BlackBerry 7100v™ from Vodafone

Installation Guide

Contents

Introduction

Depending upon which type of device you have purchased you will need to set the device up to work with your email account in different ways. If you are using Microsoft Outlook® with an Exchange server or Lotus® Notes with a Lotus Domino server please follow the instructions for the BlackBerry Enterprise Solution device. If you plan to use the device with your Internet Email account please follow the instructions for the BlackBerry Internet Solution.

If you are unsure which type of device you have, please contact your System Administrator or the store from which you purchased the device.

BlackBerry Enterprise Solution

Using your BlackBerry 7100v handheld:

• Ensure you are connected to your network and are able to connect to your email system. Confirm this by sending yourself a test email

• Ensure the device has a reasonable battery charge – the steps in this guide require your device to have a reasonable charge

• Remove the back cover of the handheld. Insert the SIM in the card holder and lock it into position. Insert the battery so that the connectors align then replace the cover

• The handheld will automatically switch on

• You will be prompted to confirm the current date and time

• Click the 'Wireless On' icon if required. If the icon is titled "Wireless Off' you will not need to do this

• The handheld will attach to the network and the letters GPRS will appear next to the battery indicator. Note that if GPRS does not appear in capital letters, the handheld will not be able to send or receive email and use the browser. Please refer to the network status indicators in the quick start guide for an explanation of the level of service. Try turning it off and on again. If the problem persists, contact your company's BlackBerry support helpdesk.

Installing the BlackBerry Desktop Manager

You must have a user account on your PC with local administrator permissions to complete this. If you are unsure if you have Local Administrator permissions, right click on the start button on the bottom right and you should see 'Open All Users' and 'Explore All Users.' If these are not on the list then you will not be able to complete the following procedure. If you DO NOT have an existing BlackBerry handheld device proceed to the section 'Installing the new BlackBerry Desktop Manager.'

Synchronizing the existing device

• Connect device to computer using the USB cable

• Open BlackBerry Desktop Manager

• Double-click 'Intellisync'

• Ensure 'Reconcile email', 'Synchronize PIM' and 'Update handheld date and time' are all selected

• Click 'Synchronize Now'

• You may choose to accept or decline any changes which are being made; During this time all data on the handheld is being synchronized with Outlook

• Click 'Close'.

Backing up data from your old device

If you wish to backup any of the data which is on your old device and restore it to the new device, please follow the instructions below. Note that all Contacts, Notes, Tasks and Calendar are automatically synchronized with Outlook so there is no need to back these up. These instructions are only for those who want the old emails transferred onto the new device.

- Open BlackBerry Desktop Manager

- Double-click 'Backup and Restore'

- Click 'Backup…'

- Select a location and file name for your backup. Remember these details as you will need to restore from this file later

- Click 'Save' – The backup will commence

- Click 'Close' on 'Backup and Restore' screen

- Close BlackBerry Desktop Manager and disconnect your device.

Removing the old version of BlackBerry Desktop Manager

- Open 'Add/Remove Programs' from the 'Control Panel'. The control panel can be found by clicking the 'Start' button (Windows XP) or clicking the 'Start' button and selecting 'Settings' (Windows 2000)

- Select 'BlackBerry Desktop Manager' and click 'Change/Remove' (Windows 2000) or 'Remove' button (Windows XP)

- 'BlackBerry Desktop Manager Setup' will start

- Select 'Remove' then click 'Next'

- Select 'OK' at the confirmation message

- Click 'Finish'

- Close Add/Remove programs and control panel.

