

User's Guide

BlackBerry Internet Service

2014
3
March



BlackBerry®
Bold™ 9900

General Inquiries <docomo Information Center>

9 a.m. to 8 p.m. (open all year round) • Please double-check the number before dialing.

☎ 0120-005-250 (toll free)

• Information available in: English, Portuguese, Chinese, and Spanish. Can be called from mobile phones (including non-DOCOMO phones).

● From a DOCOMO mobile phones (no area code)

151

(toll free, in Japanese only)

• Can not be called from landline phones

● From landline telephones, etc.

☎ 0120-800-000 (toll free, in Japanese only)

• May not be accessible from some IP phones.

● For applications and after service, call above numbers or visit your nearest docomo shop as indicated on our website.

NTT DOCOMO website

<http://www.nttdocomo.co.jp/>

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The contents of this guide are valid as of March 2014. March 2014

NTT DOCOMO, INC.



Recycled paper is used in this guide.



VEGETABLE OIL INK



Please be mindful of others' privacy when using mobile phones. Please do not take and send pictures.

Use an i-mode email address with BlackBerry.



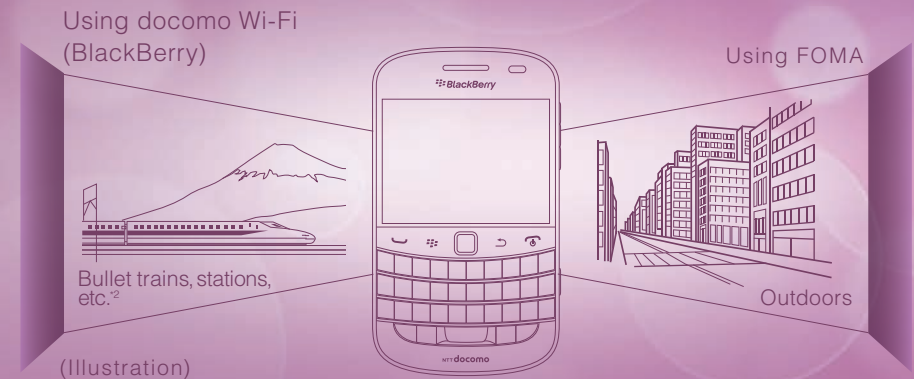
You can use an i-mode email address (@docomo.ne.jp) with BlackBerry in conjunction with your existing ISP email and BlackBerry email. Moreover, if you are switching from an i-mode compatible handset, you can use your existing i-mode email address.

- Requires sp-mode contract. You need to restart the device after completing the sp-mode contract.
- Requires BlackBerry Internet Service and BlackBerry Dual Service contracts. sp-mode cannot be used in conjunction with a BlackBerry Enterprise Service contract.
- Only certain sp-mode functions can be used with BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™ (software must be updated to version 5.0.0).
- BlackBerry is not compatible with Deco-mail creation and transmission.
- When switching from an i-mode compatible handset, you can use your existing i-mode email address with BlackBerry only if you cancel the i-mode contract and make an sp-mode contract at the same time.
- i-mode services are not available.
- Free email service for Family Discount members does not apply to email sent/received with BlackBerry.
- Mail Tsukai-hodai does not apply to email sent/received with BlackBerry.
- docomo mail cannot be used with BlackBerry devices.



Please see P.54 for details on setting up sp-mode email. ►

Wi-Fi indoors, FOMA^{*1} outdoors In moving bullet trains^{*2} Enjoy watching YouTube^{*3}



Easy connection anytime, anywhere.

With docomo Wi-Fi (BlackBerry), you can connect to public wireless LANs in docomo Wi-Fi areas and docomo Wi-Fi roaming areas such as inside bullet trains^{*2}, stations, hotels, and cafeterias. In areas where both FOMA and a wireless LAN are available, your device always selects the wireless LAN to minimize communication charges. You can also enjoy YouTube^{*3}.

*1: Separate communication charges are applicable.

*2: Available on the N700 series trains of the Tokaido Shinkansen (Tokyo to Shin-osaka) and the waiting rooms in the concourses of all 17 stations. Please note that the N700 series trains of the Tokaido Shinkansen do not have the docomo Wi-Fi logo. Data transfer speed in each car is up to approx. 2 Mbps.

*3: YouTube and other mobile streaming services can only be used with Wi-Fi connections.



docomo Wi-Fi (BlackBerry)

Available wherever the mark (left) is exhibited.



docomo Wi-Fi (BlackBerry) is accessible from BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700, BlackBerry® Bold™, PCs, portable gaming consoles, etc.

docomo Wi-Fi (BlackBerry)

Monthly ¥300 (excl. tax)

Please see P.71 for details on setting up docomo Wi-Fi (BlackBerry). ►

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Setting up and using email

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For BlackBerry® Bold™ 9900

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■ This document is for use in Japan only.

■ This document describes operating instructions for BlackBerry® Bold™ 9900.

■ The contents of this document may be changed at any time without notice.

■ The latest version of this document can be viewed at the following URL:

<http://www.nttdocomo.co.jp/service/provider/blackberryservice/usage/index.html>

■ For more convenient BlackBerry device usage, download configuration software from the following URL:

http://www.nttdocomo.co.jp/support/utilization/application/foma/utility/smart_phone/

About BlackBerry Internet Service

Be sure to read the following

- For BlackBerry Internet service subscribers who use a DOCOMO UIM Card: After turning BlackBerry device on, it will periodically access the Research In Motion Limited server in the background to update information related to email, applications, and other BlackBerry device functions you have already set, and to maintain a constant connection. Please note that packet communications charges may be expensive, so we strongly recommend subscribing to a packet flat-rate service such as Pake-hodai FLAT. Be sure to use Global Pake-hodai in countries and regions in which it is supported.

Refer to the User's Guide (International Service) or DOCOMO website for more details about Global Pake-hodai.

- NTT DOCOMO provides Research In Motion Limited with the following information in order to verify the customer when making initial BlackBerry Internet Service settings.

- ① Customer's phone number
- ② Manufacturer's serial number of DOCOMO UIM Card

Notes on using BlackBerry Internet Service

Device notes

- The BlackBerry device can only be used in the service area of the FOMA network provided by NTT DOCOMO and in NTT DOCOMO's roaming service areas.
- Availability of features varies depending on signal conditions. You are required to submit an application for WORLD WING to use your mobile phone overseas (WORLD WING service is not available in certain countries and regions).
- Only certain sp-mode functions can be used with BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™ (software must be updated to version 5.0.0).
- The BlackBerry device is not compatible with i-mode functions.
- BlackBerry devices can only be used under a subscription for the BlackBerry Internet Service optional services for FOMA and Xi service.
- If you do not subscribe to BlackBerry Internet Service, you cannot use BlackBerry device communications functions (email, browsing, messenger, etc.) other than those such as voice service and SMS.
- The number of email messages, phone book entries, and other items that can be stored varies depending on memory space remaining in the BlackBerry device. The device software is structured so that when the amount of memory space remaining becomes small, saving new email messages, address book entries, and other items may overwrite email and other user data starting from the oldest data in order to secure space for that new data.
- We recommend that you take memos or otherwise save information registered to the BlackBerry device. Please note that NTT DOCOMO assumes no responsibility if registered information is lost in malfunction and repairs or other handling of the BlackBerry device.

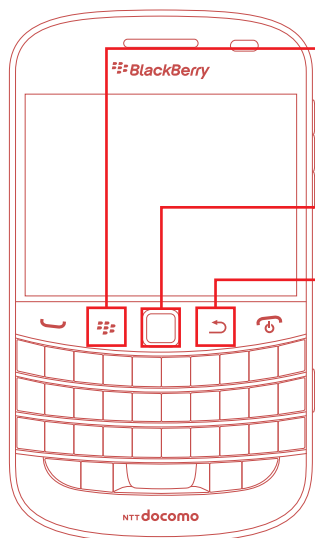
- Device data transfer service for BlackBerry is not offered at docomo Shops.
- The phone book and other data saved on the BlackBerry device cannot be transferred at a repair service counter. We recommend that you use the BlackBerry® Desktop Software backup function to save data to a PC before visiting a repair service counter. You can also transfer and store data such as photos and video clips you take with the device, as well as music data, to a microSD memory card.
- Some data may remain if you delete data (address book, etc.) on a DOCOMO UIM Card registered on other handset. To completely delete all data on the DOCOMO UIM Card, delete that data with other handset.
- Please note that certain third-party applications (such as Documents To Go) do not support editing or viewing of files in Japanese. NTT DOCOMO does not guarantee operation of all functions with such applications.
- Please direct any questions regarding installed third-party applications to the original publisher.
- Your warranty is void if you disassemble or modify the BlackBerry device.
- docomo mail cannot be used with BlackBerry devices.

BlackBerry Internet Service notes

- A separate subscription to the email service of an email service provider (POP/IMAP) is required. However, operation has not been verified with all email services. Please see the following DOCOMO website for information on email services for which operation has been verified. (Japanese only)
<http://www.nttdocomo.co.jp/service/provider/blackberryservice/index.html>
- Japanese text in email and on websites may be garbled under certain conditions.
- Attached files may not be viewable in some cases.
- If using an email address exclusively for the BlackBerry device, functions such as "More All", "More" and, "Open Attachment" will no longer be available after approximately 30 days have passed from receiving the email.
- It may take as long as 15 minutes to receive email depending on the email service you subscribe to.
- Unlike with BlackBerry Enterprise Solution, Server-to-End message encryption is not provided.
- Unlike BlackBerry Enterprise Solution, administrators of BlackBerry Internet Service cannot perform remote device locking and initialization. We recommend that you protect your BlackBerry device with a password, or use BlackBerry Protect® available from Research In Motion Limited.
- Functions may differ from BlackBerry Internet Service provided by carriers in other countries.
- You cannot use a device other than your own BlackBerry device to send or receive email with the email address exclusive to your BlackBerry device.
- You will no longer be able to receive email if you change the email password for your ISP account. Please set the password again in the email account editing screen if you change the password.

About BlackBerry device

Basic operation



Menu key



- Open the menu in an application.
- Cancel operation. ("Menu key" → "Close")

Trackpad



- Align the cursor with the menu item you want to use.
- Press to open the screen for that item.

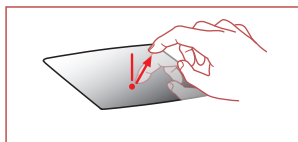
Escape key



- Exit a screen.
- Cancel an action.
- Go back one page.

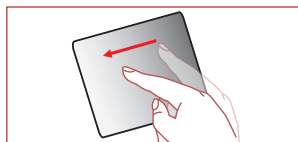
How to use the touch panel | BlackBerry® Bold™ 9900

Tap



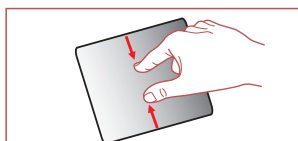
Touch an item such as icon or menu with your finger lightly and release it.

Flick



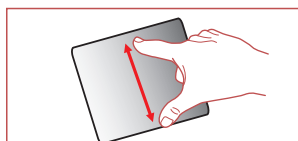
Stroke the screen with your finger lightly and flick up / down / left / right.

Shrink



Place fingers wide apart then close them.

Stretch



Place fingers close together then open them.

Main menu icons

For BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Home screen



Messages

View the message list as well as compose and send email.

Navigation bar

Open the tray and display all icons.

Menu screen



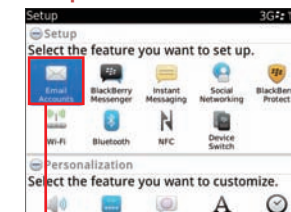
Setup

Display the settings menu icons.

Options

Open the main list of device options and confirm the device PIN and IMEI numbers.

Setup screen



Email Accounts

Set up your BlackBerry email account and additional email accounts.

For BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™

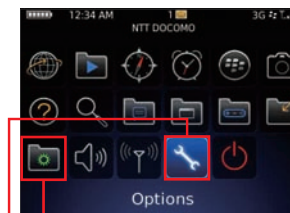
Home screen



Messages

View the message list as well as compose and send email.

Menu screen



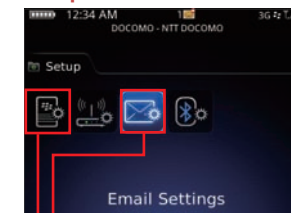
Setup

Display the settings menu icons.

Options

Open the main list of device options and confirm the device PIN and IMEI numbers.

Setup screen



Email Settings

Set up your BlackBerry email account and additional email accounts. (This icon appears automatically under the "Setup" icon on the Home screen when you have signed up for BlackBerry Internet Service.)
• Please refer to the FAQ page if the Email Settings icon is not displayed.

Setup Wizard

Display the initial settings screen. You can set language for display and input, time, and fonts, and register owner information, etc.

- Write down anything, such as account information.

Setting up accounts

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- ▶ **Setting up BlackBerry ID**
 - Creating a new BlackBerry ID P.12
 - Changing BlackBerry ID P.14
- ▶ **Setting up BIS user account (setup from the device)**
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 - Changing the BIS user account password P.17
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Setting up accounts

Types of accounts

BlackBerry has four types of accounts.

- **BlackBerry ID**
- **ISP email accounts**
- **BlackBerry email account**
- **BlackBerry Internet Service user account**

BlackBerry ID

This account is for setting up email, using BlackBerry App World™ and more. Input your email address and password to create a new BlackBerry ID. Refer to P.12 for instructions on how to create a new account. When creating a BlackBerry ID with BlackBerry® Bold™ 9900, you cannot create a new BlackBerry Internet Service user account. If you already have a BlackBerry Internet Service user account, even though you create a BlackBerry ID with BlackBerry® Bold™ 9900, you can continue to use the BlackBerry Internet Service user account with BlackBerry® Bold™ 9900.

ISP email accounts

The ISP email accounts you use on your PC can also be used on your BlackBerry device. Setup requires your email address and password.

You can set up a maximum of 10 ISP email addresses.

Email service for which operation verified: Google, OCN, So-net, Plala, @nifty (as of August, 2012).

BlackBerry email account

The BlackBerry email account is exclusively for use with your BlackBerry device. You can set up this account by entering your user name (the part before @ in your email address) and password.

You can set up one BlackBerry email account per BlackBerry Internet Service subscription.
Email address example: aaaa@docomo.blackberry.com

BlackBerry Internet Service user account

Creating a BlackBerry Internet Service user account (described hereafter as “BIS user account”) allows you to manage your BlackBerry device by entering the user name and password to log in on a PC.



Please save a copy of the user name and password of each account for your records.

Setting up BlackBerry ID

Required for BlackBerry® Bold™ 9900.

If you already have a BlackBerry ID, perform the procedure on P.27.

An ISP email account is needed to create a new BlackBerry ID.

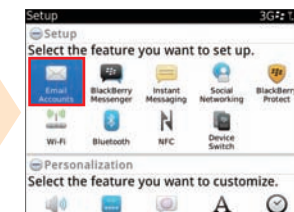
Creating a new BlackBerry ID



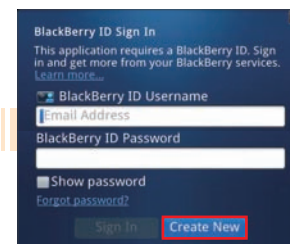
1 Press “All” in the Navigation bar.



