



BlackBerry Internet Service

**User guide for BlackBerry
7290 – 7730 & 7100v**

Table of content

0. Introduction	3
1. First Activation.....	3
Step❶: Service activation	3
Step❷: Intermediary e-mail address set up.....	3
Step❸: link creation between your main e-mail address and the intermediary BlackBerry address.....	4
2. Creation / modification / delete of a new e-mail account	5
3. E-mail usage.....	5
3.1. Use of file BlackBerry Internet Service	5
3.2 Receive & read new coming e-mails.....	5
3.3. E-mail management : Important notice.....	6
3.4. E-Mails management : divers.....	6
4. Management of your intermediate BlackBerry e-mail account on Internet.....	6
5. You change your GSM.....	7
6. Use of BlackBerry to consult your private & professional e-mail addresses.....	7
7. Troubleshooting	7

0. Introduction

BlackBerry Internet Service offers you direct access to POP3 e-mail addresses everywhere you are. (POP3 & IMAP4).

You don't need to do any special manipulation to obtain your messages; BlackBerry Internet Service will send them to you instantaneously. Thanks to this you will access up to 10 different e-mail addresses on the same handheld

This guide summarises the following points for all the BlackBerry handheld present on the market (BlackBerry 7230, 7290, 7730 & 7100v):

- First activation with the 3 main steps to follow

1. First Activation

The activation of the BlackBerry Internet Service on your SIM card can be done via the following procedures:

- You can activate this service in all our Proximus business centres and our Proximus exclusive resellers specialised in telecom;
- By calling our Proximus customer service.

When the request is made, the service is activated within the next 2 hours - if it has been asked during working hours (from Monday to Saturday between 8.00 a.m. and 6.00 p.m.).

To check if your SIM card is correctly activated, the sign **GPRS** on your BlackBerry handheld needs to be indicated in **capitals**. If it is not the case this means that this service is not yet available on your SIM card.

Step 0: Service activation

- When the sign GPRS is indicated in capitals, you will be able to complete directly your e-mail account. This will happen in 2 different steps.
 - **Mandatory:** creation of an intermediary e-mail address. This address can be :
 - Either used for main purpose and will become your main e-mail address that will be giving to all the people from which you desire to receive e-mails;
 - Or used for intermediary purpose to link your BlackBerry handheld to your different existing e-mails accounts (POP3 or IMAP4 skynet type)
 - **Optional:** if you want to use your new e-mail address only for intermediary purpose, you will need to link it with your existing addresses (the BlackBerry handheld holds the push of 10 e-mail addresses on a same handheld).

Step 0: Intermediary e-mail address set up.

- In the main menu, click on the icon «my applications»
- In « My applications » click on the icon « Parameters mobile e-mail ». By clicking on this icon you will get onto a WAP site.
- During the first recording, you will need to choose the function : « create your account »

- At that time you will see a welcome screen with the question to continue the action. To continue click on : “continue”
- Another WAP page will appear to ask you if you agree on the legal general conditions. To consult those pages, you have to click on “click here”. If you do not want to consult them and do agree on these general conditions, click on: “agree”. It is the same at the end of the general conditions you will have to “agree” and click “agree” to continue further. In case you do not agree, click on « disagree ». Please note that the fact of do not agree makes that you will have access to this service.
- Once the general conditions are approved, a new screen will propose you to create a new e-mail account. This e-mail account is an intermediate e-mail account that will enable you to receive all your mails in push and to create a link between your existing e-mail account and your BlackBerry handheld. To create this new BlackBerry e-mail account you will have to fulfil the following data's:
 - **User ID** : the user ID will become your e-mail address : myuserID@proximus.blackberry.com (pay attention to the user name you choose)
 - **Friendly name**: This is the name the system will use to wish you welcome when you connect on the WAP site or on the Internet website. (www.proximus.blackberry.com)
 - **Password**: Choose a password easy to remember because you will need this password each time you want to add new existing e-mail accounts or if you want to consult your mails on the website: www.proximus.blackberry.com.
 - **Re-enter password** : Re-enter the same password as above
 - **Secret question** : in case you forget your password, BlackBerry proposes some question as reminder :
 - Select the question type
 - The daughter name of your mother
 - Your date of birth
 - Your prefer animal
 - Your favourite hobby
 - Fill in the answer of the chosen question. When everything is filled in, click « submit ».
 - Click « done » to confirm all data's are correct
 - When everything is confirmed, a new screen will propose you to add a new account or to continue. If you wish to “add account”, click on it and go to step 3 of this manual, otherwise click “continue”.