Removing your old data from the old device

Having checked that all your data (email, contacts, calendar appointments, etc) has been successfully transferred to your new BlackBerry 7100v, you may wish to clear all data from your old BlackBerry handheld, for security purposes and so that it can be reused by someone else. To do this, you need to enter the wrong security password 10 times. If you do not have a password set on your BlackBerry handheld follow the steps below:

- From the Home screen select 'Settings'

- From the list select 'Security'

- Scroll to Password, then click the track wheel and select 'Enabled'

- Click the track wheel and select 'Change Password', enter your password and confirm it a second time

- Press the 'Escape' button until you are at the home screen

- Select 'Lock Handheld'

- Enter the password incorrectly 10 times. As a security feature you will be asked to enter the word BlackBerry just to confirm this is not accidental

- On the tenth entry of the password your device will reset and all the data will be wiped.

Installing the new BlackBerry Desktop Manager

• Ensure you do not have the BlackBerry Desktop Manager open or any devices connected to your computer

• Insert the CD into your CD-ROM drive. The disk should Autorun, but if it does not run, 'SETUP.EXE' from the root of the CD

• Select 'English' then click 'OK'

• Click 'Next' on the Welcome Screen

• Select 'United Kingdom / Guernsey' and click 'Next'

• Click 'Yes' on the 'Licence Agreement' if you agree to its terms

• Leave the 'Username' and 'Company Name' as the defaults and click 'Next'

• Select 'BlackBerry Enterprise Server or BlackBerry Desktop Redirector' and click 'Next'

• Select 'Microsoft Exchange' and click 'Next'

• Select 'Redirect email using the BlackBerry Enterprise server' and click 'Next'

• Accept the default destination folder and click 'Next'

• Accept the default Program Folder and click 'Next'

• Accept the default installation Options and click 'Next' (if you do not want Desktop Manager to start every time you start the computer deselect 'Start desktop manager automatically each time the computer starts').

Setting up your new device

• If you have an existing device, remove the SIM from your old device and fit it into the new BlackBerry 7100v. If you have received a new device and SIM, fit the SIM into the back of the device

• Replace the battery and cover

• The device may automatically turn on, which is identified by a rotating Hour glass on the screen. If this does not happen press the square button on the top of the device

• There may be a short delay while the device resets itself.

Setting the new device to work with your email account

If you have never had a USB BlackBerry device connected to your computer you will need to complete the section titled 'Connection' below before the following steps can be completed.

• Open BlackBerry Desktop Manager by clicking on the BlackBerry icon on your Laptop/PC. Select the 'Options' tab, then 'Connection Settings', then select 'USB' and select 'OK'

• Open BlackBerry Desktop Manager

• Connect the device to the computer using the USB cable supplied

• Confirm if you want to set the new device to work with your email account. You will see a message – 'Your email account is configured to use handheld with the PIN XXXXXXXX. Would you like to switch to the connected handheld with PIN XXXXXXXX instead?'

• Move the mouse around the screen to generate the encryption key

• The device will now synchronize. If you are prompted by any windows asking about transferring data, click the appropriate button accepting or declining any changes to your handheld according to your preference

• If prompted with a message regarding wireless calendar after you have enabled it, accept the message. Declining the message will not enable wireless calendar.

Configuring the BlackBerry Desktop Manager

If you have had an existing USB type BlackBerry (all colour devices or the small black & white device) please skip the section about connection.

Please ensure the device is connected to your computer whilst performing the following steps.

Connection

- Open BlackBerry Desktop Manager

- If prompted with a message regarding setting a Com Port please click 'OK'

- Click 'Options'

- Select 'Connection Settings'

- Connect the BlackBerry 7100v to your computer using the USB cable

- Click 'Detect'

- Click 'OK' to the 'Warning' message

- Click 'OK' to the 'Success' message

- Click OK on the 'Connection Settings' window.

'Synchronize now' settings

- Open BlackBerry Desktop Manager

- Double-click 'Intellisync'

- Place a tick in each of the following options

  ○ 'Reconcile email'

  ○ 'Synchronize PIM'

  ○ 'Update handheld date and time'

- Close BlackBerry Desktop Manager.

