



# BlackBerry Connect for Pocket PC

Version 1.2

User Guide

Last modified: February 19, 2004

At the time of publication, this documentation complies with BlackBerry Software version 1.2 for Pocket PC.

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# BlackBerry Connect for Pocket PC

This guide provides information on the following topics:

- Important safety information
- Getting started
- Setting message options
- Managing messages
- Using email attachments
- Storing BlackBerry® Settings permanently
- About service books

# Important safety information

Please read these safety and operation instructions before using the BlackBerry Connect email application on the Pocket PC. Retain these instructions for future use.

## Driving

Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them.

Avoid using the email application on the device in any environment requiring your full attention, such as when driving a vehicle. If you need to use your email application while driving, have a passenger in the vehicle use the application for you, or find a safe location to stop your vehicle prior to using the application.

## Liquids and foreign objects

Do not use the email application on the device when you are near water (for example near a bathtub or a sink, in a wet basement, near a swimming pool, and so on).

## High heat

Do not use the email application on your device when you are near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

## Aircraft safety

On an airplane, do not use the email application on your device with the wireless radio turned on. Federal Aviation Administration (FAA)/FCC regulations prohibit using the wireless radio of your device while in the air. Switch your device wireless radio OFF before boarding an aircraft. The effect of the use of your device's radio in an aircraft is unknown. Such use may affect aircraft instrumentation, communication, and performance; may disrupt the network; may otherwise be dangerous to the operation of the aircraft; and may be illegal.

## Electronic devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless device.

### Pacemakers

Consult a physician or the manufacturer of your pacemaker if you have any questions regarding the effect of RF signals on your pacemaker. If you have a pacemaker, verify that you are using the device in accordance with the safety requirements associated with your particular pacemaker, which may include the following:

- Always keep the device more than 20 cm (7 inches) from the pacemaker when the device wireless radio is turned ON.
- Do not carry the device in a breast pocket.
- If you have any reason to suspect that interference is taking place, turn your device wireless radio OFF immediately.

### Hearing aids

Some digital wireless devices may interfere with some hearing aids. In the event of such interference, consult your service provider or contact the manufacturer of your hearing aid to discuss alternatives.

### Other medical devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your device wireless radio OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

### Posted facilities

Turn your handheld radio OFF in any facility where posted notices so require.

Failure to observe all safety instructions contained in this guide will void the Limited Warranty, and may lead to suspension or denial of services to the offender, or legal action, or both.

# Getting started

## Using with Internet Mail (ISP Email Accounts)



**Prerequisite:** To use the BlackBerry application with Internet Mail (ISP Email Accounts) the following requirements must be met:

- You need to have subscribed to an associated BlackBerry Internet Mail Tariff. If you have not subscribed to a BlackBerry Tariff please contact O2 or your service provider
- The BlackBerry application must be installed on your device.
- The wireless radio of your device must be turned ON, and you must be in an area of sufficient wireless coverage.

1. Tap **Start** > **Settings**.
2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. On the BlackBerry Introductory screen, tap **Next**.
5. Read the End User License Agreement carefully, and scroll to the very bottom.
6. If you accept the terms of the End User License Agreement, tap **Accept**. Your PIN is created and the service is started.



**Note:** The **Accept** button is enabled when you scroll to the very bottom of the End User License Agreement.

Do not tap **Accept** if you do not agree to the terms of the End User License Agreement. If you have any questions or concerns about the terms of the End User License Agreement, contact Research In Motion.

## Setup your Internet Mail with BlackBerry account via your PC

To use this service, you must register on <http://www.o2email.co.uk> from an Internet-enabled PC with:

- Microsoft® Internet Explorer 5.01, 5.5, 6.0 or later or Netscape® Communicator 4.08, 4.58 or later with JavaScript enabled
- Windows® 95/98/ME/NT4/2000/XP or Macintosh OS 9.0 or 10.0




### Step 1


In your PC Web browser, go to: <https://www.o2email.co.uk>. You will see the registration page below. As a first time visitor to the site, select **Create New Account**.

### Step 2

The BlackBerry Email Account Setup page appears. You need to input information about the PIN and IMEI number and press **Submit**.

 **Note:** To find your PIN and IMEI, tap Start >Settings > System > and BlackBerry icon. The PIN and IMEI details are displayed under Device Information.