Step 3: link creation between your main e-mail address and the intermediary BlackBerry address

You can link up to 10 e-mail addresses on the same BlackBerry handheld. Before starting this step, it is very important to have at your disposal the following information from your existing POP3 or IMAP4 e-mail addresses you want to link (those information can be found either by checking on the envelope you have received from your Internet Service Provider or by calling him on his customer helpdesk):

- E-mail address
- User name
- Password
- To add a new account, click on new account and complete the following information:
 - **E-mail address** : e-mail address of your existing e-mail address
 - **User name** : user name of the existing e-mail address
 - **Password** : password of your existing e-mail address (pay attention to precisely recopy the same information respecting capital letters)
 - **Re-enter password** : repeat the password
 - Click « submit » when all data's are completed.

- Now your existing e-mail account is linked to BlackBerry, click « done » to confirm everything and you will be able to receive all your mails from your existing e-mail address on your BlackBerry.

2. Creation / modification / delete of a new e-mail account

When you are already active and you wish to link another e-mail address with your BlackBerry, the following steps have to be followed:

- In main menu, click on « my applications »
- In main application menu, click « e-mail set-up » to access to the WAP website.
- Complete the following information
 - **USER ID** : write the user guide that you chose during the step 2 for the intermediate e-mail address
 - **Password** : write the password you chose during the step 2 of this manual for the creation of the intermediate e-mail address
 - Click « submit »
- You will see a new page appearing mentioning your e-mail accounts already created. This page also offers you the following possibilities:
 - **Add account**: when you click on this link you will be able to add a new link with another e-mail address. To do this, please follow the previous advices described on step 3 above.
 - **View/modify**: you can also edit or modify an existing link. If you have several e-mail addresses already saved, the system ask you which e-mail address you want to edit or modify. When the e-mail address chosen, we will ask you to complete your user id and password corresponding to the one you want to edit or modify, click “submit” to confirm.
 - **Delete**: You can also delete an existing e-mail address. In this case, choose first the e-mail account you want to delete and click “yes” to delete it.

3. E-mail usage

3.1. Use of file *BlackBerry Internet Service*

BlackBerry is the first and the only vendor proposing the unification of the message in the same file. This means that all your SMS's, e-mails sent and received are under the same icon “messages”

You will be able to recognise the different types of elements thanks to a small icon on the left of the message:

- Received e-mail will be with an envelope (in bold if unread). If your mail is accompanied by an attachment you will see a paper clip on the envelope.
- Message sent will appear with a “V”
- SMS received will appear with envelope drawn in italic.

To read the messages you will just have to click on it.

3.2 Receive & read new coming e-mails

The incoming messages are all under the message icon. By default the messages will be archived by date, the most recent message being the first of the list. The quantity of unread messages is written above the “Proximus” network icon.

To select specific type of message you can you the following tips by always clicking the “alt” button located at left side of the handheld:

- Incoming messages = alt I

- Outgoing messages = "alt O
- SMS messages = alt S
- Voice messages = alt V

3.3. E-mail management : Important notice

- **E-mails received:** All received e-mail will remain available also on your POP3 account meaning that you will be able to download them as well on your PC.
- **E-mails sent:** All items you will send from your BlackBerry cannot be found anymore in the sent items of your POP 3 e-mail account. If you want to keep a footprint of them you have 1 possibility:
 - You can send them in automatic blank cc on your POP3 e-mail account. This functionality can be customised via the website: www.proximus.blackberry.com following the instructions hereunder. When you are logged on your intermediate e-mail account, go in "profile" and after in "auto BCC", click "send a copy messages and choose the the e-mail address on which you want to receive your sent items.
- **E-mails deleted:** when you delete an e-mail on your BlackBerry, this e-mail will not be automatically deleted on your POP3 e-mail account. This means that when you will download your mail on your PC, the deleted items from BlackBerry will still be in your inbox.
- **Other push functionalities:** Following POP3 limitations, it will be possible to have the push only on your mails and on other Outlook features such « calendar », « contacts » & « tasks ». Anyway the synchronisation of these last information are available through the USB cable connecting your PC and your BlackBerry handheld.