PIM Synchronization Settings

- Open BlackBerry Desktop Manager

- Double-click 'Intellisync'

- Click 'Configure PIM'

- Ensuring all items in the list are ticked, click on Calendar, then click Choose

- Select 'BlackBerry Wireless Sync' and click 'OK'

- Accept the message about Wireless Synchronization

- Click 'Synchronize now'

- You may see a message about disabling the local calendar; click 'OK' or the wireless calendar will not be activated.

- Close BlackBerry Desktop Manager

Auto start…

(This is what the device will do each time it is connected to the PC when Desktop Manager is open.)

- Open BlackBerry Desktop Manager

- Double-click 'Intellisync'

- Click 'Auto start…'

- Place a tick in each of the following options

  ○ 'Reconcile email'

  ○ 'Synchronize PIM'

  ○ 'Update handheld date and time'

- Click 'OK' if you are prompted with a message regarding changing to the wireless calendar

- Close BlackBerry Desktop Manager.

Redirector Settings

Redirector settings are used to configure how messages are handled. Below are some settings which Vodafone recommends:

• On the General Tab deselect 'Disable email when connected.' If selected this will stop any emails from being delivered to your device while it is connected to the PC

• On the General Tab, edit your default signature. This can be useful to advise that the reply was from a BlackBerry handheld and that was why it was brief

• On the Filters Tab select 'Forward messages to the handheld.' This will mean that all messages sent to the handheld will be delivered.

Restoring emails from your old device

If you would like to restore parts of the backup which are not synchronized with outlook please follow the steps below. Note that all Contacts, Notes and Tasks will be synchronized back from your PIM client; the only parts which will be restored are the historical emails which were on the old device and your Browser bookmarks. Please be very careful when choosing what to restore, as restoring the wrong parts could cause problems with the device and require a reinstallation of the handheld software on the device.

• Open BlackBerry Desktop Manager

• Double-click 'Backup and Restore'

• Click 'Restore'

• Disconnect the BlackBerry 7100v device from your computer

• Locate the backup file you performed previously in this document

• Click 'Open'

• Accept the error message

• Connect the BlackBerry 7100v device to your computer

• Click 'Advanced'

• The Backup/Restore window will open with the name of the file you chose in the title bar.

• From the window on the left scroll down and select each database entry you wish to restore. We suggest that you only restore the following (note, you will need to do each database entry individually):

  ○ Browser Bookmarks

  ○ Messages

  ○ Autotext

• Click 'OK' on the Warning Screen

• The restore will complete

• If you want to restore any other entries please complete the previous three steps until you have restored all the databases you require.

BlackBerry Internet Solution

Using your BlackBerry 7100v:

• Remove the back cover of the handheld. Insert the SIM in the card holder and lock it into position. Insert the battery so that the connectors align, then replace the cover

• The handheld will automatically switch on

• You will be prompted to confirm the current date and time

• Click the Wireless On icon if required, if the icon is titled Wireless Off you will not need to do this

• The handheld will attach to the network and the letters GPRS will appear next to the battery indicator. Note that if GPRS does not appear in capital letters, the handheld will not work. Try turning it off and on again. If the problem persists, contact your service provider or dial 191 from any Vodafone mobile or 07002 191 191 from a fixed line

• After a short delay the Sign In screen appears

• You now have the option to create your BlackBerry internet email account from either the handheld or by visiting www.mobileemail.vodafone.net from your Laptop or PC.

If you already have a BlackBerry handheld device you can backup your old device and transfer your emails, contacts, notes and calendar appointments by following the section on backing up and restore. If you do not need to transfer any data please skip to the section titled Change handhelds.

Creating an account from your BlackBerry 7100v

The first time you turn your 7100v on you will be taken to the 5 click setup process, follow the steps below to setup your device.