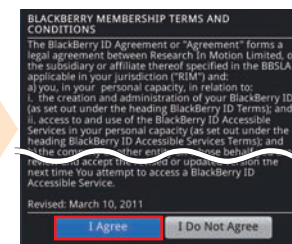
2 Press the “Setup” icon.



3 Press “Email Accounts”.

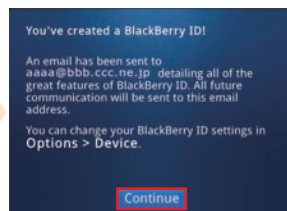


4 Press “Create New”.



5 Confirm BlackBerry membership terms and conditions and press “I Agree”.

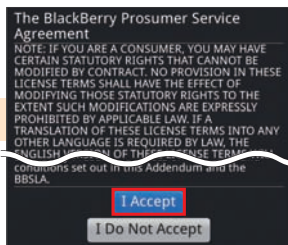
Setting up accounts



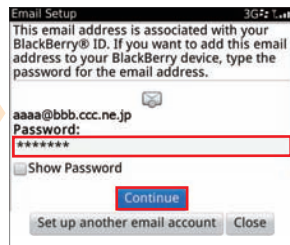
- 7 The message "You've created a BlackBerry ID!" appears. Press "Continue".

- 6 Type in the fields and press "Submit".

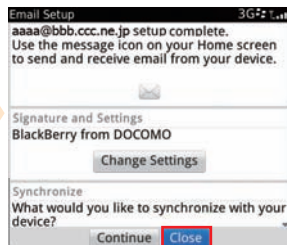
- A First Name/Last Name**
Enter your name.
- B Screen Name**
Enter the screen name.
- C Username**
Enter the valid ISP email account.
• Username can regist ISP email account.
- D Password**
Enter the password.
- E Confirm Password**
Enter the same password that you entered in **D**.
- F Password Recovery Question**
Enter question for sending your password to your ISP email account that you entered in **C** in case of forgetting the password.
- G Answer**
Enter the answer for the Password Recovery Question.
- H I would like to receive information on RIM and BlackBerry products and services.**
Checkmark in the checkbox to receive the information.



- 8 Confirm The BlackBerry Prosumer Service Agreement and press "I Accept".

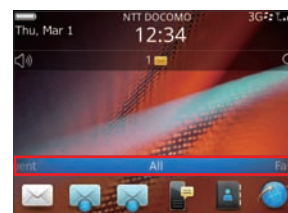


- 9 Enter the "Password" of your email address. Press "Continue".



- 10 The screen above appears if setup is successfully completed. Press "Close".

Changing BlackBerry ID



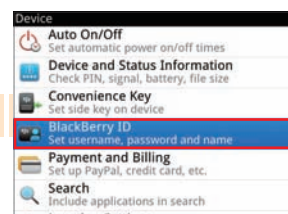
- 1 Press "All" in the Navigation bar.



- 2 Press the "Options" icon.



- 3 Press "Device".

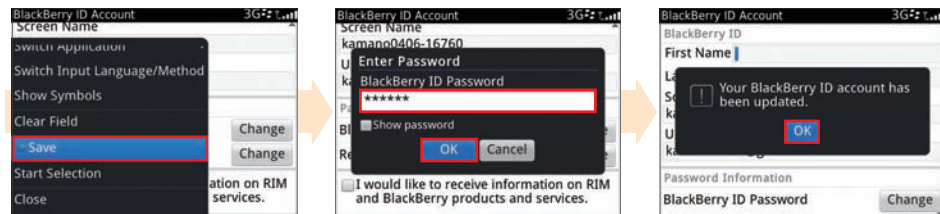



- 4 Press "BlackBerry ID".

- 5 The settings screen for BlackBerry ID account appears. To change settings, type in the fields.

- A First Name/Last Name**
You can change your name.
- B Screen Name**
You can change the screen name of your choice.
- C Username**
You can change ISP email account you registered before.
• Username can regist ISP email account.
- D BlackBerry ID Password**
You can change the password you registered before.
- E Recovery Question**
You can change the question and answer for sending your password to your ISP email account in case of forgetting the password.
- F I would like to receive information on RIM and BlackBerry products and services.**
Checkmark in the checkbox to receive the information.

Setting up accounts



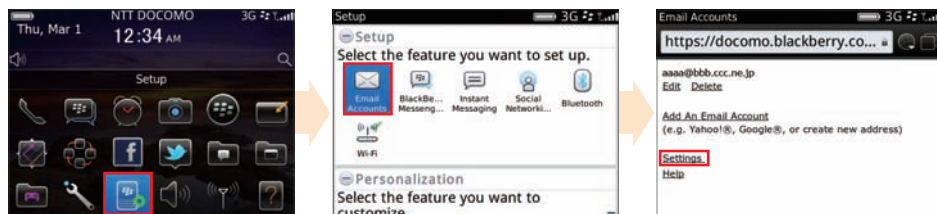
- 6 Press "**Menu key** ", then press "**Save**".
- 7 Password input screen appears. Enter the "**BlackBerry ID Password**" you registered before and press "**OK**".
- 8 The message "**Your BlackBerry ID account has been updated.**" appears. Press "**OK**".

Setting up BIS user account | Setup from the device


You cannot create a new BIS user account on BlackBerry® Bold™ 9900.

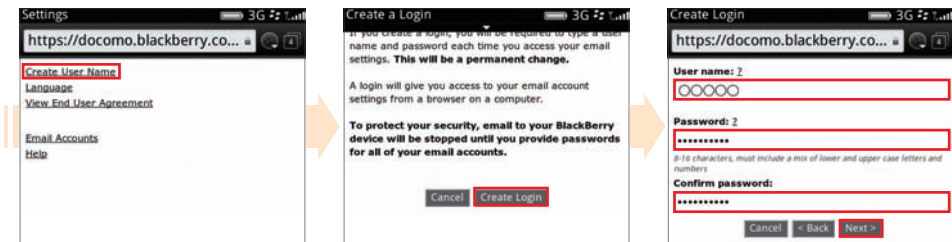
Creating a new BIS user account

- Please note that once you set up the BIS user account, you cannot change or delete the user name.
- You will need the password you set up for your email account to create a new BIS user account.

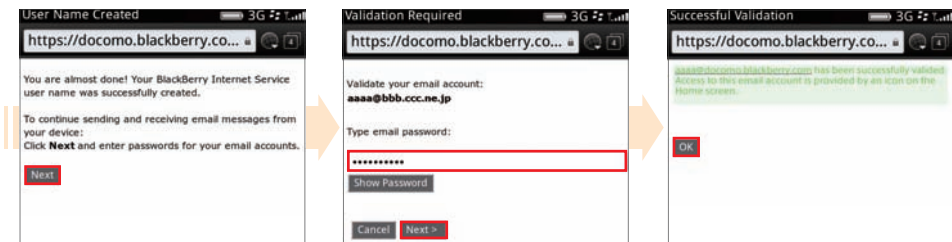


- 1 Press "**All**" in the Navigation bar. Press the "**Setup**" icon.
- 2 Press "**Email Accounts**".
 - When launching Email Accounts for the first time, the "**End User Agreement**" will be displayed. See ③ to ⑥ on P. 29.
- 3 Press "**Settings**".


© For devices other than BlackBerry® Bold™ 9780
Press the "**Menu key**  " at the Home screen. Select "**Setup**" → "**Email Settings**" to display the screen in step ③.



- 4 Press "**Create User Name**".
- 5 Press "**Create Login**".
- 6 Enter the "**User name**" and "**Password**" of your choice. Enter the password again in the "**Confirm password**" field. Press "**Next**".



- 7 When you have finished creating a BlackBerry Internet Service user name, the message "**You are almost done! Your BlackBerry Internet Service user name was successfully created.**" appears. Press "**Next**".
- 8 Verify the email address you set up. Enter the "**email password**" of your email address. Press "**Next**".
- 9 The screen above appears if verification is successfully completed. Press "**OK**".

 You must complete this operation to become able to send/receive emails. If you have more than one email account, repeat this step ⑧ to verify all of them. After verifying all of your email accounts, the screen shown in step ⑨ appears.

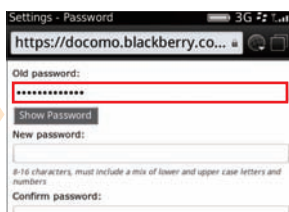
Setting up accounts

Changing the BIS user account password

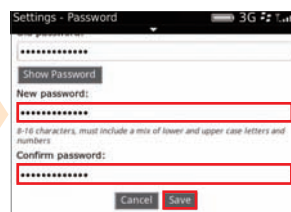
Follow steps 1 to 3 on P.15



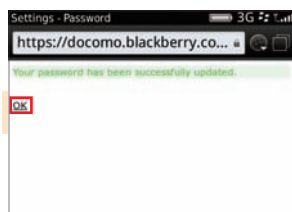
4 Press "Change Password".



5 Enter the "Old password" (the one currently set).



6 Enter the "New password". Enter it again in the "Confirm password" field, then press "Save".



7 The screen above appears if your password has been successfully updated. Press "OK".

Setting up BIS user account | Setup from a PC

If you are using BlackBerry® Bold™ 9900 and already have a BlackBerry ID, you cannot create a new BIS user account on a PC.

Confirming your PIN and IMEI numbers

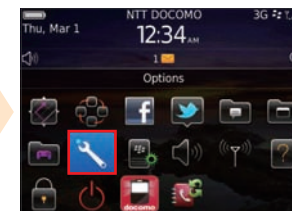
- **PIN number:** An identification number for BlackBerry devices. Every BlackBerry device has its own unique PIN number.
- **IMEI number:** A production number for mobile devices. Every mobile device has its own unique IMEI number.



1 Press "All" in the Navigation bar.

For devices other than BlackBerry® Bold™ 9780

Press "Menu key" at the Home screen.

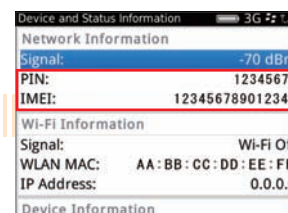


2 Press "Options".



3 Select "Device" and press "Device and status information".

For devices other than BlackBerry® Bold™ 9780
Press "Status".



4 PIN and IMEI numbers appear.

● Your PIN and IMEI numbers are inscribed on the side of the box your BlackBerry device came in and on the device itself (behind the battery).

Creating a new BIS user account

- If you are setting up an email account for the first time, you will need to set up a user name and password on website for PC.



You will need to insert a DOCOMO UIM Card with a BlackBerry Internet Service subscription into the device and turn on mobile network.
If you agree to the "End User Agreement" for setting up an email account, you cannot create a new BIS user account on a PC. Use the BIS user account you set up on the device and log in to the website.

Setting up accounts

- 1 Access <https://docomo.blackberry.com/> with your PC's browser and click "Create New Account".

- 2 Read the End User Agreement, check mark the checkbox and click "I Agree" if you agree.

- 3
 - A Enter the device PIN (half-width alphanumeric characters) for your BlackBerry device in "Device PIN".
 - B Enter the device IMEI number (half-width alphanumeric characters) in "Device IMEI".
 - Dots do not need to be entered.
 - C Click "Continue".

◎ Confirming your PIN and IMEI numbers
▶ P.17

- 4 Configure your BIS user account.
 - A Enter a user name of your choice in the "User name" field. (Enter between 4 and 32 half-width alphanumeric characters.)

! A distinction is made between uppercase and lowercase. Underscores [_], hyphens [-], and dots [.] can be used.

• If the user name you specify is already in use, see [Reference] below.

- B Enter the password of your choice in the "Choose password" field. (Enter between 8 and 16 half-width alphanumeric characters.)
 - C Re-enter the password in the "Confirm password" field.
 - D Click "Next".

- 5
 - A Enter the email address you wish to use in the "Email address" field.
 - B Enter the password of your email address in the "Email password" field.
 - C Click "Next".

• If you don't know your password, please contact your email service provider.

- 6 The message "Email Account Successfully Added" appears and an email message is sent to your BlackBerry device, notifying you that registration is completed. To quit, click "Finish".

! If automatic authentication cannot be made with the email address and password, please enter the user name, password, and POP server address manually in the "Signature and Settings".

[Reference]

- ◎ If the user name you specify is already in use
- User name candidates appear. Select one of the candidates or enter another user name, and then click "Next".

Setting up and using email

Setting up email account (set up from the device)

For BlackBerry® Bold™ 9900

▶ Setting up ISP email accounts

- Setting up ISP email accounts P.21
- Editing ISP email accounts P.22
- Deleting ISP email accounts P.23

▶ Setting up the BlackBerry email account

- Setting up the BlackBerry email account P.24
- Editing the BlackBerry email account P.25
- Deleting the BlackBerry email account P.26

▶ Other settings

- Changing language settings P.26
- Switching devices P.27
- Sending service books P.28

For devices other than BlackBerry® Bold™ 9900

For BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™.

▶ Setting up ISP email accounts

- Setting up ISP email accounts P.29
- Editing ISP email accounts P.31
- Deleting ISP email accounts P.32

▶ Setting up the BlackBerry email account

- Setting up the BlackBerry email account P.32
- Editing the BlackBerry email account P.34
- Deleting the BlackBerry email account P.35

▶ Other settings

- Changing language settings P.35
- Switching devices P.36
- Sending service books P.37

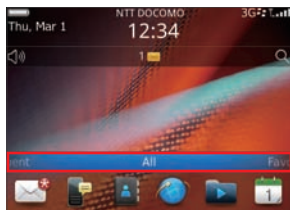
- Please have ready the ISP email address and password you intend to use.
- Packet communications charges apply when setting up email addresses.
- Please make sure the device is sufficiently charged before setting up from the device.
- You can set up to a maximum of 11 email addresses (up to 10 ISP email addresses supporting POP or IMAP access and one BlackBerry email address).

Setting up email account | Setup from the device

For BlackBerry® Bold™ 9900

- Once you apply for BlackBerry Internet Service, the icon for setting up your email account automatically appears under the "Setup" icon on the Home screen of the BlackBerry device.

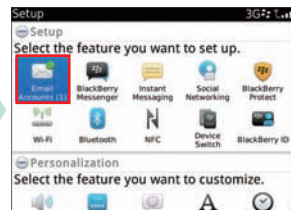
Setting up ISP email accounts



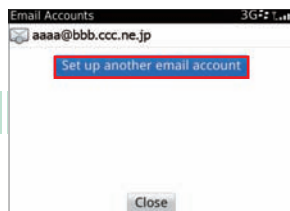
- 1 Press "**All**" in the Navigation bar.



- 2 Press the "**Setup**" icon.



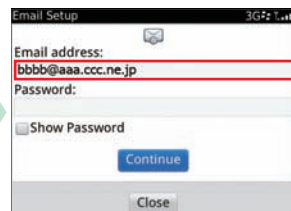
- 3 Press "**Email Accounts**".



- 4 Press "**Set up another email account**".



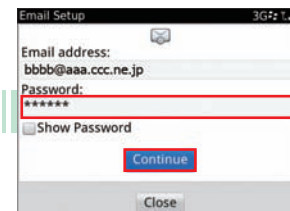
- 5 Select your current provider. If your current provider does not appear, select "**Other**".



