

Step-by-Step Configuration Guide

BlackBerry Internet Service

Date Created : 21/11/2004

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Disclaimer:

The configuration guide shown here are for the configuration of BlackBerry Wireless Handhelds™ for the use of BlackBerry Internet Solution. The features of the models may not match the reviewed model and vendor's configuration may vary due to changing specifications of handheld and availability.

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Getting Started

Thank you for subscribing to BlackBerry Internet Service by SingTel.

To begin using your BlackBerry Internet Service and redirect your emails to your BlackBerry Wireless Handheld, please refer to the User guide here to activate your BlackBerry email account and also start creating email accounts of your preferred choice. You can configure up to 10 email accounts such as your SingNet, Hotmail accounts, etc

Enjoy the convenience and freedom of BlackBerry Internet Service by SingTel now that, your business and personal emails could find you anywhere, anytime.

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Setting Up Your BlackBerry Internet Email Account

This allows you to create an account and change the account information via Website

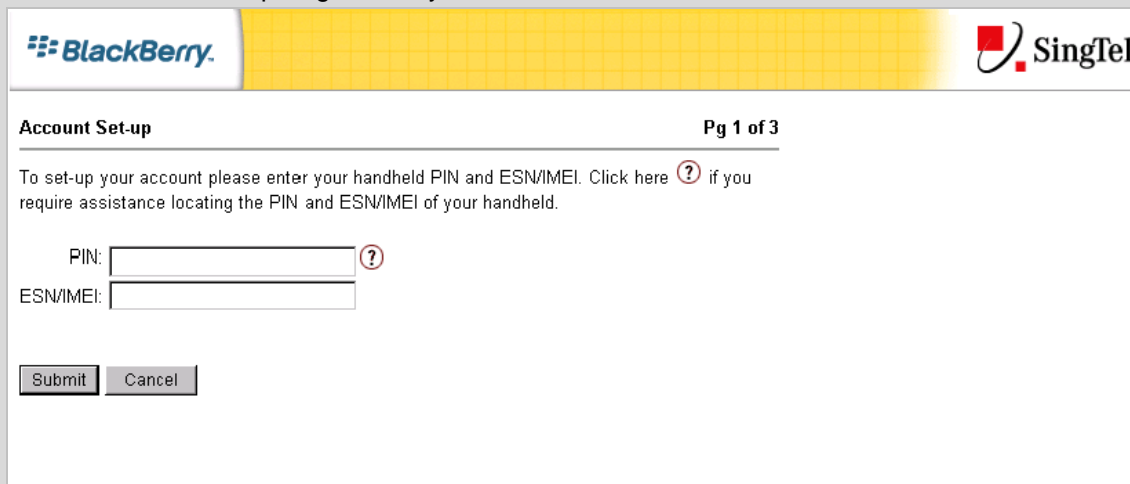
Instructions – How To Create an Account

1. To begin using this service, check that you have Internet access and your BlackBerry Wireless Handhelds™ ready.

2. Go to SingTel home page at <http://home.singtel.com> > **Mobile** > **Other Services section** > **BlackBerry Internet Service**,

Click **Login** to enter to the BlackBerry Internet Service Login page and click on **Create New Account** button

3. On the Account Set-up Page, enter your **PIN** and **ESN/IMEI** numbers



Note:

PIN (Personal Identification Number) and **ESN/IMEI** (Electronic Serial Number/International Mobile Equipment Number) are specific to your particular handheld and contain information of your current handheld.

These numbers can be found on your BlackBerry Wireless Handheld™. From **Home** screen, go to **Options** > **Status**, the information is displayed there.

When you enter the ESN/IMEI number, **omit** the '.' (dot) and '-' (dash)

Eg. in your device, the ESN/IMEI number is 123.456.789xx in your BIS, you should enter as 123456789xxx

(**Note:** For Sony Ericsson P910i, you should enter only the 1st 15-digit for the IMEI)

4. Click **Submit**

5. On the Legal Terms and Conditions page, please read the terms and conditions. Click **I Agree** to accept and proceed to the next step

Note:

Please note that you will not be able to set up your email account if you do not accept these Terms and Conditions stipulated.