- Click 'Create New Account.' A menu appears

- Click 'Get Link.' A welcome screen appears

- Click 'Continue'

- Click 'Get Link.' Select one of the following options:

  ○ If you do not accept the legal terms and conditions, click 'I Disagree.' The set-up process stops

  ○ If you accept the legal terms and conditions, click 'I Agree' and 'Get Link.' The Account Set-Up screen appears

- In the following fields, type your account information:

Field	Description
User ID	Type the login name for your account e.g. 'Joe' or 'Joebloggs'. Your login name forms the first part of your default email address.
Friendly Name	Type a 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 contain four to sixteen characters and are case-sensitive.
Re-enter Password	Retype your password

- Select a secret question. If you forget your password, you are prompted to answer this question

- In the Secret Answer field, type the answer to your secret question

- Click 'Submit.' A menu appears

- Click 'Get Link.' If the User ID you have requested is already in use, you will be asked to enter a different User ID. The Account Set-up Complete screen appears

- Make a note of your new User ID and email address. Keep your password secure

- Click 'Done'. The account is created

- If you wish to receive emails from another mail account, click 'Add Account' now, (see instructions on Adding an Email Account in this guide) or 'Continue' if you prefer to do this later.

Creating an account at www.mobileemail.vodafone.net

- From a computer with suitable browser, go to www.mobileemail.vodafone.net

- Click 'Create New Account'

- Enter the PIN and IMEI codes of your BlackBerry 7100v, printed under the battery or found in Settings and then Status

- Click 'Submit'

- Read and then accept the terms and conditions by clicking I agree

- Enter a User ID for your account (for example, joebloggs), a friendly name and a password

- Choose a secret question and enter an answer

- Click 'Submit'

- If the User ID you have requested is already in use, you will be asked to enter a different User ID

- For future reference, note down your User ID and email address

- Click 'Done'. The account is created

- If you wish to receive emails from another mail account, click 'Add Account' now, (see instructions on Adding an Email Account in this guide) or 'Continue' if you prefer to do this later

Adding an email account

• Log in to Mobile Email. The startup screen appears

• Click 'Add Account' (on the website click Email Accounts then Add Account). The Email Accounts screen appears

• In the following fields, type your account information:

• Click 'Submit.' A menu appears

• Click 'Get Link'

• Depending on your email account, you might be prompted to complete the following fields:

Field	Description
Email Address (for example, Username@ispname.com)	Type the full email address of the account.
User Name	Type your login ID (for example, username).
Password	Type the password for your account.
Re-enter Password	Retype your password.

• Click 'Submit.' A menu appears

• Click 'Get Link'

• Depending on your email account, you might be prompted to complete the following fields:

Account type	Field	Description
POP3/IMAP	Email Server	Type the mail server address for your serviceprovider (for example, mail.ispname.com). If you do not know the address, contact your service provider.
	Port Number	Type the appropriate port number. If you do not know the number, contact your service provider.
Microsoft	Microsoft Outlook® Exchange	Web Type the URL for your Access URLOutlook account web site.
Microsoft Web site	Mailbox Name	Type the mailbox name for your Microsoft Outlook account.
Lotus® Domino	iNotes. URL	Type the URL for your Lotus Notes account web site.

Note: If you add a Microsoft Exchange or Lotus Domino email account, you might be prompted to install the mail connector application on your computer. Click Cancel. Contact your service provider.

• Click 'Submit.' The account is added.

Receiving emails

• Emails sent to your Vodafone address (e.g. joe@mobileemail.vodafone.net) will be received on the handheld within a few seconds

• By setting forward rules on your internet email accounts (some internet service providers charge for this), emails sent to these addresses will also be received within a short time

• The BlackBerry service will poll all nominated POP-3/IMAP email accounts at approximately 15 minute intervals and forward any new emails found on the server. Note that if you have downloaded emails to your computer between these 'polling sessions' and have not elected to leave a copy of the email on the internet email account server, the BlackBerry service will not find a copy to forward to the handheld

• If you are logged on to your Internet email account by computer, BlackBerry's attempt to poll will be rejected and will wait up to one hour before polling again

• As a result of the above, there may be a difference between the number of emails seen on your Internet email account by computer and those received on your BlackBerry 7100v. There may also be delays in forwarding emails from your Internet email accounts to the BlackBerry 7100v.

