony Ericsson application, select the BlackBerry service and then go to the folder drop-down menu and look at the folders supported for redirection. The new message will be in one of these folders.

Address Lookup is not available.

Address Lookup is only available with BlackBerry Enterprise Solution accounts. Check that you are not in Flight mode and that you have a Address Lookup service book entry in  tab of the BlackBerry Connect application. See your Administrator if the Address Lookup service book is missing.

The phone cannot register on the BlackBerry network.

Check that data coverage is available.

The phone cannot get BlackBerry service when roaming.

Your phone automatically uses the operator that provides the best voice coverage, not data coverage, when you are roaming.

Before travelling ask your home operator which operators are able to offer you roaming data in the country you are visiting. Change your phone's GSM Network search mode from **Automatic** to **Manual** and select the operator your home operator has recommended to you. To do this:

- Tap  > **Tools > Control panel > Mobile networks**. Change the **Search mode** to **Manual**. Tap **Select network** on the menu, and choose the recommended operator from the list. Tap **Done**.

I cannot provision the phone.

You need to make sure that the phone is connected to the PC using the Sony Ericsson synchronisation software.

All my meetings have moved some hours backwards or forwards.

If your operator supports Update time and you have turned this feature off you should turn it on in the

Time & date screen which is accessed via:  > **Tools > Control panel > Device > Time & date**. On the **Time & date** menu select **Set updates**. Change **Update system time** from **Ask me** to **Never**.

The downloaded attachment can not be opened in BlackBerry Attachment Viewer.

Check the attachment is one of the supported file types. See *BlackBerry Attachment Viewer* on page 12.

I cannot synchronize Calendar with the Sony Ericsson PC Suite.

When the BlackBerry [Calendar] service book is installed local synchronization is disabled because BlackBerry Connect uses wireless synchronization.

I cannot synchronize Tasks with the Sony Ericsson PC Suite.

When the BlackBerry [Calendar] service book is installed local synchronization is disabled, you must manually move tasks between the phone and your PC.

Remote synchronization is disabled after BlackBerry Connect is installed.

Remote synchronization uses SyncML. BlackBerry Enterprise Server does not support SyncML so the process is disabled.

Backing up and restoring

Tip *It is recommended that you turn BlackBerry Connect off before using the Sony Ericsson PC Suite to synchronize your phone with your PC.*

You can still use the Sony Ericsson PC Suite to synchronize your phone with your PC when BlackBerry Connect is installed. However synchronization is prevented if a BlackBerry service book is installed on your phone for the synchronization application. This is because the service books are continually updated by the BlackBerry service.

If you restore an old BlackBerry Enterprise Solution version your calendar entries may not be up to date. To correct this:

1. Connect your phone to the PC via USB cable. When connected  appears in the status area to the right of the taskbar on your PC.
2. Open the BlackBerry Configuration for Sony Ericsson application on your PC. A dialog opens and automatically generates keys for your BlackBerry Connect account so that BlackBerry Enterprise Server knows which phone is associated with your corporate email account.

Note: *You must keep moving your mouse while the encryption key is generated.*

3. The Calendar Items dialog also opens, asking *Do you want to proceed with bulk load of calendar items to your phone?* Click **OK** to download your corporate mail programs calendar entries.

Tip *This dialog only opens if calendar reconciliation is enabled on your BlackBerry Enterprise Server account.*

Appendix A Installing BlackBerry Connect

Before you start

The requirements for running BlackBerry Connect on your phone differ depending on the type of BlackBerry service you are installing.

Setting up BlackBerry Enterprise Solution

You will need:

- The phone with a version of the Phone and Organizer software that is approved for use with the BlackBerry Connect software. Please check your operator's Website to determine the required version number, and then check the version you have by tapping  and **System information** on the menu. To download the latest version of the software, go to the Sony Ericsson Update Service via: www.SonyEricsson.com
- An Intel® 486 compatible PC or better. Running Windows 2000, or Windows XP.
- A USB port with 1.1 compatibility or greater.
- A BlackBerry Enterprise Solution enabled SIM from your network operator.
- Sony Ericsson PC Suite for Smartphones, version: 1.0.0.

- BlackBerry Connect setup file (.sis).
- BlackBerry Configuration for Sony Ericsson software version 2.0.1.10.
- An email account on one of the following systems:

Server software	Email software
Microsoft Exchange Server version 5.5 or later	Microsoft Outlook (Workgroup installation)
Lotus Domino™ Server version 4.6 or later	Lotus Notes version 4.6 or later

- BlackBerry Enterprise Server software must be installed on your server, see BlackBerry Enterprise Server User Guide for more details.
- Your email account must be added to BlackBerry Enterprise Server. See your Network Administrator for further details.

Setting up BlackBerry Internet Service

You will need:

- The phone with a version of the Phone and Organizer software that is approved for use with the BlackBerry Connect software. Please check your

operator's Website to determine the required version number, and then check the version you have by tapping  and **System information** on the menu. To download the latest version of the software, go to the Sony Ericsson Update Service via: www.SonyEricsson.com

- A BlackBerry Internet Service enabled SIM from your network operator.
- BlackBerry Connect setup file (.sis).

Installing BlackBerry Connect

The installation process for BlackBerry Connect involves the creation of a link between your phone, your mail server and BlackBerry Enterprise Server. Once the link exists you can install the software on the phone.

If BlackBerry Connect is installed on your phone but not provisioned go directly to step 9 on page 30.