6. On the Account Information page, enter your personal information, select your preferences and click the **Submit** button

Note:

These fields are necessary as they allow you to access information and updates such as handheld software upgrades from BlackBerry via email

7. On the User ID Information page, enter the **User ID**, **Friendly Name**, **Password** and **Re-Type Password**

Note:

- | | |
|-------------------------------------|--|
| User ID | This is your UNIQUE login ID for BlackBerry Internet Service and also form the default email address of your handheld |
| Friendly Name | This is the name you want to appear in the From field of the emails that you send. If you do not enter a name, your default email address will appear in the From field instead. |
| Password/Re-Type Password | This is the password to your account. It is case-sensitive and must be between 4 to 16 characters. Re-type to confirm the password |
| Secret Question & Answer | You will be prompted with this question when you forget your password. Select your preferred question from the drop down menu and key in your answer accordingly. Please note that a new password will be automatically email to your handheld if the Secret answer matches. |

8. Click the **Submit** button

9. On the Account Setup Complete page, click the **Done** button and your BlackBerry account is set up.

If you wish to add email account, click the **Add Account** button. Else click the **Continue** button to exit.

Note:

Upon successful account setup, you will receive a welcome email message in both your BlackBerry Wireless Handheld™ and your BIS Inbox

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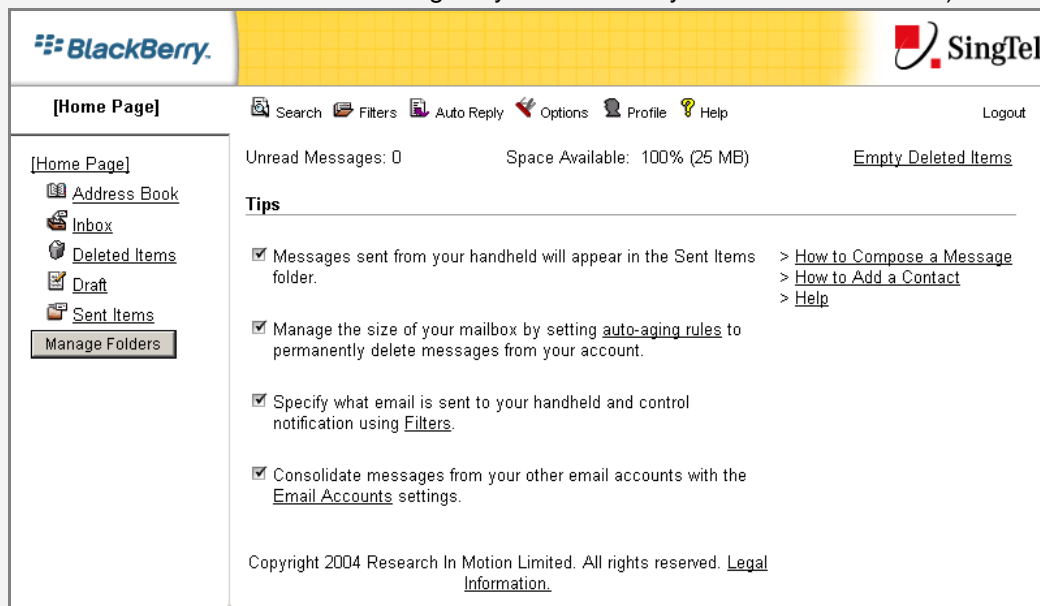
Once you have your account set up, you may change your Account Information as and when necessary.

Instructions – How To Change the Account Information

1. To change your Account Information, please login to the [BlackBerry Internet Service page](#).

On the menu bar, click **Profile**

2. On the Profile page, you will be guided on how to
 - ✓ Change your login password
 - ✓ Change your secret question and answer
 - ✓ Change/Replace default “Sent From Address”
 - ✓ Add other email accounts. (users are allow to add up to 10 email accounts)
 - ✓ Change PIN and ESN/IMEI numbers (if you have changed your handheld)
 - ✓ Enable Wireless Deletion Option
 - ✓ Reactivate your account by sending a service book. (click the **Send Service Book** button, and you will receive an service activation message in your BlackBerry Wireless Handheld™)



For more information, on the menu bar, click **Help**

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Setting up Your BlackBerry Internet Service Account via BlackBerry Handheld

- A. This allows you to create an account on your BlackBerry 7100g and once your account has been created, it allows other email accounts to be set up to work with your BlackBerry.