- 6 Enter the "**Email address**" you obtained from your email service provider.

How to enter characters

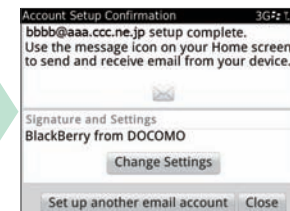
- Entering alphabetical characters in caps → Press and hold the desired letter key.
- Entering numbers/symbols → Press the "**Alt key**" on the lower left corner of the device then press the desired number/symbol key.



- 7 Enter the "**Password**" of your email address. Press "**Continue**".



If automatic authentication does not occur and an error appears after pressing "**Continue**", please follow the displayed directions. Please contact your email service provider if further confirmation on this issue is required. If you don't know your password, please contact your email service provider.



- 8 The screen above appears if setup is successfully completed.



Depending on your provider, this page may look different or the "**Continue**" page may be displayed. Each time you set up an email account, an icon like that shown below appears and you receive an email message stating that setup is complete.



Setting up an additional email account

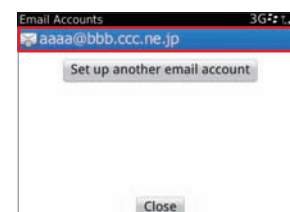
Press "**Set up another email account**". Repeat steps 4 to 6.

Setting up the BlackBerry email account

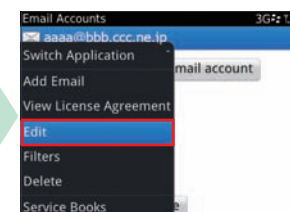
▶ P.24

Editing ISP email accounts

Follow steps 1 to 3 on P.21



- 4 Select an email account you wish to edit and press "**Menu key**".



- 5 Press "**Edit**".

Setting up email account | Setup from the device



- 6 The setting screen appears. To change settings, type in the fields. After filling up the fields, press **"Save"**.



Depending on your provider, this page may appear differently or may not appear at all.
The following services are not available when configuring an sp-mode email account: **"E Reply to"**, **"F Auto BCC"** and **"G Deleted items"**.

A Email account name

You can change the name of your email account.

B Your name

Enter the name you wish to appear in the sender field.

C Signature

Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.

D Password

Enter the password of your email address.

E Reply to

If a reply email address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message was sent.

F Auto BCC

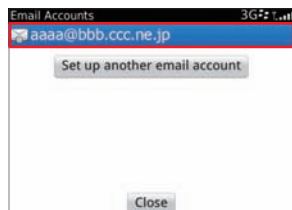
A copy of the email will be automatically sent to the email address you entered.

G Deleted items

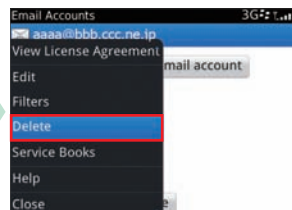
Check mark the checkbox so that email deleted from the server in ISP email will automatically be deleted on the device, too.
• Synchronization may take time.

Deleting ISP email accounts

Follow steps 1 to 3 on P.21



- 4 Select an email account you wish to delete and press **"Menu key"**.



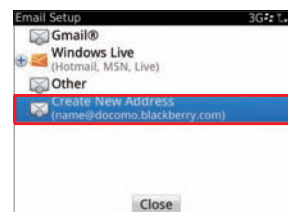
- 5 Press **"Delete"**.



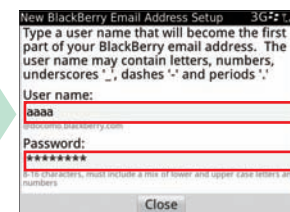
- 6 Press **"Yes"**.
The screen shown in step 4 appears.

Setting up the BlackBerry email account

Follow steps 1 to 4 on P.21



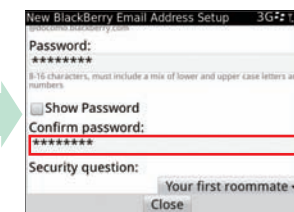
- 5 Press **"Create New Address"**.



- 6 Enter the **"User name"** and **"Password"** of your choice.



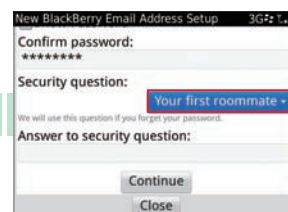
Email addresses cannot be created with a BlackBerry email account with the following.
• Consecutive dots (eg, ".")
• A dot "." just before @



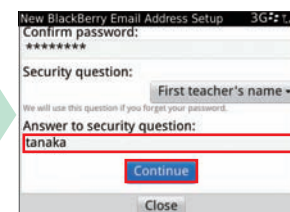
- 7 Scroll down and enter the password again set in step 6 in the **"Confirm password"** field.

How to enter characters

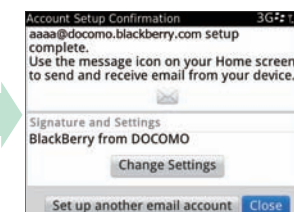
- Entering alphabetical characters in caps → Press and hold the desired letter key.
- Entering numbers/symbols → Press the **"Alt key"** on the lower left corner of the device then press the desired number/symbol key.



- 8 Scroll down further and select the **"Security question"** in case of forgetting the password.



- 9 Enter the answer in the **"Answer to security question"** field. Press **"Continue"**.
• If the user name you specify is already in use, see [Reference] below.



- 10 The screen above appears if setup is successfully completed.

[Reference]

- If the user name you specify is already in use
User name candidates appear. Select one of the candidates or enter another user name, and then press **"Continue"**.



Each time you set up an email account, an icon like that shown below appears and you receive an email message stating that setup is complete.



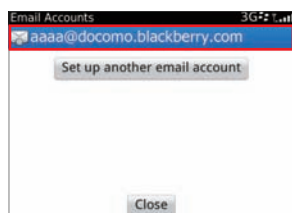
- Setting up additional ISP email accounts

► P.21

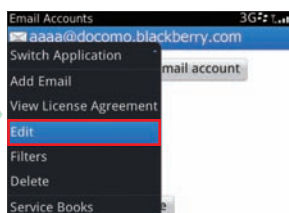
Setting up email account | Setup from the device

Editing the BlackBerry email account

Follow steps 1 to 3 on P.21



- 4 Select an BlackBerry email account you wish to edit. Press **"Menu key #220"**.



- 5 Press **"Edit"**.



- 6 The editing screen appears. To change settings, type in the fields. After filling up the fields, press **"Save"**.

- A Email account name**
You can change the name of your email account.

- B Your name**
Enter the name you wish to appear in the sender field.

- C Signature**
Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.

- D Password**
You can change your email password by entering a new password in this field.

- E Security question**
You can change your security question by selecting a new security question.

- F Answer to security question**
You can change your security question by entering the answer in this field.

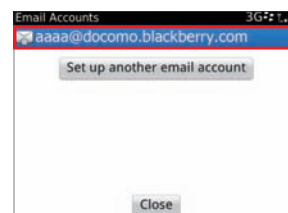
- G Reply to**
If a reply email address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message was sent.

- H Auto BCC**
A copy of the email will be automatically sent to the email address you entered.

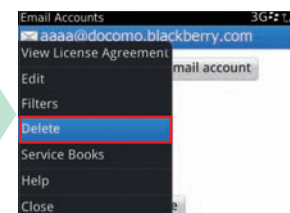
- I Auto forward**
Copies of all email received will automatically be forwarded to the email address you entered. Select "All messages" or "Only messages with attachments".
· Filters will not be applied when automatic forwarding is set, and all email received will be forwarded.

Deleting the BlackBerry email account

Follow steps 1 to 3 on P.21



- 4 Select an BlackBerry email account you wish to delete. Press **"Menu key #220"**.



- 5 Press **"Delete"**.



- 6 Press **"Yes"**. The screen shown in step 4 appears.

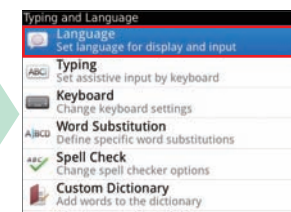
Changing language settings (English to Japanese)



- 1 Press **"Alt"** in the Navigation bar. Press the **"Options"** icon.



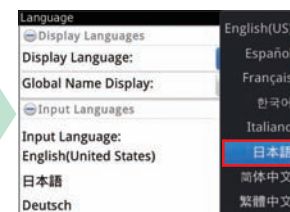
- 2 Press **"Typing and Language"**.



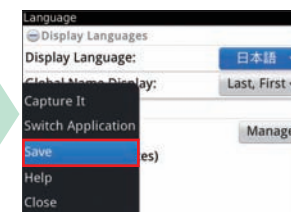
- 3 Press **"Language"**.



- 4 Select **"Display Language"**.



- 5 Press **"日本語"**.



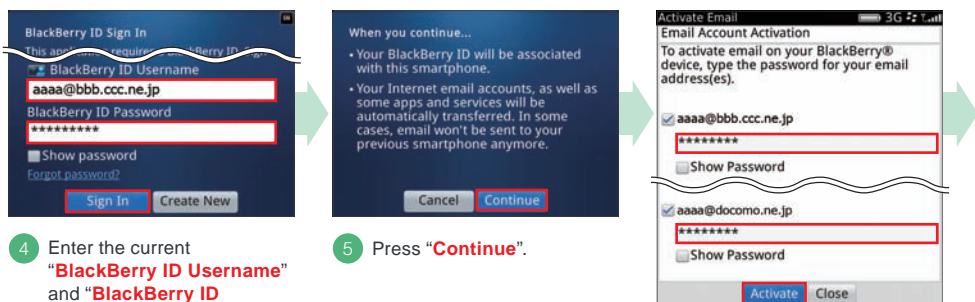
- 6 Press **"Menu key #220"** and **"Save"**. All menus switch to Japanese.

Switching devices

Follow steps 1 to 3 on P.21

What are switching devices ?

This section explains how to transfer BlackBerry Internet Service settings from your old BlackBerry device to your new BlackBerry device. Execute these steps on your new device. Please note that you will not be able to send/receive emails using your new device until you complete this operation.

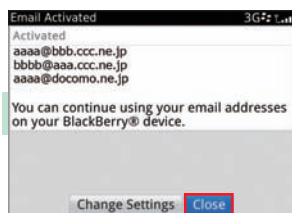


4 Enter the current "BlackBerry ID Username" and "BlackBerry ID Password". Press "Sign In".

5 Press "Continue".

6 Enter the password of your email address. Press "Activate".

! If you have more than one email account, enter the appropriate passwords for each of them.



7 The screen above appears if email account has been successfully activated. Press "Close" to finish the procedure.

8 Confirm that the icon for the email address you are setting up appears on the Home screen.

! If the icon does not appear, please follow the instructions at "Sending service books" on P.28.

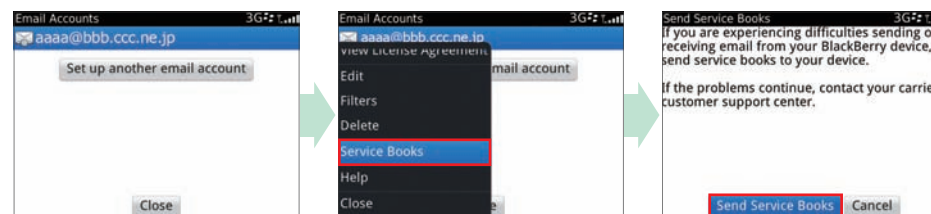
© A BIS user account and/or BlackBerry email account on BlackBerry® Bold™ 9900 cannot be transferred when changing to BlackBerry® Bold™ 9780, BlackBerry® Bold™ 9700, BlackBerry® Curve™ 9300 or BlackBerry® Bold™.

Sending service books

Follow steps 1 to 3 on P.21

What are service books?

Service books are data files containing information about your BlackBerry Internet Service settings. Send the service books if you have problems such as not being able to receive email correctly on your BlackBerry device. If problems aren't resolved after sending service books, contact docomo Information Center.

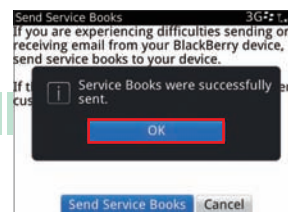


4 Press "Menu key".

5 Press "Service Books".

6 Press "Send Service Books".

! If you have more than one email account, the service book will be sent to all of them.



7 The screen above appears if Service Books were successfully sent. Press "OK".



8 Confirm on the Home screen that email from the Activation Server has been delivered.

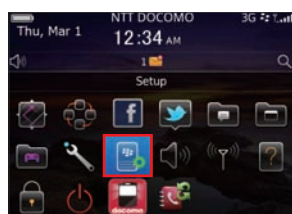
Setting up email account | Setup from the device

For devices other than BlackBerry® Bold™ 9900

• Screen captures are based on BlackBerry® Bold™ 9780.

- Once you apply for BlackBerry Internet Service, the icon for setting up your email account automatically appears under the "Setup" icon on the Home screen of the BlackBerry device.

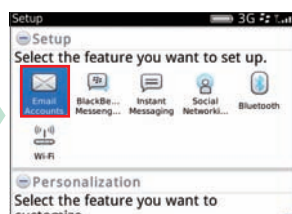
Setting up ISP email accounts



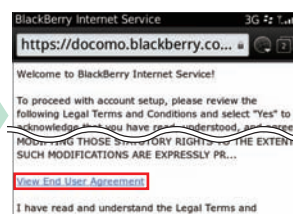
- 1 Press "All" in the Navigation bar. Press the "Setup" icon.

For devices other than BlackBerry® Bold™ 9780

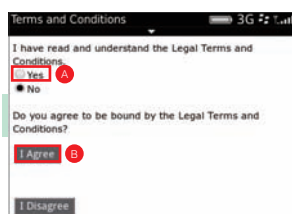
Press the "Menu key" at the Home screen. Select "Setup" → "Email Settings" to display the screen shown in step ③.



- 2 Press "Email Accounts".

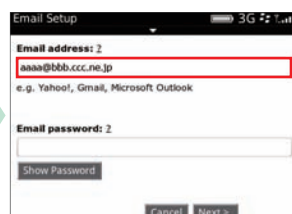


- 3 BlackBerry Internet Service setup site appears. Press "View End User Agreement". The End User Agreement appears. Please read and scroll down to the bottom of the screen.

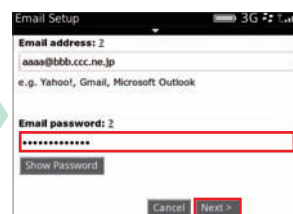


- 4 Under "I have read and understand the Legal Terms and Conditions", check mark "Yes" if you understand.
Under "Do you agree to be bound by the Legal Terms and Conditions?", press "I Agree" if you agree.

Please note that once you complete B above, you will not be able to set up from a PC until you set up the BIS user account from the device.
• Please see P.15 for creating a new BIS user account.



- 5 Enter the "Email address" you obtained from your email service provider.

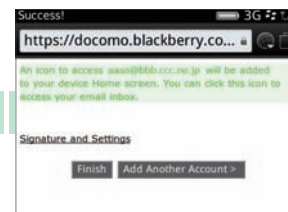


- 6 Enter the "Email password" of your email address. Press "Next".