3.4. E-Mails management : divers

To have more details on the BlackBerry handheld functionalities, please refer to user guides being in your BlackBerry box.

4. Management of your intermediate BlackBerry e-mail account on Internet

The e-mail account you have created during the step 2 of title 1 is also available on the web: www.proximus.blackberry.com. From this website address, you will be able to configure and personalise your e-mail account.

To access to your e-mail account from the web interface, you will have to complete your username and password defined for the creation of your intermediate e-mail address and click enter to confirm all data's.

When you are on your e-mail account, the menu is the following

- **Search:** You will be able to search for specific e-mails.
- **Filters :** You can set some filters to receive only some mails on your BlackBerry handheld (e.g. only e-mail mentioned high important)
- **Auto reply :** you will be able to define some specific automatic e-mails (e.g. out of office e-mails)
- **Options :**
 - **Auto signature :** Creation of your own signature
 - **Reply to address:** correspond to the address you want your correspondent is answering to your mails.
 - **Friendly name:** This is the name that will appear when your correspondents open mails from you.
 - **Message handling :** Correspond to certain personalisation
- **Profile**

- **Password** : If you wish to change your password and username
- **Secret question and answer**: if you wish to change the secret question and answer to remember your password.
- **Sent from address** : determine the name you want that appear on the mails you sent
- **E-mails account** : you will be able to add new e-mail accounts
- **Auto BCC** : Possibility to send a copy of the each mail you send to a specific e-mail address
- **Change handheld**: There is a link between your BlackBerry handheld and BlackBerry e-mail account. Once this link made it will not be possible to access your e-mail through another BlackBerry handheld. This option offers you the possibility to confirm the new handheld you will use to consult your e-mails.
- **Wireless delete options**: functionality that enables you to delete on your BlackBerry web mail account all the e-mails you delete from your handheld.
- **BlackBerry web client service book**: In case of problem you can send a new service book.

To remember:

- **As the volume of this e-mail account is limited to 25MB, you will often have to delete your mails on this intermediate e-mail account. When you reach to the limit you will receive on your handheld a reminder. If you do not follow this note that could block your e-mail account.**

5. You change your GSM

In case you change your BlackBerry handheld, as your BlackBerry handheld and your BlackBerry handheld are linked together, you will have to adapt the link with the new handheld.

In this case you have to

- Click on the icon « applications »
- Click « set-up e-mails »
- On the WAP screen, complete your username and password and click on « submit »
- At the button of this new screen click « change handheld that works with the e-mail accounts listed above ».
- Click « submit »
- Click « done ». A few minutes later, your new handheld is active.

6. Use of BlackBerry to consult your private & professional e-mail addresses

It is also possible to consult your private and professionals e-mails on the same BlackBerry handheld received from your company. As this requires a specific SIM card activation and adaptation on the company server, the best is to ask to your fleet management the authorisation to get it. It is your employer that will have the final decision to open this service for you.

7. Troubleshooting

If your problem is not mentioned in the table hereunder, please call our Customer service on the 0800 15 215. Consultants are present to help you.

Tableau 1: Troubleshooting

Problème	Solutions
Connexion problems	
Connexion failed	<ul style="list-style-type: none">▪ Check if your card is correctly installed on the handheld▪ Check the battery. If the battery is not fully loaded, connexion problems may occur▪ Check if the GPRS icon is written in capitals.
Connexion broken	<ul style="list-style-type: none">▪ You are maybe out of coverage. Try to connect on another place where the coverage is better.▪ Check if you have well selected the adequate connexion.
Problems related to ID and password	
User ID and password not valid	<ul style="list-style-type: none">▪ Check if you have completed the right user name and password corresponding to the right e-mail address.▪ Check if you have written the username are written with the same letter size.▪ Check if you user id corresponds to the first part of your e-mail address.▪ If you do not remember the password and username, please call the Internet Service Provider.