Instructions – How To Create an Account

1. Turn on the BlackBerry handheld by pressing the Power Button.
2. Turn on the device's radio transmitter: on the Home screen, click Settings, then click the Turn Wireless On icon and wait for GPRS to appear in uppercase.
3. On your home screen, click **Settings**, then click **E-mail Settings***.



* E-mail Settings only appear once for the initial creation of BIS account. Upon successful creation of your BIS account, E-mail Settings will not appear on the Home Screen.

4. On the Welcome screen, click **Create New Account**.

New user? Click "Create Your Account" below to activate your BlackBerry account.

[Help](#)

Create Your Account

If you are an existing user please enter your username and password to login.

User ID:

Password:

5. Click **Continue** to read the legal Terms and Conditions. Click **I Agree** to accept the legal terms and conditions to proceed to the next step.

Select **I Agree** if you acknowledge that you have read, understood and agree to be bound by the Legal Terms and Conditions. To review the Legal Terms and Conditions, please [click here](#).

Agree | [Disagree](#)

6. Fill in the required information, including **User ID**, **Friendly Name**, **Password** and **Secret Question**.** Select a secret question and type the answer to the Secret Question.

User ID: (?)

Friendly Name: (?)

Password: (?)

Re-enter Password:

Secret Question: (?)

- What is your mother's maiden name?
- Where is your place of birth?
- What is your pet's name?
- What is your favorite hobby?

** Remember to save this info so you don't forget!

Note: Click on the '?' mark for help.

7. Click **Submit** upon completion and click **Done** on the acknowledgment page

Setup is complete. You can now send, receive, forward, and reply to email using your BlackBerry handheld. Please review and record your account information below.

User ID: Demo1
New Handheld Email Address: Demo1@singtel.ap.blackberry.net

[Done](#)

8. Once your account has been created, it allows other email accounts to be set up to work with your BlackBerry handset by clicking **Add Account** on the Email Accounts Page.

BlackBerry Internet Service supports Internet Service Provider (ISP) email via the POP3: includes feature support for popular email accounts such as AOL,® Gmail,® Hotmail,® MSN®and Yahoo!®.
Note: Contact your email service provider to confirm access to your email account.

Your email account has been successfully set up to work with your BlackBerry handheld.

This list contains the email accounts set up to work with your BlackBerry handheld:

Demo1@singtel.ap.blackberry.net

[Add Account](#) [View/Modify](#) [Delete](#)

Sent From Address

9. Fill in the required information, including your **Email address**, **User Name** and **Password**.

To add an email account, please provide the information below.

Email Address: (?)
lwvgen.wong@gmail.com

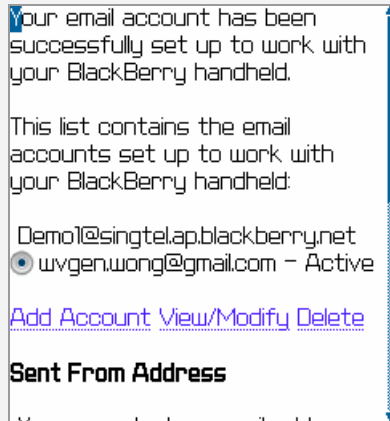
User Name: (?)
lwvgen.wong@gmail.com

Password: (?)
xxxxxxxx

Re-enter Password:
xxxxxxxx

[Submit](#) [Cancel](#)

10. To allow more email accounts to work with your BlackBerry, click **Add Account** (up to a maximum of 10).



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Setting Up Your BlackBerry Internet Email Account via BlackBerry Handheld

B. This allows you to create an account via BlackBerry 7290 and once your account has been created, it allows other email accounts to be set up to work with your BlackBerry.

Instructions – How To Create an Account

1. Turn on the BlackBerry handheld by pressing the Power Button.

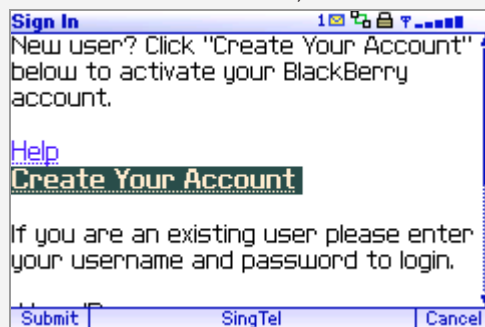
2. Turn on the device's radio transmitter: on the Home screen, click Settings, then click the Turn Wireless On icon and wait for GPRS to appear in uppercase.