If automatic authentication does not occur and an error appears after pressing "Next", please follow the displayed directions. Please contact your email service provider if further confirmation on this issue is required.
If you don't know your password, please contact your email service provider.

How to enter characters

- Entering alphabetical characters in caps → Press and hold the desired letter key.
- Entering numbers/symbols → Press the "Alt key" on the lower left corner of the device then press the desired number/symbol key.



- 7 If setup is successfully completed, the message "Success!" appears.



Each time you set up an email account, an icon like that shown below appears and you receive an email message stating that setup is complete.



Setting up an additional email account

Press "Add Another Account". Repeat steps ⑤ to ⑦.

Setting up the BlackBerry email account

▶ P.32

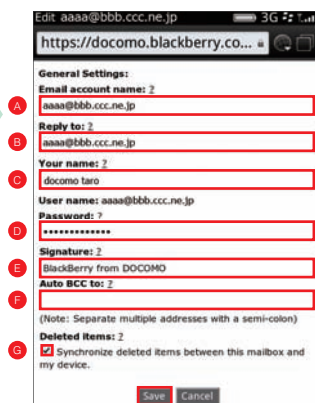
Setting up email account | Setup from the device

Editing ISP email accounts

Follow steps 1 to 2 on P.29



- 3 Press "Edit" under the email account you wish to edit.



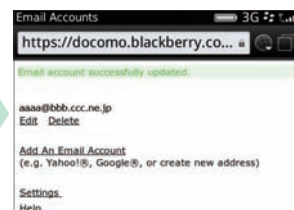
- 4 The editing screen appears. To change settings, type in the fields. After filling up the fields, press "Save".

Depending on your provider, this page may appear differently or may not appear at all.
The following services are not available when configuring an sp-mode email account: "A Reply to", "F Auto BCC to" and "G Deleted items".

- A Email account name**
You can change the name of your email account.
- B Reply to**
If a reply address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message was sent.
- C Your name**
Enter the name you wish to appear in the sender field.
- D Password**
Enter the password of your email address.
- E Signature**
Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.
- F Auto BCC to**
A copy of the email will be automatically sent to the email address you entered.
- G Deleted items**
Check mark the checkbox so that email deleted from the server in ISP email will automatically be deleted on the device, too.
• Synchronization may take time.



- 5 Enter the password of your email address. Press "OK".



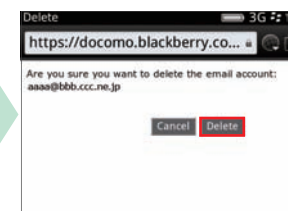
- 6 To continue on and edit another account, repeat the procedure from step 3.

Deleting ISP email accounts

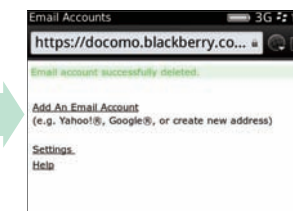
Follow steps 1 to 2 on P.29



- 3 Press "Delete" under the email account you wish to delete.



- 4 Confirm the email account to be deleted and press "Delete".



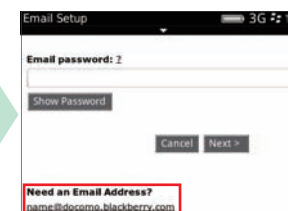
- 5 To continue on and delete another account, repeat the procedure from step 3.

Setting up the BlackBerry email account

Follow steps 1 to 2 on P.29



- 3 Press "Add An Email Account".
• If you don't have an email account, scroll down to step 4.



- 4 Press "Need an Email Address?".



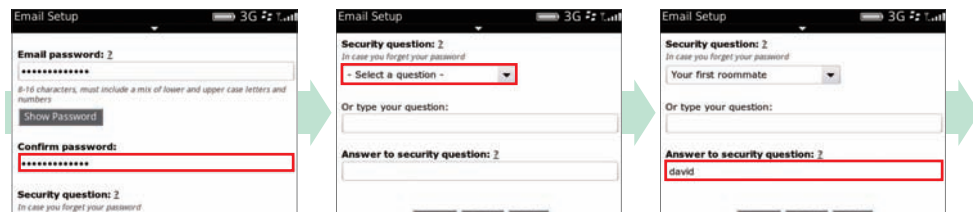
- 5 Enter the "Email address" and "Email password" of your choice.

Email addresses cannot be created with a BlackBerry email account with the following.
• Consecutive dots (eg., "...")
• A dot "." just before @

How to enter characters

- Entering alphabetical characters in caps → Press and hold the desired letter key.
- Entering numbers/symbols → Press the "Alt key" on the lower left corner of the device then press the desired number/symbol key.

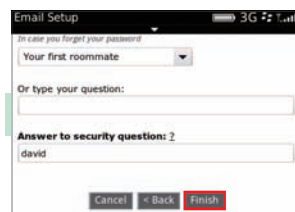
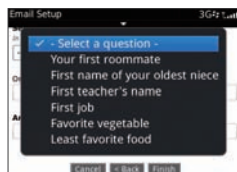
Setting up email account | Setup from the device



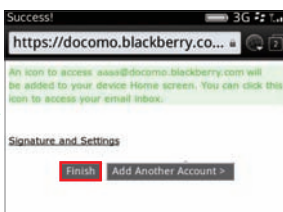
6 Scroll down and enter the email password again in the **"Confirm password"** field.

7 Scroll down further and select the **"Security question"** in case forgetting a password.

8 Enter the answer to your security question in the **"Answer to security question"** field.



9 Press **"Finish"**.
• If the user name you specify is already in use, see [Reference] below.

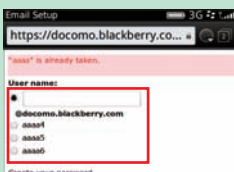


10 If setup is successfully completed, the message **"Success!"** appears. Press **"Finish"**.

[Reference]

© If the user name you specify is already in use

User name candidates appear. Select one of the candidates or enter another user name, and then press **"Finish"**.



Each time you set up an email account, an icon like that shown below appears and you receive an email message stating that setup is complete.

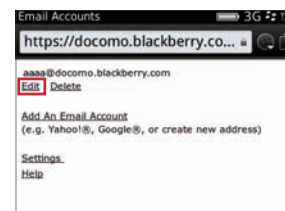


© Setting up an additional ISP email account

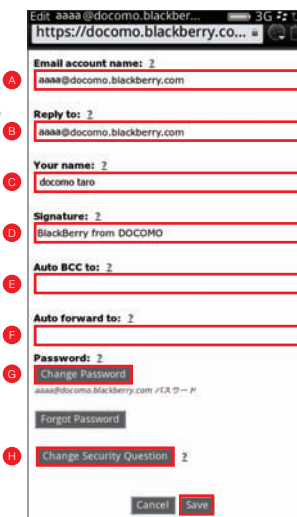
▶ P.29

Editing the BlackBerry email account

Follow steps 1 to 2 on P.29



3 Press **"Edit"** under the BlackBerry email account.



4 The editing screen appears. To change settings, type in the fields. After filling up the fields, press **"Save"**.

A Email account name

You can change the name of your email account.

B Reply to

If a reply address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message

C Your name

Enter the name you wish to appear in the sender field.

D Signature

Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.

E Auto BCC to

A copy of the email will be automatically sent to the email address you entered.

F Auto forward to

Copies of all email received will automatically be forwarded to the email address you entered. Select "All messages" or "Only message with attachments".

• Filters will not be applied when automatic forwarding is set, and all email received will be forwarded.

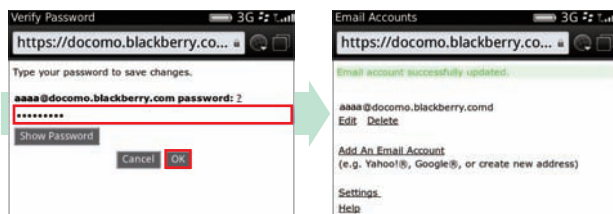
G Password

You can change your email password by pressing "Change Password" button, then entering a new password in this field.

H Change Security Question

You can change your security question by pressing this button, then entering the question and answer in the fields.

Setting up email account | Setup from the device

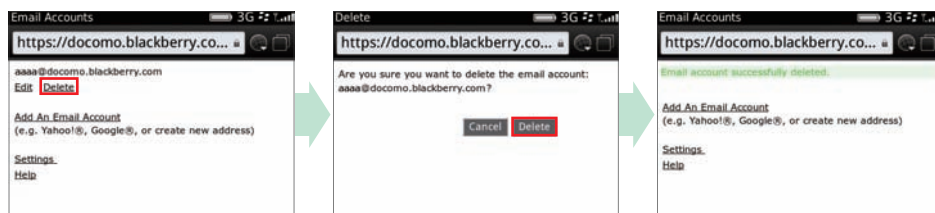


5 Enter the password of your email address. Press "OK".

6 The screen above appears if setup is successfully completed.

Deleting the BlackBerry email account

Follow steps 1 to 2 on P.29



3 Press "Delete" under the BlackBerry email account.

4 Press "Delete".

5 The screen above appears if email account is successfully deleted.

Changing language settings (English to Japanese)

Follow steps 1 to 2 on P.29



3 Press "Settings".

4 Press "Language".

5 Select "日本語" and then press "Save".



6 The screen above appears if setup is successfully completed. Press "OK".

7 All menus switch to Japanese.

Switching devices

Follow steps 1 to 2 on P.29

What are switching devices ?

This section explains how to transfer BlackBerry Internet Service settings from your old BlackBerry device to your new BlackBerry device. Execute these steps on your new device. Please note that you will not be able to send/receive emails using your new device until you complete this operation.



3 Confirm the email account that you are transferring from your old device, then press "Move Email Accounts".

4 Enter the password of your email address. Press "Validate".

5 The screen above appears if your email accounts have been successfully moved. Press "OK".

Please note that you cannot send/receive emails on your new device if you do not select "Move Email Accounts".

If you have more than one email account, repeat the steps to verify all of them. If you forget your password, please contact docomo Information Center for BlackBerry email and email service provider for ISP email.

© A BIS user account and/or BlackBerry email account on BlackBerry® Bold™ 9900 cannot be transferred when changing to BlackBerry® Bold™ 9780, BlackBerry® Bold™ 9700, BlackBerry® Curve™ 9300 or BlackBerry® Bold™.

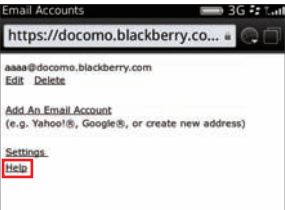


6 Confirm that the icon for the email address you are setting up appears on the Home screen.

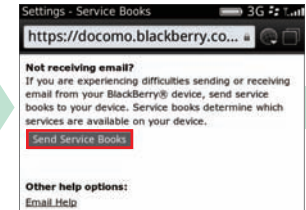
If the icon does not appear, please next instructions at "Sending service books".

Sending service books Follow steps 1 to 2 on P.29

What are service books? Service books are data files containing information about your BlackBerry Internet Service settings. Send the service books if you have problems such as not being able to receive email correctly on your BlackBerry device and not displaying email icon. If problems aren't resolved after sending service books, contact docomo Information Center.

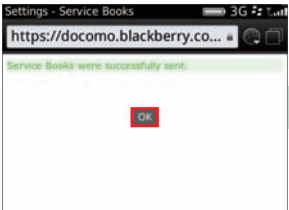


3 Press "Help".



4 Press "Send Service Books".

If you have more than one email account, the service book will be sent to all of them.



5 The screen above appears if Service Books were successfully sent. Press "OK".



6 Confirm on the Home screen that email from the Activation Server has been delivered.

Setting up and using email Setting up email account (set up from a PC)

Access from the following URL https://docomo.blackberry.com/

Setting up ISP email accounts

- Setting up ISP email accounts P.39
- Editing ISP email accounts P.39
- Deleting ISP email accounts P.40

Setting up the BlackBerry email account

- Setting up the BlackBerry email account P.41
- Editing the BlackBerry email account P.42
- Deleting the BlackBerry email account P.43

Other settings

- Setting up filters for email accounts P.43
- Switching devices P.47
- Changing language settings P.48
- Sending service books P.49

Prepare your ISP email address and password.

Prepare user name and password for BIS user account.

Setting up ISP email accounts

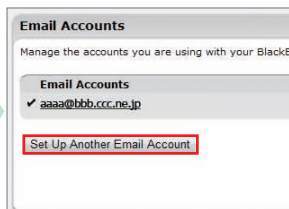


- 1 Access <https://docomo.blackberry.com/> with your PC's browser. Enter the "User name" and "Password". Click "Log In".

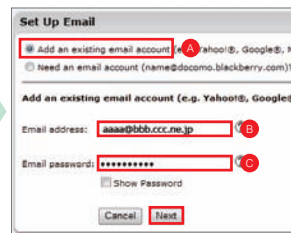
Creating a new BIS user account

From the device ▶ P.15

From a PC ▶ P.17

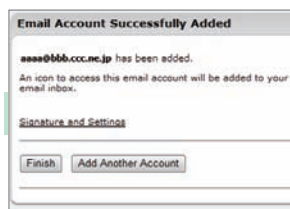


- 2 After logging in, click "Set Up Another Email Account" on the Email Accounts screen.



- 3 The setting screen appears. After filling up the fields, click "Next".

- A Select "Add an existing email account".
- B Enter the email address you wish to use in the "Email address" field.
- C Enter the password for that email address in the "Email password" field.



- 4 The message "Email Account Successfully Added" appears and an email message is sent to your BlackBerry device, notifying you that registration is complete. To quit, click "Finish".

Setting up an additional email account

Click "Add Another Account". Repeat steps 2 to 4.

Editing ISP email accounts

Follow step 1 shown above



- 2 Click the "Edit" icon displayed to the right of "Email Accounts". The General Settings screen appears.



- 3 The editing screen appears. To change settings, type in the fields. After filling up the fields, press "Save".



Depending on your provider, this page may appear differently or may not appear at all.
The following services are not available when configuring an sp-mode email account: "B Reply to", "F Auto BCC to" and "G Synchronize".

A Email account name

You can change the name of your email account.

B Reply to

If a reply email address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message was sent.

C Your name

Enter the name you wish to appear in the sender field.

D Password

Enter the password of your email address.

E Signature

Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.

F Auto BCC to

A copy of the email will be automatically sent to the email address you entered.

G Synchronize

Check mark the checkbox so that email deleted from the server in ISP email will automatically be deleted on the device, too.

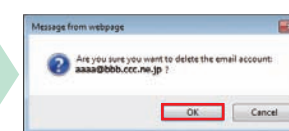
• Synchronization may take time.

Deleting ISP email accounts

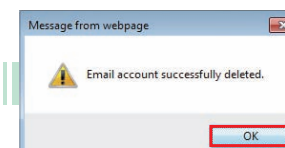
Follow step 1 on P.39



- 2 Click the "Delete" icon displayed to the right of "Email Accounts".



- 3 The confirmation message appears. Press "OK".

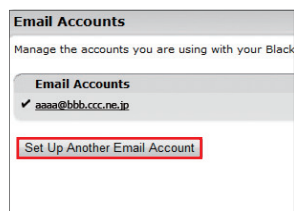


- 4 The screen above appears if email account is successfully deleted. Click "OK".