The Legal Terms and Conditions for use of BlackBerry Internet Email from O2 will appear. Read the terms and conditions and if you accept the terms and conditions, click **I Agree** to continue.

 **Note:** You cannot proceed with creating an account, if you do not accept the terms and conditions.

### Step 3

The registration page will capture your information so you can log into the O2email site at any time to change your email options. Your default email address will automatically be setup from the information you enter into the User ID.

In the following fields, type information:

**User ID** – Type a unique login name for your account. This name is the ID that you use to log into the O2email website in the future where you can change your email options for your Internet Mail with BlackBerry service. You can also use this User ID name as your default email address if required. For example, the User ID – John Doe can be jdoe or johnd or johndoe. can contain any letter, number or abbreviations and will form the basis of your BlackBerry email address – i.e. **johndoe@o2email.co.uk**

**Friendly name** – Type the name that you want to appear in the **From** field of messages that you send. If you do not type a name, your email address appears in the **From** field.

**Password** – Type a password for your account. Passwords must be four to eight characters in length, and they are case sensitive.

**Re-enter password** – Confirm your password.

From the drop-down list, select a **secret question**. In the **Secret Answer** field, type the answer to your secret question. If you forget your password, answer your secret question correctly and an email message containing a new password is sent to your device.

Click **Submit**.

The Account Setup Complete page will appear which will show your User ID and new email account. You should review and record this information.

#### Step 4

Select one of the following options:

- To integrate external email accounts, click **Add account** and refer to the “Integrating existing email accounts” section of this document (Step 5)
- If you do not want to integrate external email accounts, click **Continue**. You can integrate external email accounts at any time by logging into **www.o2email.co.uk**.

## Integrating Existing Email Accounts

### Integrate with POP3

You can receive and consolidate email messages from other email accounts through BlackBerry from O2.

#### Step 1

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. On the menu bar, **click Profile**. The Profile page appears.
3. In the Email Accounts section, **click other Email accounts**. The Email Accounts page appears.
4. Click **Add Account**
5. In the following fields, type information:

**Email Address:** Type the full email address of the account you want to integrate (for example, [john.doe@ispname.com](mailto:john.doe@ispname.com))

**Your User ID/Login:** Type the login ID that you use to access the external email account (for example, *john.doe*).

**Password:** Type the password for your other email account.

**Re-enter Password:** Confirm your password.

6. Click **Submit**.

#### Step 2

1. Some ISP's are pre-configured but if you are prompted to complete the **POP Mail Server field**, type the address of your ISP's mail server (for example, *mail.ispname.com*). If you do not know your POP mail server, contact your ISP.
2. If you are prompted to complete the **Port Number** field, type the appropriate port number. If you do not know the port number, contact your ISP.
3. Select or clear the **Leave messages on POP3 server** check box. If you clear the check box, you might lose important email accidentally.
4. Click **Submit**. O2email and BlackBerry authenticate your entry and, if the account is valid, the external email account is successfully integrated.
5. Click **Submit** again.

#### What is POP3?

POP3 is an email protocol commonly used by Internet Service Providers. With our new BlackBerry Internet Service, we will automatically check your emails for you every 15 minutes to begin with, reducing the time depending on the frequency of new mails being received. Once your email account(s) have been automatically checked for new emails, any new emails in the account(s) will be sent directly to your handheld.

#### To integrate with email forwarding

If your ISP or email provider offers this service, you can forward email messages from your external email account to your handheld. Please contact your ISP who will advise if this service is supported.

#### To forward your company email

You can forward your company email with BlackBerry Internet Email in two ways:

- Create a forwarding rule in your desktop email client to forward your email to your o2email address.

- Ask your system administrator to create a forwarding rule on the enterprise server to forward your email messages to your o2email address.

*Note: Ask your system administrator whether you are allowed to forward your corporate email to your BlackBerry Internet Email account.*

*BlackBerry with Internet Mail is for use with ISP (Internet Service Provider) email accounts ONLY . It is not permitted for use in conjunction with a BlackBerry Enterprise Server™.Any customers wishing to purchase the services available through the BlackBerry Enterprise Service version should contact their O2/Service Provider representative*

## Specifying A Sent From Address

After integrating external email accounts, you can specify a Sent From Address. Any messages that you send appear to be sent from this address. Only one Sent From Address can be configured and you cannot have one for each ISP account that you set up. If you do not specify a Sent From Address, your BlackBerry handheld email address will appear automatically.