On your home screen, click **Settings**, then click on the **E-mail Settings*** icon.

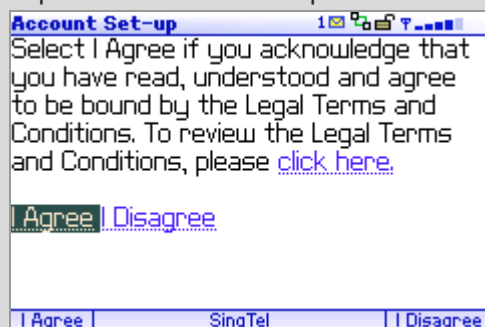


* E-mail Settings only appear once for the initial creation of BIS account. Upon successful creation of your BIS account, E-mail Settings will not appear on the Home Screen.

4. On the Welcome screen, click **Create New Account**.



5. Click **Continue** to read the legal Terms and Conditions. Click **I Agree** to accept the legal terms and conditions to proceed to the next step.



6. Fill in the required information, including **User ID**, **Friendly Name**, **Password** and **Secret Question****. Select a secret question and type the answer to the Secret Question.

** Remember to save this info so you don't forget!

Note: Click on the '?' mark for help.

7. Click **Submit** upon completion and click **Done** on the acknowledgment page

8. Once your account has been created, it allows other email accounts to be set up to work with your BlackBerry handset by clicking **Add Account** on the Email Accounts Page.

BlackBerry Internet Service supports Internet Service Provider (ISP) email via the POP3: includes feature support for popular email accounts such as AOL,® Gmail,® Hotmail,® MSN®and Yahoo!®.

Note: Contact your email service provider to confirm access to your email account.

9. Fill in the required information, including your **Email address**, **User Name** and **Password**.

Email Accounts

Email Address: (?)
wvgen.wong@gmail.com

User Name: (?)
wvgen.wong@gmail.com

Password: (?)

Re-enter Password:

Email Help SingTel User Name Help

10. To allow more email accounts to work with your BlackBerry, click **Add Account** (up to a maximum of 10).

Welcome Mygen Hong!

This list contains the email accounts set up to work with your BlackBerry handheld:

demo10@singtel.ap.blackberry.net
wvgen.wong@gmail.com - Active

Add Account View/Modify Delete

Add Account SingTel View/Modify

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Managing Your BlackBerry Internet Service email account

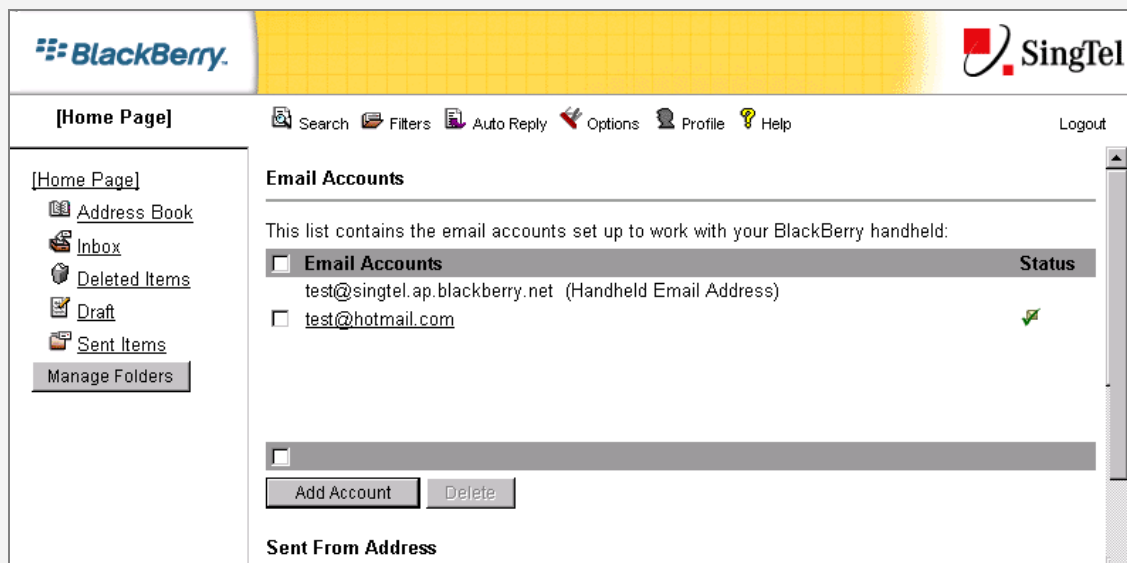
This allows you to add or delete email accounts subsequently and access them on your BlackBerry Wireless Handheld™