Setting up email account | Setup from a PC

Setting up the BlackBerry email account

Follow step 1 on P.39



- 2 Click "Set Up Another Email Account".

- 3 The setting screen appears. After filling up the fields, click "Finish".
 - If the user name you specify is already in use, see [Reference] below.

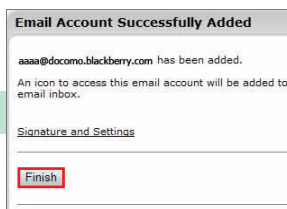
- Select "Need an email account (name@docomo.blackberry.com)?".
- Enter the email address (single-byte alphanumeric characters) in the "Email address" field.
- Enter the password for the email address in the "Email password" field.
- Enter the same email password in the "Confirm password" field.
- Select "Security question".
- Enter the answer in the "Answer to security question" field.



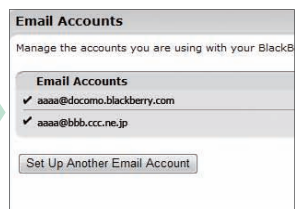
Email addresses cannot be created with a BlackBerry email account with the following.
• Consecutive dots (eg, ".") • A dot "." just before @

[Reference]

- If the user name you specify is already in use
User name candidates appear. Select one of the candidates or enter another user name, and then click "Finish".



- 4 Click "Finish".



- 5 The email address that was set up in "Email Accounts" appears.

Editing the BlackBerry email account

Follow step 1 on P.39



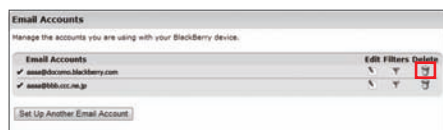
- 2 Click the "Edit" icon displayed to the right of "Email Accounts" and the General Settings screen appears.

- 3 The editing screen appears. To change settings, type in the fields. After filling up the fields, press "Save".

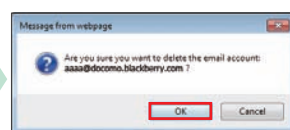
- Email account name**
You can change the name of your email account.
- Password**
You can change your email password by entering a new password in this field.
- Security question**
You can change your security question by selecting a new security question and entering the answer.
- Reply to**
If a reply email address has been set, replies to your email will be sent to the reply email address, not the email address from which the original message was sent.
- Your name**
Enter the name you wish to appear in the sender field.
- Signature**
Enter the signature you'd like to show at the end of emails sent from your BlackBerry device.
- Auto BCC to**
A copy of the email will be automatically sent to the email address you entered.
- Auto forward to**
Copies of all email received will automatically be forwarded to the email address you entered.
- Auto forward**
Copies of all email received will automatically be forwarded to the email address you entered. Select "All messages" or "Only messages with attachments".
 - Filters will not be applied when automatic forwarding is set, and all email received will be forwarded.

Deleting the BlackBerry email account

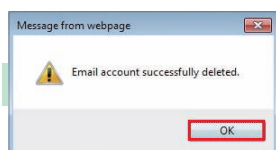
Follow step 1 on P.39



- Click the "Delete" icon displayed to the right of "Email Accounts".



- The confirmation message appears. Click "OK".



- The screen above appears if email account is successfully deleted. Click "OK".

Setting up filters for email accounts

The following three types of filter settings can be made.

Not apply filters ▶ P.44

You can choose whether your BlackBerry device receives emails, which does not meet filter setting conditions, or not.

Adding filters ▶ P.44

You can set up filter settings and choose whether your BlackBerry device receives emails, which meet filter setting conditions, or not.

Editing filters ▶ P.46

Change existing filter settings.

See the sp-mode User's Guide for Smartphone (Japanese only) for details on Spam Email Settings with an sp-mode email account.

How to set up spam email prevention

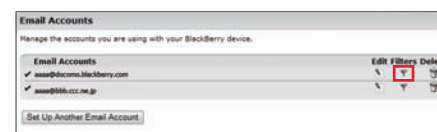
docomo service portal > sp-mode > メール設定 (Email Settings)

> 迷惑メール対策設定 (Spam Email Prevention Settings)

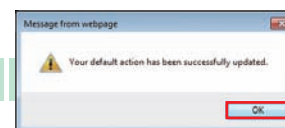
Email Virus Check for your sp-mode email account is available free of charge upon completion of the required application form.

Not apply filters

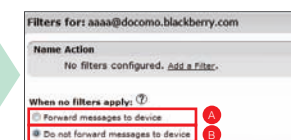
Follow step 1 on P. 39



- Click the "Filters" icon displayed to the right of "Email Accounts".



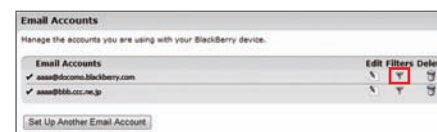
- Click "OK".



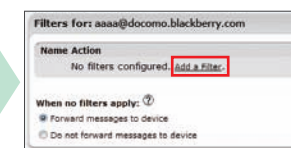
- When choosing "When no filters apply".
 - A Forward messages to device:** Receive messages regardless of filter settings.
 - B Do not forward messages to device:** Receive only messages as defined by filter settings.
- The default setting is "Forward messages to device".

Adding filters

Follow step 1 on P. 39

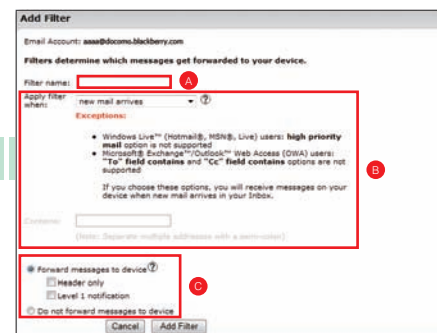


- Click the "Filters" icon displayed to the right of "Email Accounts".



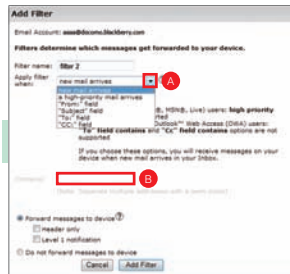
- Click "Add a Filter" to add a new filter.

Setting up conditions and actions for filters



- Enter "Filter name". Depending on the conditions set in B, messages will be received according to the settings as specified in C.

Setting up email account | Setup from a PC



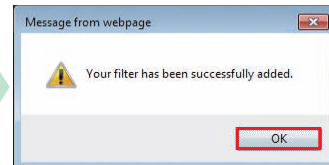
5 Choose conditions for applying filters.

- A Select the conditions for applying filters from the menu.
- B
 - When "From" field is XXX (Enter part of email address in "Contains" field)
 - When "Subject" field is XXX (Enter part of subject in "Contains" field)
 - When "To" field is XXX (Enter part of email address in "Contains" field)
 - When "CC" field is XXX (Enter part of email address in "Contains" field)



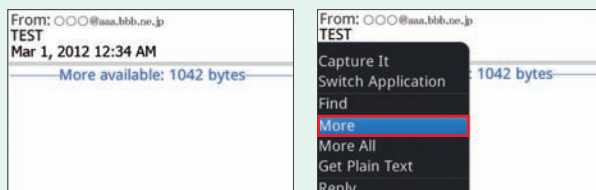
6 Select actions applied by filters and click "Add Filters".

- A **Forward messages to device:** BlackBerry device receives only messages as defined by filter settings.
 - Select one of two options: "Header only" or "Level 1 notification".
- B **Do not forward messages to device:** BlackBerry device does not receive messages as defined by filter settings.



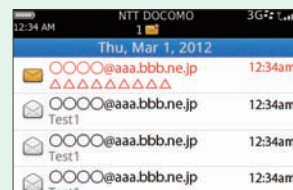
7 The screen above appears if your filter has been successfully added. Click "OK".

Device screen when you select "Header only"



Recipients do not receive the email message. To check the message, press the "Menu key" and select "More".

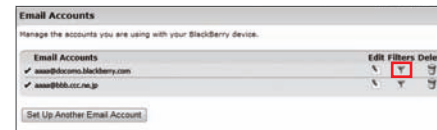
Device screen when you select "Level 1 notification"



Forwarded email appears in red.

Editing filters

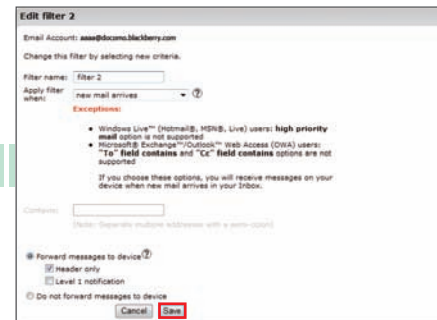
Follow step 1 on P. 39



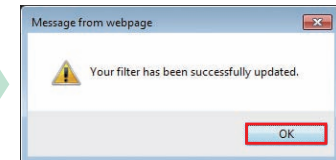
2 Click the "Filters" icon displayed to the right of "Email Accounts".



3 Click the "Edit" icon.



4 The "Filter" editing screen appears. Select the item to edit and update it. After editing, click "Save".



5 The screen above appears if your filter has been successfully updated. Click "OK".

Setting up email account | Setup from a PC

Switching devices

Follow step 1 on P.39

● What are switching devices?

This section explains how to transfer BlackBerry Internet Service settings from your old BlackBerry device to your new BlackBerry device. Please note that you will not be able to send/receive emails using your new device until you complete this operation.

Insert a DOCOMO UIM Card registered for BlackBerry Internet Service into the device you want to switch to, then turn on the mobile network.



2 Click "Change Device".

3 Click "Detect New Device".

4 Click "Move".



5 Enter "Password" for each email address and click "Validate".

• If you do not want to transfer the email address and want to delete it, click "Delete This Address Instead".

6 After all email addresses are verified, click "Finish".

7 The screen above appears if your email accounts have been successfully moved to your new BlackBerry device. Click "OK".

© A BIS user account and/or BlackBerry email account on BlackBerry® Bold™ 9900 cannot be transferred when changing to BlackBerry® Bold™ 9780, BlackBerry® Bold™ 9700, BlackBerry® Curve™ 9300 or BlackBerry® Bold™.

Changing language settings (English to Japanese)

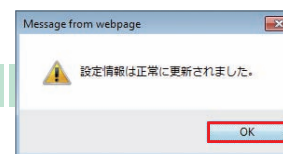
Follow step 1 on P.39



2 Click "Language".

3 Click "日本語".

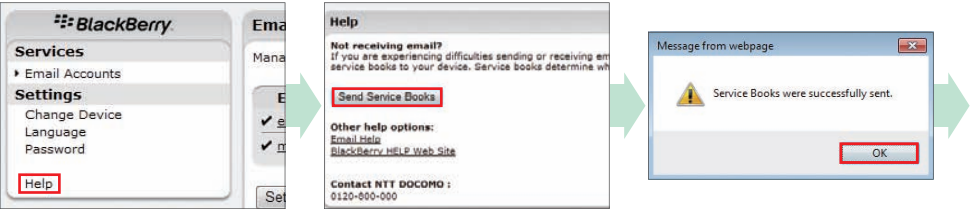
4 Click "Save".



5 The display switches to Japanese. Click "OK".

Sending service books Follow step 1 on P.39

● What are service books?
Service books are data files containing information about your BlackBerry Internet Service settings. Send the service books if you have problems such as not being able to receive email correctly on your BlackBerry device. If problems aren't resolved after sending service books, contact docomo Information Center.



- 2 Click "Help".
- 3 Click "Send Service Books" in the Help screen.

If you have more than one email account, the service book will be sent to all of them.
- 4 The screen above appears if Service Books were successfully sent. Click "OK".



- 5 Confirm on the Home screen that email from the Activation Server has been delivered.

Setting up and using email
Using email service

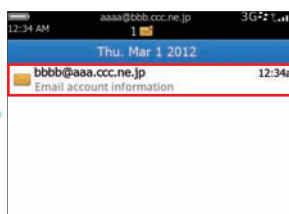
- ▶ Opening email P.51
- ▶ Composing and sending email P.52
- ▶ Setting up delivery confirmation P.53

Using email service

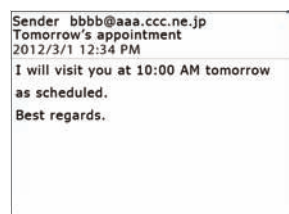
Opening email



1 Press your email address icon.



2 Press the message you wish to open.



3 The message appears.

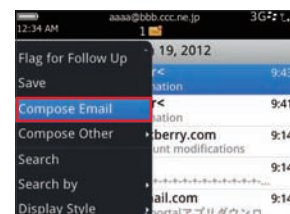
Press the "Messages" icon if you wish to check email received by all email accounts at once.

TIPS Shortcuts

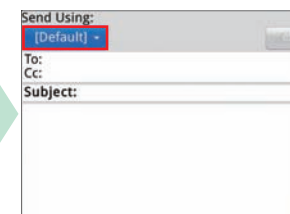
Compose message	Press C
Forward message	Press F
Reply	Press R
Reply to all	Press L
Move to bottom of message list	Press B
Move to top of message list	Press T
Move to next date	Press N
Move to previous date	Press P
Move to next unopened item	Press U
Search for message	Press S
Add flag to highlighted message	Press W
Move down a screen	Press SPACE
Move up a screen	Press ALT + SPACE
View received messages	Press ALT + I
View sent messages	Press ALT + O
Mark message as unopened	Press ALT + U

Composing and sending email

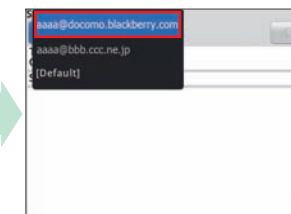
Follow step 1 on P. 51



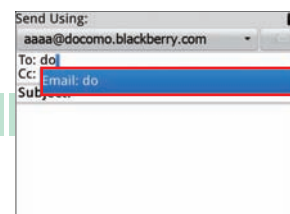
2 Press the "Menu key" and press "Compose Email".



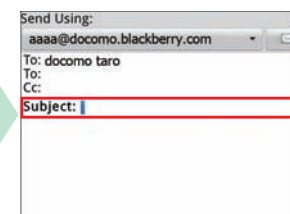
3 If you have set up multiple email accounts, press the "Send Using" field.



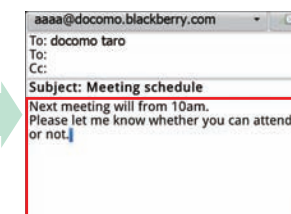
4 Press the email address of the email account you wish to use.



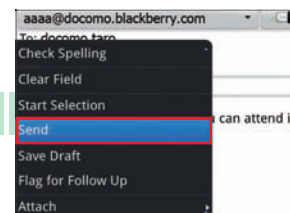
5 In the "To" field, enter the recipient's email address or the first letter of the recipient's name if registered in the address book (and choose the desired candidate).



6 Enter a title in the "Subject" field.



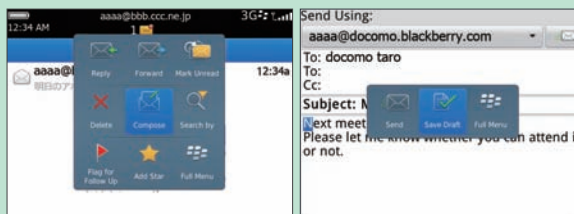
7 Scroll down to the message input screen and enter a message.