Note: *If you want to install the .sis file from your PC, or if you are installing BlackBerry Enterprise Solution, you need to make sure Sony Ericsson PC Suite for P990i Series phone is installed on your PC. You can download the latest version of PC Suite from:*

www.SonyEricsson.com

1. Connect your phone to the PC via the USB cable. The connection icon in the status area to the right of the taskbar on your PC changes colour to show the state of the connection:



when the icon is red there is no connection.



when the icon is amber the phone is connecting.



when the icon is blue the phone is connected.

Note: *It is recommended that you backup your phone before installing BlackBerry Connect. To backup: right click  on the status area and select **Backup Manager**.*

Tip *BlackBerry Internet Service can be installed directly from the phone, if necessary. Tap the setup file on your phone (instead of the PC) to start the installation, then follow the instructions below.*

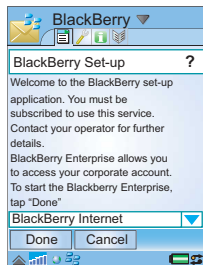
2. Double click the BlackBerry Connect Setup file (.sis) on your PC.
3. Click **Yes** to install BlackBerry Connect.
4. The *Installation Software* dialog opens, the BlackBerry Connect application is transferred from the PC to the internal memory of your phone.
5. The *About to Install* dialog opens on the PC screen. Click **Next**.
6. Select your preferred operating language from the dialog, click **Next**. A dialog is displayed informing you that the installation is complete. Click **Finish**.

7. A dialog is displayed informing you that the installer will unpack the BlackBerry Connect Setup file (.sis) on your phone. Click **Continue**.
8. A dialog automatically opens, select the specific BlackBerry service you require.
 - If you want to install BlackBerry Enterprise Solution follow steps 9 to 14.
 - If you want to install BlackBerry Internet Service follow steps 15 to 19.

BlackBerry Enterprise Solution

Note: If you want to use your corporate email account (email, calendar, meeting requests and address lookup) with your P990i your BlackBerry Enterprise Server administrator will need to add your email account using the BlackBerry Manager software.

Your email account must be added to BlackBerry Enterprise Server before BlackBerry Enterprise Solution is setup on your phone. Contact your system administrator for further information. This dialog can also be accessed from the BlackBerry Connect



application by tapping **Provision** on the **BlackBerry Connect** menu.

9. Select **BlackBerry Enterprise** from the drop-down menu, then click **Done**. Connect your phone to the PC.
10. A dialog opens on your phone, tap **Continue**. Your phone establishes a connection with BlackBerry Enterprise Server.
11. *Starting Service* is displayed;  and  start flashing in the Status Bar of the phone. When the software connects to the BlackBerry service *Your device is registered with the BlackBerry infrastructure* is displayed on the phone and the two icons stop flashing. The status field changes to **Connected**.

Note: Make sure your phone is connected to an appropriate PC via the USB Cable and the connection icon is blue before you tap **Connect**.

12. Open the 'BlackBerry Configuration for Sony Ericsson' application on the PC, and tap **Connect**. You will be asked to generate random information for the new encryption key and PIN by moving the mouse. The PIN tells BlackBerry Enterprise Server which phone is associated with your corporate email account.
13. A confirmation dialog is displayed. Click **OK** to continue; the calendar bulk load starts. This process may take some time. When it is ready your service books will have been pushed to your phone.

Note: If you have installed BlackBerry Connect on your phone previously, a dialog may open informing you that the synchronized phone is associated with another BlackBerry Connect account. You will be given the choice to continue with the install or exit.

14. Click **Exit** and then **Yes** on the PC to save the new settings. Your emails will now be sent to both your PC email account and your phone, and new accounts called *BlackBerry* and *Sys Inbox* will be visible when you are in  on your phone.

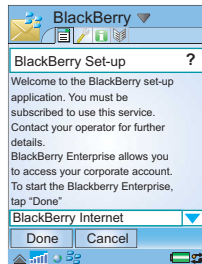
For further details on using the ‘BlackBerry Configuration for Sony Ericsson’ application see the online help.

When you connect and start the ‘BlackBerry Configuration for Sony Ericsson’ application on your PC, you will be asked if you want to start Calendar Bulk Load.

Note: If your calendar has already been provisioned, click **Cancel**. This is important because otherwise all your calendar data will be erased.

BlackBerry Internet Service

15. Select **BlackBerry internet** from the drop-down menu, click **Done**.
16. Your phone automatically opens a browser and navigates to the BlackBerry Internet Service email account creation Web page.
17. Fill in all the required fields, click **Done**.
18. Your BlackBerry Internet Service Email account is created, a Web address is sent to your phone. Use this address to access your BlackBerry Internet Service Email account settings from a browser on a PC. Once you have logged on to your account you can modify the settings and add extra POP3, IMAP or Internet email accounts to be checked and forwarded.
19. Your emails will now be automatically sent to both your Web mail account and your phone, and a new BlackBerry Internet Service account is created on your phone’s messaging screen.



Appendix B Additional Information

BlackBerry Attachment Viewer Formats

<i>Format</i>	<i>Versions</i>	<i>Extension</i>
Adobe PDF	1.1, 1.2, 1.3 and 1.4	.pdf
MS Excel	97, 2000, 2002 and 2003	.xls
MS PowerPoint	97, 2000, 2002 and 2003	.ppt
MS Word	97, 2000, 2002 and 2003	.doc, .dot
Corel WordPerfect	6 to 2000	.wpd
ASCII Text	Any	.txt
HTML	Any	.htm, .html
ZIP Archives	Up to and including 2.6	.zip