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. On the menu bar, click **Profile**. The Profile page appears.
3. Click **other email accounts**
4. Under **Sent From Address**, click on the address underlined. Eg. [johnndoe@o2email.co.uk](mailto:johnndoe@o2email.co.uk) The sent from address page appears.
5. Select one of the following options:
  - Use your BlackBerry handheld email address for your Sent From Address (for example, [johnndoe@o2email.co.uk](mailto:johnndoe@o2email.co.uk))
  - Select an integrated email account address from the drop-down list (for example, [johnndoe@ispname.com](mailto:johnndoe@ispname.com))
  - Type a customized email address in the field.
6. Click **Submit**.

## Specifying Your Reply To Address

Specify a Reply to Address to control the address to which replies to your messages are sent. If you have set your Sent From Address to a POP3 integrated account, you can receive replies more quickly by setting your Reply to Address as your default handheld email address.

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. On the menu bar, click **Options**. The Options page appears.
3. In the **Reply to Address** field, type the address to which you want replies to your messages to be sent.
4. Click **OK**.

## Setting An Automatic Reply

If you set an auto reply, a message is sent to anyone who sends you a message while you are unavailable. Your auto reply is only delivered once every seven days to each person who sends you a message. If you modify your Auto Reply during this time, the duration is not reset automatically. You should disable and then enable your Auto Reply to make sure that anyone who emailed you in the past seven days receives the updated Auto Reply:

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. On the menu bar, **click Auto Reply**
3. Type the information you want to appear
4. Select **Save**

## Managing Account Space

Reduce the amount of account space that you use. When logged onto [www.o2email.co.uk](http://www.o2email.co.uk):

- Locate messages that contain attachments, save the attachments on your computer, and then delete the messages from your O2 mail account.
- **Empty your Deleted Items folder** frequently.
- Set filters that direct unwanted messages to your Deleted Items folder.
- Disable sent message saving, which saves a copy messages that you send to your Saved Items folder.
- Set auto-aging to delete old messages

## Setting Auto-Aging

Auto-aging deletes messages in a selected folder that are older than a specified age.

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. In the application frame, click **Manage Folders**. The Manage Folders page appears.

3. Click **New**. The New Folder page appears.
4. In the **Folder Name** field, type the name of a folder for which you want to set auto-aging.
5. Select the check box beside **Auto Age items older than**. Type a number in the field. Select **Days, Weeks, or Months**.
6. Click **Save and Close**.

## Filtering Unwanted Email Messages

Filters are applied to incoming messages in the order in which they appear in the filters list.

- If a filter at the top of your list contains very broad criteria, the more specific filters that appear below it in the filters list are not applied to incoming messages.
- To reorder your filters, click the up and down arrows beside each filter. In most cases the filters with the broadest criteria should appear at the bottom of the list.

You can create filters on [o2email.co.uk](http://o2email.co.uk). This will prevent unwanted email messages from being received on your handheld.

1. Log into [www.o2email.co.uk](http://www.o2email.co.uk)
2. In the application frame, **click Add folder** and type a unique name for the folder.
3. On the menu bar, **click Filters**. The Filters page appears.
4. Specify the rules for this filter, providing the origin domains of email that you do not want to receive on your handheld. For more information, refer to the *BlackBerry Online Help*.
5. From the **Move to folder** drop-down list, select the folder that you created in step 2.
6. Select **Do not forward to my handheld**. All email messages that meet the criteria of this filter are moved to the new folder and are not sent to your handheld.

## Help and Troubleshooting

### Recovering your password

If you forget your password, retrieve it by answering your secret question. Log into [www.o2email.co.uk](http://www.o2email.co.uk), click **Forgot your password?** and provide your user ID. If you answer your Secret Question successfully, a new temporary password is sent to your handheld in an email message. You should change your password the next time that you log into [www.o2email.co.uk](http://www.o2email.co.uk)

If you are not in an area of wireless coverage and cannot receive the temporary password on your handheld, contact your service provider.

### Talk to us

For Technical Support please call your Service Provider to answer your BlackBerry Internet Email questions. Your Service Provider's number is printed on your monthly bill. It is likely for more technical BlackBerry queries you will be transferred to O2's Data Support Specialists

## Setting up the BlackBerry connectivity to the BlackBerry Enterprise Server



**Prerequisite:** To use the BlackBerry Enterprise Server, the following requirements must be met:

- You need to have subscribed to an associated corporate BlackBerry Enterprise Server Tariff. If you have not subscribed to a corporate BlackBerry Tariff please contact O2 or your service provider
- The BlackBerry application must be installed on your device.
- The wireless radio of your device must be turned ON, and you must be in an area of sufficient wireless coverage.