8 After entering the message, press the "Menu key" and press "Send".

Mail can also be sent by selecting the icon of the email account you wish to send from.

TIPS Easy operation with icon menu!



Display the icon menu by pressing and holding the screen or trackpad when viewing a list of email or composing email.

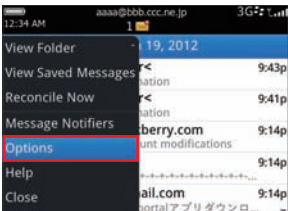
Only with BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780.

Using email service

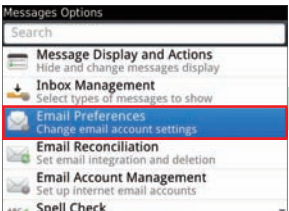
Setting up delivery confirmation

Follow step 1 on P. 51

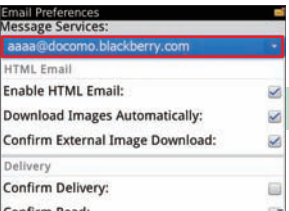
- Each email account has its own settings. If you have multiple email accounts, please set up for each account.



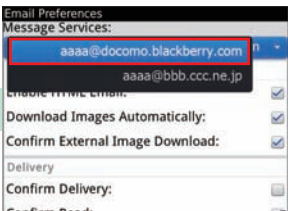
2 Press the **"Menu key [≡]"**.
Press **"Options"**.



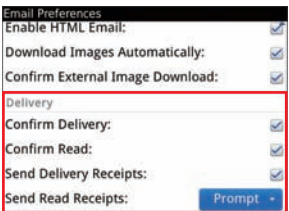
3 Press **"Email Preferences"**.
◎ For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
Press **"Email Settings"**.



4 Press the email account under **"Message Services"**.



5 Press the email account you wish to set up.



6 Select settings for each option.
To complete the settings, press the **"Menu key [≡]"**.
Press **"Save"**.

Confirm Delivery:
Confirm receipt of sent email.
• Requires the recipient's email server to be compatible with delivery confirmation.

Confirm Read:
Confirm if the recipient opened your email.
• If the recipient does not send a read receipt, you will not be able to confirm.

Send Delivery Receipts:
Send delivery receipts after receiving email.

Send Read Receipts:
Send read receipts after receiving email.
→Settings: **Yes, No, Prompt**
(always ask first)

Setting up sp-mode email

- ▶ Steps to use sp-mode email P.55
 - ▶ Notes on using sp-mode email P.56
 - ▶ Setting up sp-mode email (Japanese only) P.57
 - ▶ Checking/changing email settings on BlackBerry (Japanese only) P.59
- See the Mobile Phone User's Guide [sp-mode] smartphone version for sp-mode instructions and regulations.
 - Requires sp-mode contract. You need to restart the device after completing the sp-mode contract.
 - Compatible models
BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™ (software must be updated to version 5.0.0).

Setting up sp-mode email

Steps to use sp-mode email

1

Applying for sp-mode

- Requires BlackBerry Internet Service and BlackBerry Dual Service contracts. sp-mode cannot be used in conjunction with a BlackBerry Enterprise Service contract.
- See the Mobile Phone User's Guide [sp-mode] smartphone version for sp-mode instructions and regulations.

2

Installing the docomo service portal ▶ P.57

3

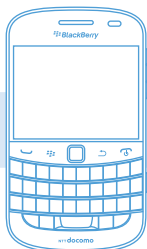
Setting up your email address and password ▶ P.58

4

Setting up your email account ▶ P.20 or ▶ P.38

You can set up your email account from the device (P.20) or a PC (P.38).

Start using ▶



Other functions (Japanese only)

Checking/changing email settings with BlackBerry

- Checking email settings with BlackBerry ▶ P.60
- Suspending sending/receiving email with BlackBerry ▶ P.60
- Confirming your email password ▶ P.61
- Changing your email password ▶ P.62
- Changing email storage period at the sp-mode center ▶ P.62
- Deleting email stored at the sp-mode center ▶ P.63

Notes on using sp-mode email

- Requires sp-mode contract. You need to restart the device after completing the sp-mode contract.
- Requires BlackBerry Internet Service and BlackBerry Dual Service contracts. sp-mode cannot be used in conjunction with a BlackBerry Enterprise Service contract.
- Only certain sp-mode functions can be used with BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™ (software must be updated to version 5.0.0).
- BlackBerry is not compatible with Deco-mail creation and transmission.
- When switching from an i-mode compatible handset, you can use your existing i-mode email address with BlackBerry only if you cancel the i-mode contract and make an sp-mode contract at the same time.
- i-mode services are not available.
- Free email service for Family Discount members does not apply to email sent/received with BlackBerry.
- Mail Tsukai-hodai does not apply to email sent/received with BlackBerry.
- Input languages other than Japanese or English are not supported.
- You can only use an sp-mode email address compatible with a DOCOMO UIM Card phone number on your BlackBerry device.
- Addresses containing contiguous dots such as “...” or with a dot immediately preceding the @ mark cannot be used with BlackBerry. Existing email addresses with dots such as these must be changed before using BlackBerry.
- After changing your email address, you need to configure the new email address according to the BlackBerry Email Account.
- When sending/receiving email with BlackBerry, email stored at the sp-mode center will be kept for 30 days at the default setting. If email is stored beyond the maximum storage period, you cannot receive further email. If this happens, go to “BlackBerry利用設定(BlackBerry usage setting)” → “spモードセンターのメール保存期間変更(Change email storage period in sp-mode center)” to set up an email storage period shorter than 30 days, or go to “BlackBerry利用設定(BlackBerry usage setting)” → “spモードセンターのメール削除(Delete emails in sp-mode center)” to delete email stored at the sp-mode center.
- docomo mail cannot be used with BlackBerry devices.
- BlackBerry devices cannot receive email if docomo mail is enabled. When installing a DOCOMO UIM Card configured with docomo mail into a BlackBerry device, first disable docomo mail then install the card.

sp-mode Email Comparison Table

Item		BlackBerry	Android / Windows Mobile	i-mode
Email address	Number of messages that can be sent at the same time	Max. 100 messages		Max. 5 messages
	Displayed address	Max. 64 bytes		Max. 50 bytes
Size per message when sending/receiving	Title	Max. 8 MB (Body text: Receiving, up to 32 KB; Sending, up to 16 KB.)	Max. 10 MB	Max. 100 two-byte characters
	Body text			Max. 5,000 two-byte characters
	Attached file			Max. 2 MB total
	In-line attachments	×		Max. 90 KB total
Pictograms			○ ^{*1}	○
HTML email		× ^{*2}	○	○
Deco-mail			×	○
Attachment type		○ (Some file types cannot be sent or received and will be deleted when received.)		○ (No limit)

^{*1} Pictograms cannot be used in a signature.

^{*2} Received HTML email can be displayed. However, some decoration type may not display properly.

Setting up sp-mode email

Setting up sp-mode email (Japanese only)

Installing the docomo service portal

docomo service portal is an application used to setup sp-mode and a docomo ID.

© For BlackBerry® Bold™ 9900



- 1 Select "All" in the Navigation bar. Press the "docomo service portal" icon.
- 2 Scroll down, then confirm the "BlackBerry Virtual Preload Agreement". To agree, press "同意します (Agree)".
- 3 Press "Download" and install the application.
 - You will be charged a packet communication fee to download the docomo service portal.

© For devices other than BlackBerry® Bold™ 9900



- 1 Press "All" in the Navigation bar. Press the "docomo service portal" banner.
- 2 Press "ダウンロード (Download)".
- 3 Press "Download" and install the application.
 - You will be charged a packet communication fee to download the docomo service portal.

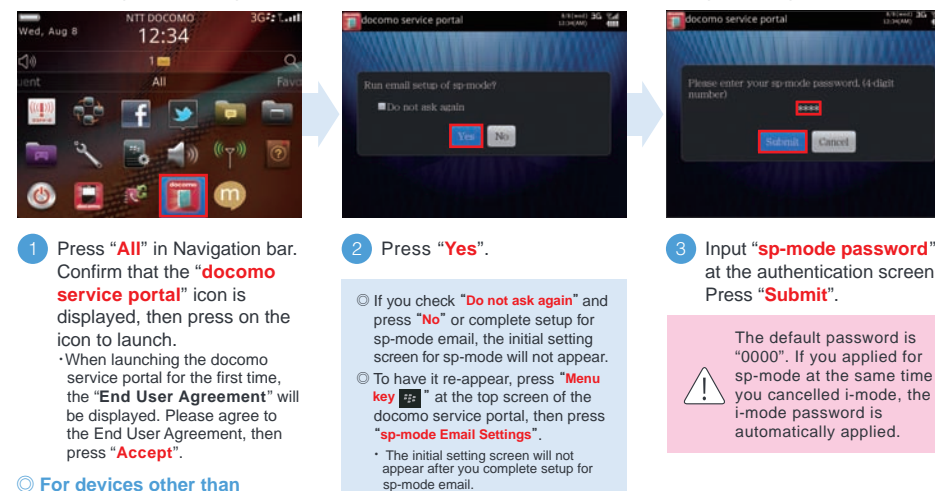
© For devices other than BlackBerry® Bold™ 9780

Press "Menu key" at the Home screen, press "Internet Browser" icon, then open "ドコモブラックベリーサイト (docomo site for BlackBerry)". Press the "docomo service portal" banner.

- If the docomo Site for BlackBerry does not appear, input the following URL: <http://smartphone.nttdocomo.co.jp/fm/>

Setting up your email address and password

It may take a few minutes to initialize an application when launching it for the first time. The following email setting screens will not appear when BlackBerry email sending/receiving is ON.

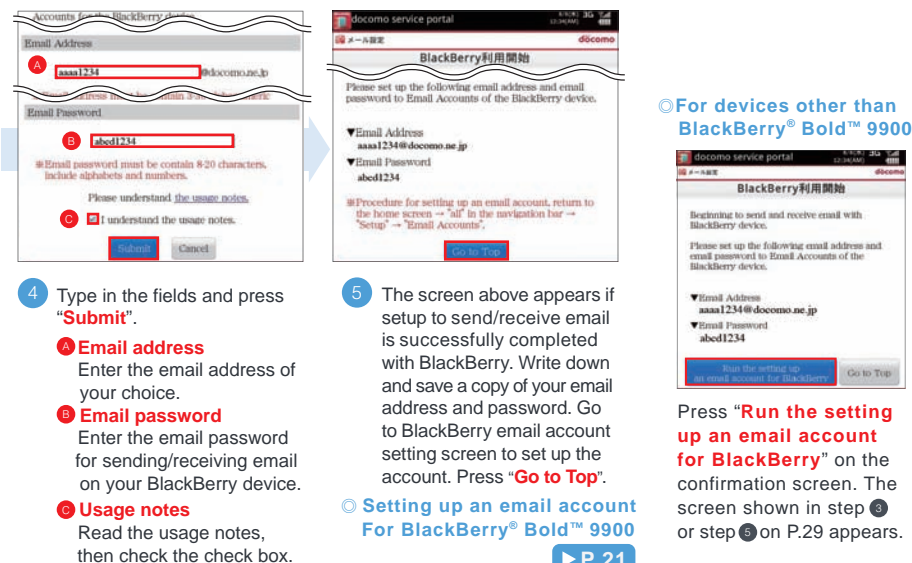


- 1 Press "All" in Navigation bar. Confirm that the "docomo service portal" icon is displayed, then press on the icon to launch.
 - When launching the docomo service portal for the first time, the "End User Agreement" will be displayed. Please agree to the End User Agreement, then press "Accept".
- 2 Press "Yes".
 - If you check "Do not ask again" and press "No" or complete setup for sp-mode email, the initial setting screen for sp-mode will not appear.
 - To have it re-appear, press "Menu key" at the top screen of the docomo service portal, then press "sp-mode Email Settings".
 - The initial setting screen will not appear after you complete setup for sp-mode email.
- 3 Input "sp-mode password" at the authentication screen. Press "Submit".

The default password is "0000". If you applied for sp-mode at the same time you cancelled i-mode, the i-mode password is automatically applied.

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Press "Menu Key" at the Home screen, then press "Downloads" icon. Confirm that the "docomo service portal" icon is displayed, then press on the icon to launch. Continue to step.



- 4 Type in the fields and press "Submit".
 - Email address**
Enter the email address of your choice.
 - Email password**
Enter the email password for sending/receiving email on your BlackBerry device.
 - Usage notes**
Read the usage notes, then check the check box.
- 5 The screen above appears if setup to send/receive email is successfully completed with BlackBerry. Write down and save a copy of your email address and password. Go to BlackBerry email account setting screen to set up the account. Press "Go to Top".
 - Setting up an email account for BlackBerry® Bold™ 9900

© For devices other than BlackBerry® Bold™ 9900



Press "Run the setting up an email account for BlackBerry" on the confirmation screen. The screen shown in step 5 or step 6 on P.29 appears.

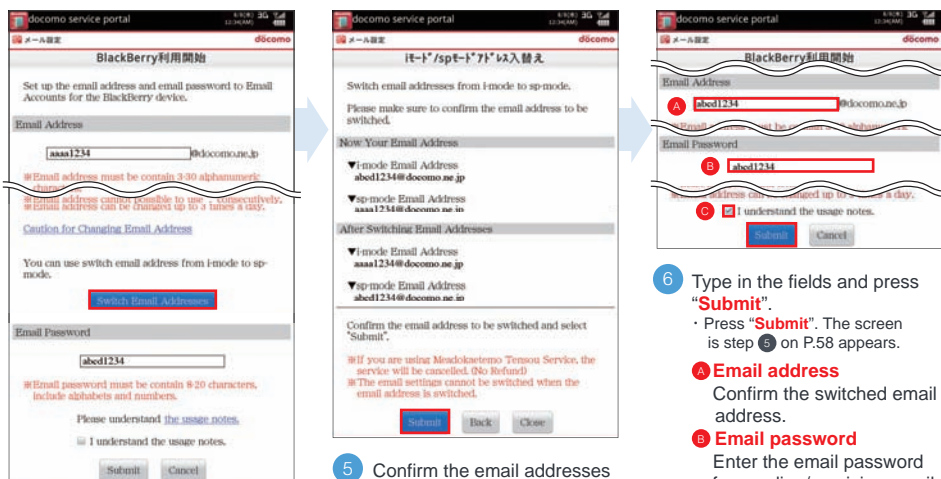
Setting up sp-mode email

Switching sp-mode email and i-mode email addresses

Follow steps 1 to 3 on P. 58

If you subscribe to both sp-mode and i-mode under the same subscription, the i-mode email address will not be available in sp-mode. To use the i-mode email address with sp-mode, configure the setting for switching the email address.

- Your email address cannot be switched if:
 - You are using a secret code with i-mode.
 - Email function has been suspended.
- If you are using Meadokaetemo Tensou Service, the service will be cancelled.