• All emails received on your BlackBerry will also appear in your www.mobileemail.vodafone.net account.

'Specifying a Sent From' address

• Log in to Mobile Email as per previous instructions. The startup screen appears

• In the Sent From Address field, click the email address

• Click 'Get Link.' The Sent From Address screen appears

• Select one of the following options:

  ○ I want my Sent From Address to be my default handheld email address

  ○ I want to choose one of the email accounts I have set-up to be my Sent From Address. Click 'Submit.' Click 'Get Link' then select an account

  ○ I want to customize my Sent From Address setting to use an email address that I'll enter. Click 'Submit' then specify the email address

• Click 'Submit.' Click 'Get Link.' The Sent From Address is changed.

Deleting an account

• Log in to Mobile Email. The startup screen appears

• Select an email address

• Click 'Delete.' Click 'Get Link.' A menu appears

• Click 'Get Link.' You are prompted to confirm the deletion.

Note: You cannot delete your default email account.

Editing your account

• Log in to Mobile Email. The startup screen appears

• Click 'View/Modify.' The Email Accounts screen appears

• Edit your account information

• Click 'Submit.' The account is edited.

Changing handhelds

• Log in to Mobile Email. The startup screen appears

• Click 'Change Handheld' that works with the email accounts listed above. A menu appears

• Click 'Get Link.' The Change Handheld screen appears

• Enter the PIN and IMEI numbers for the new handheld

• Click 'Submit.' The Change Handheld Confirmation screen appears

• Click 'Done.' Your email messages will be forwarded to the new handheld.

Installing the BlackBerry Desktop Manager

If you are using Windows 2000 or Windows XP, you must have a user account with local administrator permissions to complete this.

If you are unsure if you have Local Administrator permissions, right-click on the start button on the bottom right and you should see 'Open All Users' and 'Explore All Users'. If these are not on the list then you will not be able to complete the following procedure.

If you have been using a BWC device you can backup all your contacts, emails and calendar appointments and transfer them to your new device.

Backing up data from your old device

If you wish to backup any of the data which is on your old device and restore it to the new device please follow the instructions below. Note that all Contacts, Notes, Tasks and Calendar are automatically synchronized with Outlook so there is no need to back these up. These instructions are only for those who want the old emails transferred onto the new device.

• Open BlackBerry Desktop Manager

• Double-click 'Backup and Restore'

• Click 'Backup…'

• Select a location and file name for your backup. Remember these details as you will need to restore from this file later

• Click 'Save' – The backup will commence

• Click 'Close' on 'Backup and Restore' screen.

Removing the old version of BlackBerry Desktop Manager

• Open 'Add/Remove Programs' from the 'Control Panel'

• Select 'BlackBerry Desktop Manager' and click 'Remove'

• 'BlackBerry Desktop Manager Setup' will start

• Select 'Remove' then click 'Next'

• Select 'OK' at the confirmation message

• Click 'Finish'.

Installing the new BlackBerry Desktop Manager

Ensure you do not have the Desktop Manager open or any devices connected to your computer.

• Insert the CD into your CD-ROM drive, the disc should autorun. If it does not, run "SET-UP.EXE" the root of your CD.