Instructions – How To Add, Delete Your Email

1. To change your manage your email accounts, please login to the [BlackBerry Internet Service page](#).

On the menu bar, click **Profile**

2. On the Profile page, under Email Accounts, click on **other email accounts**



3. On the Email Accounts page, click on the **Add Account** button
(To Delete Email Account(s), select the accounts you wish to delete and click the **Delete** button)

Enter **Email Address**, eg. myemail@ispname.com

Enter **User Name** to this email address, eg. *myemail*

Enter **Password** to this email address

Re-enter Password to confirm

4. Click **Submit** to complete. Your email account has been successfully added. You can receive emails sent to this email address from your BlackBerry Wireless Handheld™

Note:

Only new incoming mails will be received in BIS Inbox. Old and read mails in your existing mailbox will not be received.

5. However, if you are adding a POP3 email account that is not recognized by the BlackBerry Internet Service.

Under **Internet Service Provider Email**, select the option for **I use an email client such as Outlook™, Outlook Express™, Netscape®, Eudora®** and click **Submit**

6. Enter **Email Server**, please check with your ISP for the server address
 Enter **Port Number**, often the port number is **110**. For verification, please check with your ISP for the number
 Enter **Email Address**, **User Name**, **Password** & **Re-enter** it to confirm
 Ensure the **Utilize SSL** box is unchecked

Click **Submit** and your email account has been successfully added and you can receive emails sent to this email account from your BlackBerry Wireless Handheld™

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Instructions – How To Manage Your Email

1. Login to [BlackBerry Internet Service page](#), under the menu bar, click **Options**

2. On the Option page, you will be guided on how to
 - ✓ Create an auto signature
 - ✓ Set a reply-to email address
 - ✓ Set a friendly name
 - ✓ Set options for sent messages
 - ✓ Set the date and time
 - ✓ Set the number of messages that appear on the page

For more information, on the menu bar, click **Help**

3. You can also manage the volume of email by using Auto-age function that moves your old messages to your Deleted Items folder automatically

4. On the left panel, click the **Manage Folders** button

BlackBerry SingTel

[Home Page] Search Filters Auto Reply Options Profile Help Logout

[Home Page]
Address Book
Inbox
Deleted Items
Draft
Sent Items
Manage Folders

Manage Folders
Create, manage and delete folders. You can rename folders as well as set auto-aging rules for messages in your folders.

New Delete

<input type="checkbox"/>	Folders	Messages	Unread	Size
<input type="checkbox"/>	Inbox	0	0	0.00 MB
<input type="checkbox"/>	Deleted Items [Empty]	0	0	0.00 MB
<input type="checkbox"/>	Draft	0	0	0.00 MB
<input type="checkbox"/>	Sent Items	0	0	0.00 MB
Total				0.00 MB
Total Available Quota Space				25.00 MB

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5. On the Manage Folders page, click on the folder and open it. Select the option for **Auto Age items older than** and type a number

Note:

The BlackBerry service can store up to 25MB of email. You will be warned when you are close to reaching the limit. Please go to [Troubleshooting](#) section on more information for Email Management



6. From the drop-down list, select a period of time. Click **Save and Close** to save the option

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Activate Your BlackBerry Internet Web Browser

This allows you to access and surf Internet Web pages on your BlackBerry Wireless Handheld™.