- 6 Type in the fields and press "Submit".
 - Press "Submit". The screen is step ⑤ on P.58 appears.
- ④ **Email address**
Confirm the switched email address.
- ⑤ **Email password**
Enter the email password for sending/receiving email on your BlackBerry device.
- ⑥ **Usage notes**
Read the usage notes, then check the check box.

Checking/changing email settings on BlackBerry (Japanese only)



- 1 Press "All" in the Navigation bar and launch "docomo service portal". Press "sp-mode" and "メール設定 (Email Settings)".
- 2 Press "BlackBerry利用設定 (Setting up the BlackBerry)".
 - If you want to change the email address before configuring BlackBerry usage settings, press "希望アドレス (Select address of your choice)". See the Mobile Phone User's Guide [sp-mode] smartphone version for details on Smartphone usage.
- 3 Input "spモードパスワード (sp-mode password)" at the authentication screen, then press "決定 (Enter)".



The default password is "0000". If you applied for sp-mode at the same time you cancelled i-mode, the i-mode password is automatically applied.

Checking email settings with BlackBerry

Follow steps 1 to 3 on P. 59



- 4 A confirmation screen is displayed, allowing you to check BlackBerry email settings.

BlackBerryからのメール送受信 (Sending/receiving email with BlackBerry)

Shows whether or not sending/receiving email with BlackBerry is enabled.

使用量 (Used amount)

Shows the amount of space used by email at the sp-mode center.

保存メール通数 (Number of stored email messages)

Shows the number of email messages stored at the sp-mode center.

メール保存期間 (Email storage period)

Shows email storage period at the sp-mode center. Stored email is automatically deleted if the storage period is exceeded.

Suspending sending/receiving email with BlackBerry

Follow steps 1 to 3 on P. 59



- 7 Scroll down, then press "BlackBerryからのメール送受信停止 (Suspend email with BlackBerry)".
- 8 The "メール送受信停止 (Suspend email)" screen is displayed. Select ④, ⑤ or ⑥ and press "決定 (Enter)".
 - When sending/receiving email with BlackBerry, email at the sp-mode center will be stored for 30 days at the default setting. When switching from a BlackBerry device to another Smartphone, delete unnecessary email.

- ④ "spモードセンターに保存されているメールを残す (Leave emails stored at the sp-mode center)"
Receive email using a different smartphone.

- ⑤ "指定期間より前に受信したメールを削除する (Delete emails received before a designated number of days)"
Access email received after a designated number of days using a different smartphone.

- ⑥ "spモードセンターに保存されているメールを全て削除する (Delete all emails stored at the sp-mode center)"
Do not receive email stored at the sp-mode center using a different smartphone.

Setting up sp-mode email

A When selecting “spモードセンターに保存されているメールを残す (Leave emails stored at the sp-mode center)”



9 Press “決定 (Enter)” to stop sending/receiving email with BlackBerry.

B When selecting “指定期間より前に受信したメールを削除する (Delete emails received before a designated number of days)”



9 Input designated period, then press “決定 (Enter)”.



10 When deleting email within the designated storage period, you can also confirm how email is stored at the sp-mode center. Press “決定 (Enter)”.



11 Press “決定 (Enter)” to stop sending/receiving email with BlackBerry.

C When selecting “spモードセンターに保存されているメールを全て削除する (Delete all emails stored at the sp-mode center)”



9 Press “決定 (Enter)” to stop sending/receiving email with BlackBerry.

Confirming your email password

Follow steps 1 to 3 on P. 59



7 Scroll down, then press “メールアドレス確認 (Confirm the password)”.



8 The current email address and password are displayed. Write down and save a copy of your email address and password.

◎ Setting up an email account For BlackBerry® Bold™ 9900

▶ P.21

For devices other than BlackBerry® Bold™ 9900

▶ P.29

Changing your email password

Follow steps 1 to 3 on P. 59



7 Scroll down, then press “メールアドレス変更 (Change the password)”.



8 Enter the “メールアドレス” (Email address) to send/receive email with BlackBerry. Press “決定 (Enter)”.

⚠ Passwords must contain letters and numbers and be 8-20 characters long.



9 The email address and password confirmation screen will be displayed in order to send/receive email with BlackBerry. Write down and save a copy of your email address and password.

◎ Setting up an email account For BlackBerry® Bold™ 9900

▶ P.21

For devices other than BlackBerry® Bold™ 9900

▶ P.29

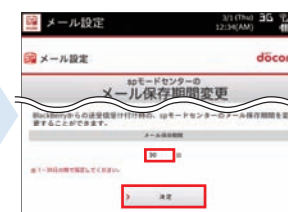
◎ See the sp-mode User's Guide for Smartphone (Japanese only) for details on changing email addresses.

Changing email storage period at the sp-mode center

Follow steps 1 to 3 on P. 59



7 Scroll down, then press “spモードセンターのメール保存期間変更 (Change the email storage period at the sp-mode center)”.



8 Input your desired email storage period in the “メール保存期間 (Email storage period)” field. Press “決定 (Enter)”.

• The default setting for email storage period is 30 days.
• Select from 1 to 30 days.

⚠ When using email with a Smartphone other than BlackBerry, the email storage period at the sp-mode center is 30 days regardless of this setting.

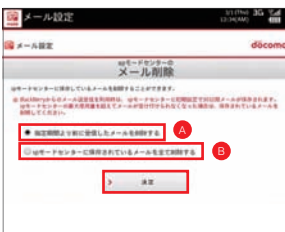
Setting up sp-mode email

Deleting email stored at the sp-mode center

Follow steps 1 to 3 on P. 59



7 Scroll down, then press “spモードセンターのメール削除 (Delete emails stored at the sp-mode center)”.



8 “メール削除 (Delete emails)” screen appears. Select A or B and press “決定(Enter)”.

A “指定期間より前に受信したメールを削除する (Delete emails received before a designated number of days)”
Delete email received before a designated period.

B “spモードセンターに保存されているメールを全て削除する (Delete all emails stored at the sp-mode center)”
Delete all email stored at the sp-mode center.

A When selecting “指定期間より前に受信したメールを削除する (Delete emails received before a designated number of days)”



9 Input desired period, then press “決定 (Enter)”.
• Select from 1 to 30 days.



10 When deleting email within the designated storage period, you can also confirm how email is stored at the sp-mode center. Press “決定 (Enter)”.



11 The deletion completion screen is displayed.

B When selecting “spモードセンターに保存されているメールを全て削除する (Delete all emails stored at the sp-mode center)”



9 The confirmation screen is displayed.

Additional Services

- ▶ Safety ConfirmationP.65
- ▶ SMS Rejection Settings P.66
- ▶ Billing Details Confirmation (Japanese only) P.67
- ▶ imadoco search/imadoco kantan search (Japanese only) P.68
- ▶ Directly send a message with your voice (Japanese only) P.69
- ▶ docomo ID issue (Japanese only) P.70

• Compatible models for above services
BlackBerry® Bold™ 9900, BlackBerry® Bold™ 9780, BlackBerry® Curve™ 9300, BlackBerry® Bold™ 9700 and BlackBerry® Bold™ (software must be updated to version 5.0.0).

- ▶ docomo Wi-Fi (BlackBerry)
 - Steps to use docomo Wi-Fi (BlackBerry)P.73
 - Notes on using docomo Wi-Fi (BlackBerry) P.74
 - Setting up the device P.75
 - Connecting to docomo Wi-Fi (BlackBerry) P.77
- ▶ Access Restriction Service
 - About Access Restriction Service P.78
 - BlackBerry Web Filter usage instructions (Japanese only) P.79
 - BlackBerry Web Filter regulations (Japanese only) P.80

Additional Services

Safety Confirmation

What is Safety Confirmation ?

This is a public safety service that is available when an earthquake with a seismic intensity of 6-lower or greater, or other major disaster occurs. If you are in a disaster area, you can post details about your situation, which family and friends can view via internet, sp-mode or i-mode. Moreover, messages that you post to the Safety Confirmation can be automatically delivered to email addresses registered in advance.

- Requires sp-mode contract. You must restart the device after completing the sp-mode contract.
- Safety Confirmation can be accessed only when the service is available, and cannot be used at other times.
- Please check the DOCOMO website for more details about using Disaster Status Confirmation Services.

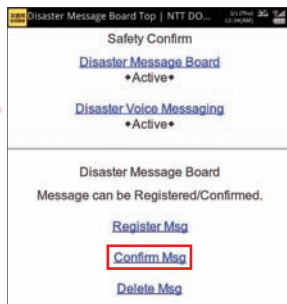
How to confirm messages on Disaster Message Board



- 1 Press "**All**" in the Navigation bar, then launch "**docomo service portal**". Press "**Safety Confirmation**". Select "**English**".

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Press "**Menu Key**" at the Home screen, press the "**Download**" icon then launch "**docomo service portal**". Press "**Safety Confirmation**". Select "**English**".



- 2 Press "**Confirm Msg**".



- 3 Enter the mobile phone number of the person who may be affected by the disaster then press "**Search**".
• Do not enter hyphens for your mobile phone number.



- 4 Press on a message that you wish to view.



- 5 Message is displayed.

Screen shown when Safety Confirmation are not available. (Japanese only)

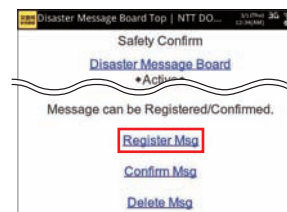


Registration and confirmation of disaster status are not available.

How to register messages on Disaster Message Board

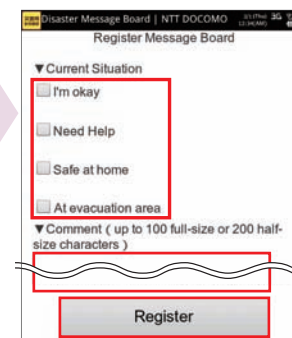
Follow steps 1 on P.65

If you are in a disaster area, you can post details about your situation on Disaster Message Board.



- 2 Press "**Register Msg**".

- For Family Discount users, when posting a message for the first time, a screen is displayed asking whether or not to display your mobile phone number along with the posted messages to Family Discount group members.



- 3 Select the check box that describes your current situation, input your message then press "**Register**". The message "**Your message was registered.**" Appears after your message has been posted.

SMS Rejection Settings

What are SMS Rejection Settings?

Reject all SMS or unidentified SMS messages. Deactivation and confirmation of the setting service are also available.

- Please refer to the User's Guide (Network service) PART 2 regarding SMS.
- As part of DOCOMO's countermeasures against SMS spam mail, the number of outgoing SMS messages must be under 200 a day.
- Please check the DOCOMO website for details about the International MMS Rejection Settings.
<http://www.nttdocomo.co.jp/>



- 1 Press "**All**" in the Navigation bar, then launch "**docomo service portal**". Press "**SMS Rejection Settings**".

- For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
Press "**Menu key**" at the Home screen, press "**Download**" icon, then launch "**docomo service portal**". Press "**SMS Rejection Settings**".



- 2 Enter the "**NW password**" and press "**設定(Select)**".

Please note that the network password is different from the sp-mode password.

Additional Services



- The top page for SMS Rejection Settings is displayed. Select the conditions and press **決定 (Select)**. Setting is completed when the setting completion screen appears.
 - When SMS messages are sent from a phone other than a DOCOMO mobile phone to a subscriber who has activated SMS Rejection Settings, messages will not be delivered, however communications charges may apply to the sender.
 - Recipients of SMS messages sent from FOMA or Xi handsets may always be notified of the Caller ID.
 - Settings to reject SMS can only be configured from your handset.
 - When performing "Register reject numbers" and "Register accept numbers" procedures using **登録番号編集 (Edit)**, you need to designate phone numbers.
 - The "Register accept numbers" setting enables you to receive SMS messages only from designated phone numbers. However, Int'l MMS messages may not be received, similar to the "Reject All SMS" and "Reject Int'l. SMS" settings.
 - "Reject All SMS" and "Register accept numbers" cannot be combined with other reject settings.

Billing Details Confirmation (Japanese only)

What is Billing Details Confirmation?

You can check usage for the current month and billing information (amount billed, billing details, etc.) for the past three months.

- Requires sp-mode contract. You need to restart the device after completing the sp-mode contract.



- Press **"All"** in the Navigation bar, then launch **"docomo service portal"**. Press **"Billing Details Confirmation"**.
- For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
- Press **"Menu key [F12]"** at the Home screen, press **"Download"** icon, then launch **"docomo service portal"**. Press **"Billing Details Confirmation"**.

- Input the **"ネットワークパスワード (NW password)"**, then press **決定 (Enter)**.

Please note that the network password is different from the sp-mode password.

- Your account charges are displayed.

How to confirm registration email for bills or billing details email

Position the cursor over the URL on the email screen, then press **"Menu key [F12]"** and **"Open docomo service portal."**

imadoco search/imadoco kantan search (Japanese only)

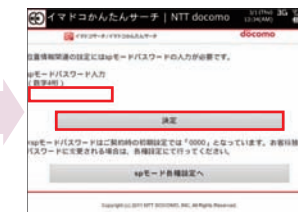
What is imadoco search/imadoco kantan search?

imadoco search (Location Search Service) can be always check on the map the whereabouts of the person who registered in advance. imadoco kantan search (Location Search Service Lite) can easily check the whereabouts of your friends or other loved ones.

- Requires sp-mode contract. You must restart the device after completing the sp-mode contract.
- Requires imadoco search contract (¥210/month including tax).
- Please check the DOCOMO website for more details about using imadoco search/imadoco kantan search.

imadoco search: <http://www.nttdocomo.co.jp/english/service/safety/imadoco/index.html>
imadoco kantan search: http://www.nttdocomo.co.jp/english/service/information/imadoco_kantan/index.html

How to use imadoco search



- Press **"All"** in the Navigation bar, then launch **"docomo service portal"**. Press **"imadoco search/imadoco kantan search"**.
- Press **"イマドコサーチ (imadoco search)"**.
- Input the **"sp-mode password"** and press **決定 (Enter)**.

- For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
- Press **"Menu key [F12]"** at the Home screen, press **"Download"** icon, then launch **"docomo service portal"**. Press **"imadoco search/imadoco kantan search"**.



- Select the phone number of the person you want to find and press **"いまずく検索 (Search now)"** to locate the person.

How to confirm Scheduled Search, Alarm Search and other imadoco search results delivered by email (Message R)

Press **"Menu key [F12]"** on the email screen and select **"Get Plain Text"**. Position the cursor over the URL on the email screen, then press **"Menu key [F12]"** and **"Open docomo service portal."**

Additional Services

How to use imadoco kantan search

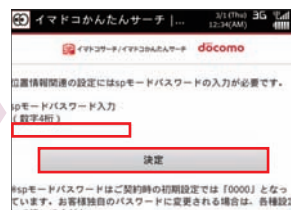
Follow steps 1 on P.68



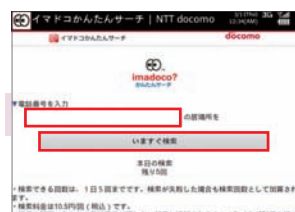
- 2 Press "イマドコかんたんサーチ (imadoco kantan search)".



- 3 Press "実際に使ってみる (Try out imadoco kantan search)".



- 4 Input the "sp-mode password" and press "決定 (Enter)".