• Select 'English' then click 'OK'

• Click 'Next' on the Welcome Screen

• Select 'United Kingdom / Guernsey' and click 'Next'

• Click 'Yes' on the 'Licence Agreement'

• Leave the 'Username' and 'Company Name' as the defaults and click 'Next'

• Select 'BlackBerry Web Client' and click 'Next'

• Accept the default destination folder and click 'Next'

• Accept the default Program Folder and click 'Next'

• Accept the default installation Options and click 'Next' (If you do not want BlackBerry Desktop Manager to start every time you start the computer, deselect 'Start Desktop Manager automatically each time the computer starts')

Configuring the BlackBerry Desktop Manager

Connection

• Open BlackBerry Desktop Manager

• If prompted with a message regarding setting a Com Port please click 'OK'

• Click 'Options'

• Select 'Connection Settings'

• Connect the BlackBerry 7100v to your computer using the USB cable

• Click 'Detect'

• Click 'OK' to the 'Warning' message

• Click 'OK' to the 'Success' message

• Click OK on the 'Connection Settings' window.

'Synchronize now' settings

• Open BlackBerry Desktop Manager

• Double-click 'Intellisync'

• Place a tick in each of the following options

   ○ 'Synchronize PIM'

   ○ 'Update handheld date and time'.

Auto start…

(This is what the device will do each time it is connected to the PC when BlackBerry Desktop Manager is open.)

- Open BlackBerry Desktop Manager

- Double-click 'Intellisync'

- Click 'Auto start…'

- Place a tick in each of the following options

  ○ 'Synchronize PIM'

  ○ 'Update handheld date and time'

- Click 'OK' if you are prompted with a message regarding changing to the wireless calendar.

Restoring emails from old device

Please be very careful when choosing what to restore, as restoring the wrong parts could cause problems with the device and require reinstallation of the handheld software on the device.

- Open BlackBerry Desktop Manager

- Double-click 'Backup and Restore'

- Click 'Restore'

- Disconnect the BlackBerry 7100v device from your computer

- Locate the backup file you performed previously in this documen

- Click 'Open'

- Accept the error message

- Connect the BlackBerry 7100v device to your computer

- Click 'Advanced'

- From the window on the left scroll down and select each database entry you wish to restore, we suggest that you only restore the following. Note, you will need to do each database entry individually:

  ○ Browser Bookmarks

  ○ Messages

  ○ Autotext

  ○ Contacts

  ○ Calendar

  ○ Notes

- Click 'OK' on the Warning Screen

- The Restore will complete

- If you want to restore any other entries please complete the previous three steps until you have restored all the databases you require.\

Using your BlackBerry 7100v

Turning your BlackBerry 7100v on/off

- Press and hold the Power button on the top of the device

- The Vodafone 'How are you?' splash screen will appear

- Then wait for the display at the top right hand corner to change to GPRS.

Opening an application

- On the home screen, roll the trackwheel to the desired icon

- Click the trackwheel

- The application opens

- Press the escape button to close the application.

Sending an email

• On the Home screen, click the trackwheel over the Messages icon. The message screen appears

• Click the trackwheel again. A menu appears

• Click 'Compose Email'

• Select an address from your list of contacts and click the trackwheel twice. Then type a subject in the subject field.

• If the contact is not stored, select Use Once at the top of the contacts list and click trackwheel. A menu appears

  ○ Click 'Email.' The One Time Email screen appears

  ○ In the Email field, type an email address

  ○ Click the trackwheel. A menu appears

  ○ Click 'Continue'

• In the Subject field, type a subject

• Press the 'Enter' key or scroll down with the trackwheel

• Type a message

• Click the trackwheel. A menu appears

• Click 'Send.' The message is sent.

Making a phone call

There are two main ways to make a call on the BlackBerry 7100v.

Direct Dialling

• On the Home screen, start dialing and the phone screen will appear

• Use the green 'Call' and red 'End Call' keys to start and end your call.

Dialling from the Address Book

• From the Home screen use the track wheel and select 'Address Book'

• Highlight the contact's name with the cursor and click the trackwheel. Select 'Call <Contact Name>' and click the trackwheel to activate the call

• To end the call press the red 'End Call' key.