Tap **Start > Settings**.

Tap the **System** tab.

Tap the **BlackBerry** icon.

On the BlackBerry Introductory screen, tap next.

Read the End User License Agreement carefully, and scroll to the very bottom.

To accept the terms of the End User License Agreement, tap **Accept**. Your PIN is created and the service is started.







**Note:** The **Accept** button is enabled when you scroll to the very bottom of the End User License Agreement.

Do not tap **Accept** if you do not agree to the terms of the End User License Agreement. If you have any questions or concerns about the terms of the End User License Agreement, contact Research In Motion.

## Network status icons

An icon on the status bar at the top of the screen displays the status of your device.

Icon	Description
	You can send and receive email messages.
	You cannot send or receive email messages. The status of the device is transitioning to  .
	Your device is not in an area of wireless coverage, or another application has been using the device radio for several minutes. You cannot send or receive email messages. Any pending messages are sent after you return to an area of wireless coverage, or after the radio becomes available.

## Set up the desktop software

You have to set up the BlackBerry connectivity to the BlackBerry Enterprise Server before your emails can be sent to your handheld.

1. Install the Microsoft ActiveSync Software provided on the Companion CD
2. Connect your cradle to your PC and attach your handheld
3. Follow the instructions to set up a partnership with your computer if required, as per the Windows Mobile user guide
4. Install the BlackBerry Connect Desktop Software from the Application CD software provided in the box
5. Select Microsoft Exchange or Lotus Notes. If you are unsure, please contact your IT Administrator
6. On your computer, select Start, Programs, BBConfig Xda II
7. Open the BlackBerry Configuration tool.
8. Click the **Advanced** tab.
9. Verify that the **Email** field displays your email address.
10. Click the **General** tab.
11. Click **Connect**.

At the prompt, move the mouse to generate an encryption key. A PIN number appears in the **PIN** field.



## Set Auto More

1. Tap **Start > Settings**.
2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. Tap the **Options** tab.
5. Select the **Enable Auto More** check box.

## Set wireless email reconciliation

1. Tap **Start > Settings**.
2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. Tap the **Services** tab.
5. Tap the BlackBerry [CMIME] service book
6. Tap the **Synchronization** tab.
7. Select the **Enable Wireless Synchronization** check box.
8. From the **Conflicts** drop-down list, tap an option.

From the **Delete on** drop-down list, tap an option.



**Tip:** When you have Wireless Synchronization enabled, you can synchronize your messages, folders, and deleted items immediately by tapping **Synchronize Now**. Messages in your Deleted Items folder will only be permanently deleted from your device. To permanently remove deleted messages from your computer, tap **Purge Deleted**.

## Setting message options


Option	Description	Default
<b>Auto More</b>	Set whether the next section of a long message or attachment is delivered to your device automatically.	<b>Enabled</b>

Option	Description	Default
<b>Wireless Synchronization</b>	Set whether messages, folders, and deleted items are reconciled over the wireless network between your device and your computer. If this option is enabled, messages marked as read in one location are also marked as read in the other location. Messages filed in a folder on the computer are filed in the corresponding folder on the device.	<b>Enabled</b>
<b>Conflicts</b>	Set whether your device or your computer takes precedence if a message is moved or deleted from both locations.	<b>Mailbox Wins</b>
<b>Delete On</b>	Set whether messages are deleted from your device only or from both your device and computer during email reconciliation.	<b>Handheld</b>

## Managing messages

Email messages that are sent from or received by your device are routed through an existing email account.

### Open a message

1. Tap .
2. Tap the Folder drop-down arrow.
 

**i Note:** Each service appears as a separate email account. To view the folders in the email account that you want to use, tap the plus sign beside that account.
3. Tap a folder.
4. Tap a message.
 

**i Note:** If there is an error with the message, the Status field appears in the message header. The Status field indicates the BlackBerry service status for the message that is currently open.

### Request more of a message

If, on the BlackBerry options screen, you did not select the **Enable Auto More** check box, you can request more of a long message manually.

Open a message.

At the end of the message, tap and hold **More Available**.


