

## **Problems with the BlackBerry Device**

**NOTE:** *Currently, this document was prepared using a BlackBerry 7250 on the Verizon cellular/data network, and BlackBerry Desktop Manager, version 4.1.0.8. If the BlackBerry device is a different model and/or on a different cellular network from the one used to prepare this document, the information shown on the screen, the icons and the names of those icons may differ from those shown in this document. Every attempt will be made to acquire devices on different cellular networks, in order to provide troubleshooting documentation for devices on those networks. If the version of the BlackBerry Desktop Manager is different from the one used in the preparation of this document, the icons and the names shown for those icons may differ from the installed version of the software.*

### ***BlackBerry Screen is Unresponsive or Frozen***

#### **Steps to resolving the problem.**

##### **1. Perform a Soft Reset**

**Note:** You will not lose any data in this process.

- a. Turn on your BlackBerry.
- b. Press **ALT + CAP + DELETE** at the same time.

##### **2. Perform a Hard Reset**

**Note:** You will not lose any data in this process.

- a. Turn on your BlackBerry.
  - b. Locate the Reset button on the back of your BlackBerry, near the bottom. It may also be under the battery cover\*.
- If you do not have a Reset button, you may need to take out the battery instead.

### ***Problems Receiving E-Mail and/or Calendar Entries***

## Methods to determine your level of your BlackBerry's connectivity.

1. Is your device connected to your cellular provider's data network? This can be determined by looking at the status bar on the upper right hand side of the device's display window.
  - Is the BlackBerry's wireless receiver activated? This can be turned on and off via the main menu.



*The Cell Tower Icon is used to turn the wireless receiver on and off. In the illustration, wireless service is off, and selecting the icon will turn it back on.*



*This BlackBerry has its wireless service turned off.*

- On the **Verizon** network, look at the status bar in the upper right hand corner of the display window. Do you see either a **1x**, **1X**, **1XEV**? The five vertical bars to the far right denote the device's signal strength.



*This BlackBerry is receiving a data signal on the EVDO network with four bars of strength.*

- On the **Cingular** network, look at the status bar in the upper right hand corner of the display window. Do you see a **GPRS** or **EDGE**? The five vertical bars to the far right denote the device's signal strength.



*This BlackBerry is receiving a data signal on the EDGE network with two bars of strength.*

2. Can you make a phone call? If so, you are on the cellular network.
3. Can you browse to a web site using the either BlackBerry Browser or the Internet Browser? Open the browser and enter <http://www.google.com/> to visit that website. If the webpage appears, you have data services.
4. Send yourself an e-mail message from your Desktop Computer/Laptop to your BlackBerry, and then check Messages on your BlackBerry to see if it arrives.

### **Steps to resolving the problem.**

#### **3. Perform a Soft Reset**

**Note:** You will not lose any data in this process.

- a. Turn on your BlackBerry.
- b. Press **ALT + CAP + DELETE** at the same time.

#### **4. Perform a Hard Reset**

**Note:** You will not lose any data in this process.

- a. Turn on your BlackBerry.

- b. Locate the Reset button on the back of your BlackBerry, near the bottom. It may also be under the battery cover\*.
  - c. Press the Reset button using a pin or a paper clip. Your BlackBerry will restart.
- If you do not have a Reset button, you may need to take out the battery instead.

## ***Received notification that Blackberry mailbox is full***

### **Steps to resolving the problem.**

If someone sends you a large message that puts you over your e-mail quota:

1. Login to <https://ugamail.uga.edu/> with your UGA MyID and password.
2. Delete the large message(s) that have pushed you over quota.

## ***Problems Browsing the Web from the BlackBerry***

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  - Is the BlackBerry's wireless receiver activated? This can be turned on and off via the main menu.



*The Cell Tower Icon is used to turn the wireless receiver on and off. In the illustration, wireless service is off, and selecting the icon will turn it back on.*



*This BlackBerry has its wireless service turned off.*

- On the **Verizon** network, look at the status bar in the upper right hand corner of the display window. Do you see either a **1x**, **1X**, **1XEV**? The five vertical bars to the far right denote the device's signal strength.



*This BlackBerry is receiving a data signal on the EVDO network with four bars of strength.*

- On the **Cingular** network, look at the status bar in the upper right hand corner of the display window. Do you see a **GPRS** or **EDGE**? The five vertical bars to the far right denote the device's signal strength.



*This BlackBerry is receiving a data signal on the EDGE network with two bars of strength.*

2. Send yourself an e-mail message from your Desktop Computer/Laptop to your BlackBerry, and then check Messages on your BlackBerry to see if it arrives.
3. Can you make a phone call? If so, you are on the cellular network.

4. Can you browse to a web site using the either BlackBerry Browser or the Internet Browser? Open the browser and enter <http://www.google.com/> to visit that website. If the webpage appears, you have data services.
5. Check to see when your most recent bill was paid.

## **Steps to resolving the problem.**

### **1. Perform a Soft Reset**

**Note:** You will not lose any data in this process.

- d. Turn on your BlackBerry.
- e. Press **ALT + CAP + DELETE** at the same time.

### **2. Perform a Hard Reset**

**Note:** You will not lose any data in this process.

- f. Turn on your BlackBerry.
- g. Locate the Reset button on the back of your BlackBerry, near the bottom. It may also be under the battery cover\*.
- h. Press the Reset button using a pin or a paper clip. Your BlackBerry will restart.

\* If you do not have a Reset button, you may need to take out the battery instead.