Instructions – How To Activate Your BlackBerry Internet Web Browser

1.	<p>Before getting the browser, please check your handheld version.</p> <p><u>For BlackBerry 72xx and 77xx series:</u> From the home screen of your handheld, go to Options then About.</p> <p>It should read:</p> <p style="padding-left: 40px;">BlackBerry™ 7xxx Wireless Handheld vX.X.XX (Platform x.x.x.x)</p> <p>If your handheld reads vX.X as v4.0. Please proceed to the next step. If your handheld reads v3.7, please proceed to Step 3</p> <p><u>For BlackBerry 7100g:</u> Please proceed to Step 4</p>
2.	<p>On your handheld, go to Options and select Network. Press the Trackwheel and select Register Now</p> <p>The service book will be pushed into your handheld. On the home screen, you should see an icon  (Internet Browser)</p>
3.	<p>On your handheld, go to Options and select Host Routing Table. Press the Trackwheel and select Register Now</p> <p>The service book will be pushed into your handheld. On the home screen, you should see an icon  (Internet Browser)</p>
4.	<p>On your handheld, go to Settings then Options and select Host Routing Table. Press the Trackwheel and select Register Now</p> <p>The service book will be pushed into your handheld. On the home screen, you should see Internet Browser</p>

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Setting Up For Use While Roaming

Before using the BlackBerry service when traveling out of Singapore, you will need to manually select the appropriate SingTel Mobile GPRS roaming partners in order to use the BlackBerry service. Please visit to this [website](#) for the list of SingTel Mobile GPRS roaming partners.

Then proceed to the following steps to setup the network.

Instructions – How To Setup to Be Roaming Ready	
1.	On the Home screen of your BlackBerry Wireless Handheld™, go to Options and go to Network
2.	Click on the Trackwheel , scroll to Scan Mode and click it. Select Change Option and change it to Manual instead of Automatic
3.	Scroll to Please do a scan and click on the Trackwheel and choose Scan for Networks Note: Please ensure that you are in an area of good coverage while doing this. If you do not see any expected names, you may be in an area of poor coverage.
4.	Scroll to the SingTel Mobile GPRS Roaming Partner Network. Click on the Trackwheel to Select Network
5.	Click on Trackwheel to Register Now and click again to Save
6.	Escape to return to the Home screen, you should see a registration message in your Messages folder. This indicates that you now set for roaming in the host country.

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Troubleshooting

1. Why can't I send or receive email?

Please ensure that

- ✓ your BlackBerry Radio Signal is on in your Home screen
- ✓ you are in an area of sufficient wireless coverage. You should see a **GPRS** sign on the top right hand corner of the handheld Home screen
- ✓ your mailbox has not exceeded the size limit (the BlackBerry service can store up to a limit of 25MB of email)

Else, try to reactivate your account

- ✓ Login to BlackBerry Internet Service
- ✓ On the menu bar, click Profile
- ✓ At the bottom of the Profile page, click **Send Service Book**

2. How many emails can the BlackBerry service store?

The BlackBerry service can store up to 25MB of email. You will be warned when you are close to reaching this limit. You will then have to delete email in order to receive new email. Your BlackBerry Wireless Handheld™ will not receive messages if the account is full.

3. How can I keep my email account under the 25MB limit?

If your web-based mailbox is over the limit size, you may not be able to receive new email on your handheld or your BlackBerry Internet Service account. Here are the suggested ways that you can maintain the mailbox size:

- ✓ Ensure that you login regularly into the BlackBerry Internet Service to delete the unwanted email
- ✓ By default, the service stores items sent from your BlackBerry in the Sent Items folder. You can change this default so that copies of sent items are not saved
- ✓ Set filters to sort unwanted messages to your Deleted Items folders so that it is emptied periodically
- ✓ Use Auto-ageing rules on the web page so that the oldest message in the Sent Items folder will be deleted automatically

Messages can also be deleted from your handheld by:

- ✓ Set **Delete On** handheld. From Home screen, go to **Messages**, click the **Trackwheel**, select **Options** and change from Handheld only to Delete On
- ✓ Deleting individual email, one-by-one

4. Why am I not able to add an Internet email account to the BlackBerry Internet Service?

Please verify that your Internet email account supports POP3. Contact your Internet service provider for more information

5. **When I attempt to add an Internet email account, I encountered a message “We were unable to configure this mailbox. Please tell us how you access this email account”. Why is that so and how should I go about it?**

The email address you had entered may not support POP3 or it is not recognized by BlackBerry Internet Service. Please contact your Internet service provider for more information. For more information, on the menu bar, click **Help**

6. **Where can I find more information?**

- ✓ For information on setting account and email options, refer to the online Help in the BlackBerry Internet Service (on the menu bar, click Help)
- ✓ For information on using the BlackBerry Wireless Handheld, refer to the Getting Started Guide included in your package.
- ✓ For other information, please visit [SingTel](#) home page

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