Perform one of the following tasks:

- To request the next section of the message, tap **More**.
- To request the remainder of the message, tap **More All**.

## Send a message

1. Tap .

2. Tap **New**.

 **Note:** The new message will be sent from the account that is currently active. To change this account, tap **Accounts** on the Messages screen. Tap an account.

Tap in the **To** field.

Type the email address of one or more recipients.


Tap in the **Subj** field.

Type a subject.

Tap the text area.

Type a message.

Tap .


 **Note:** You can reply to the sender, reply to all, or forward a message. Tap and hold the message, or tap and hold in the text area if the message is open. Tap **Reply**, **Reply All**, or **Forward**.

## Send a message to a contact

1. Tap .


2. Tap **New**.

Perform one of the following tasks:

- Tap **To**.
- Tap .

Tap a contact.



**Tip:** To add additional contacts to your message, tap . Tap **Cc** or **Bcc**. Tap a contact.

To continue composing your message, perform one of the following tasks:

- Tap **To**.

Tap .

Tap in the **Subj** field.


Type a subject.

Tap the text area.

Type a message.

Tap .


## Search for a contact in your company's Contact list

1. Tap  > **Lookup**.
2. Tap the **Lookup** field.
3. Type a contact name.
4. Tap **Lookup**.
5. Tap a Lookup result.
6. Perform one of the following tasks:
  - Tap a contact.
  - Tap and hold a contact. Select one of the following menu items:

Menu Item	Description
<b>Add</b>	adds the selected contact to your contacts database
<b>Add All</b>	adds all Lookup contacts to your contacts database
<b>Delete</b>	deletes the selected contact from the Lookup results
<b>Delete Lookup</b>	deletes the Lookup results





## Delete a message


 **Note:** If, on the BlackBerry options screen, the **Delete On** option is set to **Mailbox & Handheld**, messages that you delete on your device are also deleted from your computer during email reconciliation.

1. Tap .
2. In the Messages list, tap and hold the message that you want to delete.
3. Tap **Delete**.

## Using email attachments

### View an attachment

1. Tap .
2. Tap a message with an  icon.
3. Tap the **Attachments** tab.
4. Tap and hold the attached file.
5. Perform one of the following tasks:  
To view the file, tap **Download**. When  changes to , tap the file name.  
To save the file to your device, tap **Save As**.

 **Note:** Attachment downloading is limited to attachments no more than 32000 bytes in size. If the attachment is too large, there will be a red “X” next to it, and you will not be able to download it.

### Add an attachment

Tap .

Tap **New**.

Tap **Edit**.


Tap **Add Attachment**.

From the **Folder** drop-down list, select a folder.

Use the scroll bar to locate the file.

Tap a file. The attachment appears on the Attachments screen.

To continue composing your message, tap the **Message** tab.


 **Note:** Attachment uploading is limited to attachments no more than 32000 bytes in size.

## Storing BlackBerry Settings permanently

BlackBerry service books can be recovered after a device reset if Permanent Save is enabled.

### Enable Permanent Save

1. Tap **Start > Settings**.
2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. Tap the **Permanent Save** tab.

 **Tip:** To view hidden tabs on the BlackBerry screen, tap the left and right arrows to scroll horizontally.

5. Select the **Enable persistent store** check box.

### Start or stop the BlackBerry service

Tap **Start > Settings**.

Tap the **System** tab.

Tap the **BlackBerry** icon.

Tap the **Status** tab.

To start the service, tap **Start**.

OR

To stop the service, tap **Stop**.

## Disable the BlackBerry service

You can restore your device to the state it was in prior to activating the BlackBerry Internet Email service.

Tap **Start > Settings**.

Tap the **System** tab.

Tap the **BlackBerry Internet Email** icon.

Tap the **Status** tab.

Tap **Disable**.


## About service books

Your service provider uses BlackBerry service books to configure your BlackBerry application. Service books set the default BlackBerry application settings.

 **Note:** Your service determines which BlackBerry service books appear on your device.

## View service books

1. Tap **Start > Settings**.
2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. Tap the **Services** tab.

 **Note:**  indicates that a service book has been accepted.  indicates that a service book has not been accepted.

## Delete a service book

1. Tap **Start > Settings**.

2. Tap the **System** tab.
3. Tap the **BlackBerry** icon.
4. Tap the **Services** tab.
5. Tap and hold a service book.
6. Tap **Delete**.