Personalising and protecting your BlackBerry 7100v

As your BlackBerry 7100v will store your valuable personal information, we recommend the following:

Entering your contact details for display on the screen:

• Select the Settings icon and click the trackwheel

• Scroll down to Owner and click the trackwheel

• Enter your Name in the space indicated and enter any contact details under Information, using different contact information from that particular to your BlackBerry handheld

• Click the trackwheel and select 'Save'

• Click the 'Escape' key to return to the home screen

• Once password protection is set, this information will be displayed on the handheld's screen when it's first switched on, when the timeout period expires, when the handheld is locked, or when password protection is activated. This means that someone finding your handheld would know how to contact you.

Password protecting your BlackBerry 7100v

- Click the 'Settings' icon

- Click 'Security'

- Click 'Disabled'

- Click 'Change Option'

- Click 'Enabled'

- Click 'Enabled' again

- Click 'Save'

- Enter a password of at least four non-sequential letters or numbers and click the trackwheel

- Verify the password and click the trackwheel.

To access information on your handheld, the password you have set will need to be entered. To do this, click the trackwheel, click Unlock and enter your password. After ten unsuccessful attempts at password entry, all data will be wiped from the handheld and it will need to be set up again. As part of this process, you will be prompted to enter the word BlackBerry on a number of occasions as a check against inadvertently repeatedly entering false passwords.

Forgotten User ID

- Your User ID forms the first part of your BlackBerry 7100v's email address e.g. joe@mobileemail.vodafone.net

- The address can be found in the 'To' field of the welcome mail you were sent when you first registered

- If you require further assistance, contact your service provider or contact Vodafone by dialling 191 from any Vodafone mobile or 07002 191 191 from a fixed line, quoting the handheld's PIN number.

Forgotten Password

- If you have forgotten your password, visit www.mobileemail.vodafone.net

- Enter your User ID and click Forgotten your password?

- Answer the secret question

- A new password will be sent to your handheld.

Retrieving your handheld's PIN and IMEI details

- From the home screen, click 'Settings'

- Click 'Status'

- The PIN and IMEI codes specific to your handheld are listed.

Email Management

How many emails can the BlackBerry service store?
The BlackBerry service can store up to 10MB 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 7100v will not receive messages if the account is full.

How to keep your email account under the 10MB limit
If your web-based mailbox is over the size limit, you may not be able to receive new email on your handheld or your BlackBerry Internet Solution account. There are a number of ways in which the Webmail mailbox size can be maintained under the 10MB limit to ensure continued delivery of email:

- The easiest way is to ensure that you regularly log in to www.mobileemail.vodafone.net and delete any unwanted emails

- By default, the service stores items sent from your BlackBerry 7100v in the Sent Items folder.

You can save space by changing this default so that copies of sent messages are not saved. On the web page choose Options and elect to not save sent messages. Click 'OK.'

- You can set filters to sort unwanted messages to your Deleted Items folder. On the web page, choose 'Filters' to do this. This Deleted Items folder should be emptied periodically

- Settings within the Webmail interface allow for automatic deletion of emails in certain folders - for example, Deleted Items - on a regular basis. The period for deletion can be set to a more frequent interval to maintain mailbox space. Select Auto-ageing rules on the web page, then the folder you wish to manage, then the period. Note that if you save a copy of a message sent from a full mailbox, that message will be saved in the Sent Items folder and the oldest message in the Sent Items folder will be deleted automatically.

Deleting emails from the handheld

Messages can also be deleted from your handheld.

To set deleting preferences

• From the home screen, click Messages

• Click again

• Click 'Options'

• Click 'Delete On' to set deleting preferences.

Deleting an individual email

• Click the trackwheel on the email

• Click 'Delete'

• Click 'Delete' again to confirm.

Emptying your Deleted Items folder from the handheld

• From the home screen, click 'Messages'

• Click again

• Click 'Options'

• Click again

• Click 'Purge Deleted Items'

• Click 'Yes.'

It is recommended that you log into www.mobileemail.vodafone.net periodically to manage messages and folders