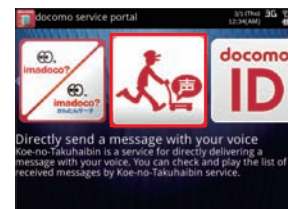
- 5 Enter the "phone number" of the person you want to find and press "いまず検索 (Search now)" to locate the person.

Directly send a message with your voice (Japanese only)

What is Directly send a message with your voice?

Koe-no-Takuhaibin (Directly send a message with your voice) is a service for directly delivering a message with your voice. You can use the "docomo service portal" to check and listen to messages received with "Koe-no-Takuhaibin".

- Requires sp-mode contract. You must restart the device after completing the sp-mode contract.
- Please check the DOCOMO website for more details about using Koe-no-Takuhaibin. http://www.nttdocomo.co.jp/service/communication/koe_no_takuhaibin/ (Japanese only)



- 1 Press "All" in the Navigation bar, then launch "docomo service portal". Press "Directly send a message with your voice".

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Press "Menu key" at the Home screen, press "Download" icon, then launch "docomo service portal". Press "Directly send a message with your voice".



- 2 Press "受信メッセージ (Received messages)".

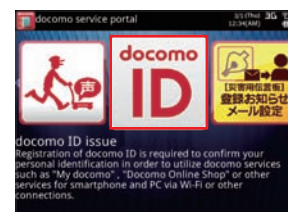


- 3 A list of received messages is displayed. Press "再生 (Play)" to listen to a message.

docomo ID issue (Japanese only)

What is docomo ID?

A docomo ID is necessary in order to confirm your identity each time you use a docomo service (My docomo, etc.) from a PC. It is also required for accessing sites that are compatible with "Login with docomo ID" and "Sending to mobile phones with docomo ID".



- 1 Press "All" in the Navigation bar, then launch "docomo service portal". Press "docomo ID issue".

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Press "Menu key" at the Home screen, press "Download" icon, then launch "docomo service portal". Press "docomo ID issue".



- 2 Press "docomo IDを発行する (Issue docomo ID)".

Additional Services

docomo ID - docomo ID発行

ID 未発行

docomo ID 090XXXXXXX

docomo ID発行

docomo IDを発行します。
docomo IDを発行することで、パソコンやスマートフォンで様々なサービスをご利用いただけます。

ネットワーク暗証番号 必須

ご注意
docomo IDをすでにお持ちの方が新しいdocomo IDを発行する場合は再発行となり、今までお使いのdocomo IDとパスワードはご利用いただけなくなります。

docomo IDの発行にあたり、必ずdocomo ID規約をお読みください。

docomo ID規約を読む

docomo ID規約に同意しますか？

規約に同意して進む

規約に同意せず戻る

- 3 Confirm the docomo ID policy, enter the network password and press “規約に同意して進む (Agree to the policy and go to the next step)”.

docomo ID - docomo ID発行・登録情報入力

ID 未発行

docomo ID 090XXXXXXX

登録情報入力

下記の項目を入力して「内容を確認する」ボタンを押してください。

☒ ドコモのメールアドレスで登録する
aaaa@docomo.ne.jp

☐ ドコモ以外のメールアドレスで登録する

☐ 好きな文字列で登録する

パスワード 必須
半角英数字記号8～20桁

パスワードの安全度:

パスワードの再入力 必須
同パスワードの再入力

予備メールアドレス 登録推奨
※ID・パスワードを忘れた時に利用するメールアドレス

ID確認用の連絡先メールアドレス

内容を確認する

ひとつ前の画面へ戻る

- 4 Check “ドコモのメールアドレスで登録する (Register with a docomo email address)” and enter the password in the “パスワード (Password)” field. Enter the same password in the “パスワードの再入力 (Re-enter the password)” field and press “内容を確認する (Confirm the registration information)”.

It is recommended to enter your alternate email address in the “予備メールアドレス (Alternate email address)” field in case of forgetting your ID and password.

docomo ID - docomo ID発行・入力内容確認

ID 未発行

docomo ID 090XXXXXXX

入力内容確認

以下の内容でdocomo IDを発行します。

docomo ID
aaaa@docomo.ne.jp
パスワード

予備メールアドレス
aaaa@bbb.ccc.ne.jp

ご注意
docomo IDにドコモ以外のメールアドレスをご指定いただいた場合、メールアドレスの確認のため、ご指定いただいたメールアドレスにワンタイムキーを送付します。送付したワンタイムキーを次画面で入力することでdocomo IDの発行が完了します。

上記の内容で発行する

ひとつ前の画面へ戻る

- 5 Confirm the registration information and press “上記の内容で発行する (Issue a docomo ID with the above information)”.

docomo ID - docomo ID発行・docomo ID発行完了

ID 未発行

docomo ID 090XXXXXXX

docomo ID発行完了

以下のdocomo IDと電話番号の登録が完了しました。

docomo ID
aaaa@docomo.ne.jp

携帯電話番号
090XXXXXXX

閉じる

メニューへ戻る

- 6 The docomo ID issue completion screen is displayed.

docomo Wi-Fi (BlackBerry)

Steps to use docomo Wi-Fi (BlackBerry)

1

Sign up for docomo Wi-Fi (BlackBerry)

• Requires a subscription to BlackBerry Internet Service, BlackBerry Enterprise Service, or BlackBerry Dual Service.

2

Confirm docomo Wi-Fi user ID and password

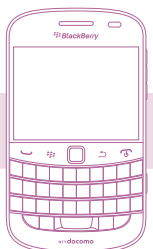
• These are indicated on a customer copy of the contract provided when you sign up for the service. (If you forget your docomo Wi-Fi user ID or password, you can re-acquire them by accessing My docomo.)

3

Set up device ▶ P.75

Follow the steps on P.75 to set up.

Start using ▶



■ For further details (including details on changing the docomo Wi-Fi user ID and password), please visit My docomo website.

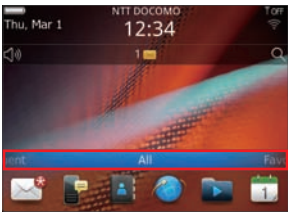
<http://www.mydocomo.com/web/home/>

Notes on using docomo Wi-Fi (BlackBerry)

- To use docomo Wi-Fi (BlackBerry), you need a subscription to BlackBerry Internet Service, BlackBerry Enterprise Service, or BlackBerry Dual Service.
- YouTube and other mobile streaming services can only be used with Wi-Fi. Please note that switching from wireless LAN networks to the FOMA network is automatic. Separate communication charges are applicable. (The network being used is indicated by the icon in the upper right of the home screen.)
- Wireless LAN connections are available on the N700 series trains of the Tokaido Shinkansen (Tokyo to Shin-osaka) and the waiting rooms in the concourses of all 17 stations. Please note that the N700 series trains of the Tokaido shinkansen do not have the docomo Wi-Fi logo on display. Communication speed is up to approx. 2 Mbps per carriage of Senkansen train.
- This service lets you connect to the Internet or send/receive emails through NTT DOCOMO's wireless IP communication network by connecting to a wireless LAN with wireless IEEE802.11a/b/g/n in areas where a docomo Wi-Fi is available.
- The docomo Wi-Fi user ID and password you need to use docomo Wi-Fi (BlackBerry) is indicated on a customer copy of the contract provided when you sign up for the service. (Please be sure to save it.)
- In docomo Wi-Fi roaming areas, please note that you must input an SSID and WEP key as required by the local network. There is a separate charge for using the docomo Wi-Fi roaming area service. For details on these charges, please see the docomo Wi-Fi website or contact docomo Information Center. In docomo Wi-Fi roaming areas, please note that you might encounter technical problems including not being able to connect due to the local network's system condition.
URL: http://www.nttdocomo.co.jp/service/data/docomo_wifi/area/roaming/index.html
- Please note that you must input the provided SSID and WEP key to use the service.
- You are responsible for preventing usage of the SSID and WEP key by others.
- You are responsible for any charges incurred due to your supervisory oversight, incorrect use, or use by a third party of the SSID and WEP key, unless caused by NTT DOCOMO's negligence.
- Only a limited number of users can access the service per accessible area. Once the maximum number is reached, you cannot connect to the service.
- Each accessible area has different accessible hours. You cannot use the service outside the accessible hours.
- When you use the service next to or near a microwave, medical equipment, automatic doors, or any other mechanical devices that use certain frequencies, radio wave interference may result. NTT DOCOMO cannot be held responsible for any conditions or inconveniences this may cause.

Additional Services

Setting up the device



1 Press "All" in the Navigation bar.

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

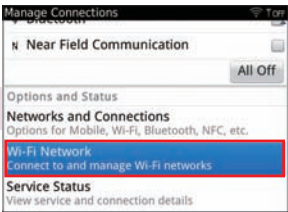
Press the "Menu key" at the Home screen.



2 Press the "Manage Connections" icon.



3 Check mark the "Wi-Fi".



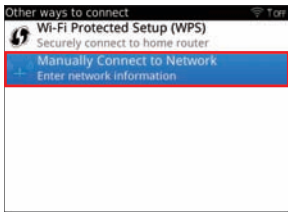
4 Press "Wi-Fi Network".

© For devices other than BlackBerry® Bold™ 9900
Press "Set Up Wi-Fi Network".



5 Press "Other ways to connect".

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
The Set Up Wi-Fi screen appears. Press "Next".



6 Press "Manually Connect to Network".

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
Press "Manually Add Network".



7 In the "Network Name (SSID)" field, enter the "SSID" provided when you signed up for docomo Wi-Fi (BlackBerry). Press "Next".

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

In the "Type the Network Name (SSID)" field, enter the "SSID" provided when you signed up for docomo Wi-Fi (BlackBerry). Press "Add".



8 Filling up fields as follows.

Device	BlackBerry® Bold™ 9900	BlackBerry® Bold™ 9780
Security type	WPA/WPA2 Enterprise	
Enterprise subtype	PEAP	
User name	docomo Wi-Fi user ID*1	
Password	docomo Wi-Fi password*2	
CA certification	VeriSign Class 3 Public PCA	VeriSign Class 3 Code Signing 2009-2 CA
Internal link security	Auto	
	Save and Connect	
Device	BlackBerry® Bold™ 9300	BlackBerry® Bold™ 9700
Security type	PEAP	
Enterprise subtype	—	
User name	docomo Wi-Fi user ID*1	
Password	docomo Wi-Fi password*2	
CA certification	VeriSign Class 3 Root (SS V4)	
Internal link security	EAP-MS-CHAP v2	
	Save	
Device	BlackBerry® Bold™ OS5.0	BlackBerry® Bold™ OS4.6
Security type	PEAP	
Enterprise subtype	—	
User name	docomo Wi-Fi user ID*1	
Password	docomo Wi-Fi password*2	
CA certification	VeriSign Class 3 Root (SS V4)	VeriSign Class 3 Root Version 1 (SS)
Internal link security	EAP-MS-CHAP v2	
	Save	

*1: Current docomo Wi-Fi User ID when applying for docomo Wi-Fi (BlackBerry)

*2: Current docomo Wi-Fi password when applying for docomo Wi-Fi (BlackBerry)



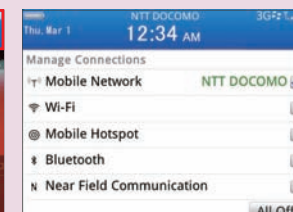
9 The above screen appears if settings are successfully completed.

© For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780

Enter a profile name of your choice and save the setting. If the message "Save this Wi-Fi Network as a Profile?" appears, choose "Yes" and enter a profile name of your choice in the "Profile Name" field. Press "Next".

Set up is complete when the message "Wi-Fi setup successfully completed" appears. Press "Finish".

TIPS How to display Manage Connections



BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780 users: Select top of the screen and press trackpad to launch "Manage Connections".

Connecting to docomo Wi-Fi (BlackBerry)



- 1 Press "All" in the Navigation bar.
- 2 Press the "Manage Connections" icon.
- 3 Check mark the "Wi-Fi".

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
Press the "Menu key" at the Home screen.



- 4 A connection has been made when the "Wi-Fi" icon changes from [signal icon] to [Wi-Fi icon].

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780
Confirming the Wi-Fi connection.
A connection has been made when the "Wi-Fi" icon changes from [Wi-Fi icon] to [Wi-Fi icon].

Attention

Your device automatically switches from FOMA network to a wireless LAN network whenever possible. (An icon on the Home screen indicates which network you are using.)
When you start up the browser, an icon for the network you are using appears in the upper right corner. When your device switches from FOMA network to a wireless LAN network, however, the icon may not display properly. Should this happen, press "Close" in the menu and restart the browser.

Access Restriction Service

About Access Restriction Service

Access Restriction Service (BlackBerry Web Filter) is available for users of BlackBerry Internet Service. BlackBerry Web Filter restricts access to harmful sites to minors, such as dating sites, and allows access to all sites excluding those in the access restriction category.

BlackBerry Web Filter	
Access websites other than those in an access restriction category ¹ . (Note that EMA-approved ² sites are not covered by this restriction.)	<input type="radio"/> Standard sites <input checked="" type="radio"/> Sites in access restriction category

- Requires BlackBerry Web Filter contract³.
- Packet communications charges will apply when accessing online sites.
- Access Restriction Service is offered by BlackBerry Internet Service.
BlackBerry Web Filter only employs the "black list" system for filtering content. The "white list" system and custom functions are not available.

^{*1} Access restriction categories
Illegal, aggression/destruction, adult, security, dating, gamble, communication, grotesque, adult oriented, occult
• SNS, blogs and bulletin boards fall under "communication" so access will be restricted.

^{*2} EMA
Read more about EMA on the right.

^{*3} BlackBerry Web Filter contract
You can apply for this service as follows:
• At a docomo shop
• By phone <docomo Information Center>
From DOCOMO mobile phones: 151 (toll free, in Japanese only; no area code)
From landlines: ☎ 0120-005-250 (toll free)

About EMA

EMA (Content Evaluation and Monitoring Association) is a third-party organization that aims to protect young people and promote healthy growth. It examines and issues approval of sites, offers educational advice, and continually monitors the mobile network for new sites.

Details on approved sites:
<http://www.ema.or.jp/>

- Packet communications charges will apply when accessing the website.

- Some applications may not work properly when using Access Restriction Service.
- BlackBerry Web Filter restricts sites based on URLs stored in a database provided by NetSTAR Inc. BlackBerry Web Filter does not check site content.
- Some search sites may override access restriction, depending on how a particular site can be accessed from the search results. In addition, although a site is a dating site, etc. it may still be accessible even when Access Restriction Service is enabled, depending on the URL obtained from the NetSTAR Inc. database.
- Canceling access restriction for minors requires a guardian's letter of consent and ID.
- BlackBerry Web Filter is provided by DOCOMO Systems, Inc. Our company contracts with customers instead of DOCOMO Systems, Inc.

Important

For new BlackBerry Internet Service contracts
With the implementation of the "Act on Establishment of Enhanced Environment for Youth's Safe and Secure Internet Use" from April 1, 2009, we are required to ask customers to apply for Access Restriction Service (filtering service) if the device will be used by a minor in conjunction with BlackBerry Internet Service. Moreover, if the device will be used by a minor without a filtering service, written consent may be required, depending on municipality.

ブラックベリーWebフィルタご利用規則 (BlackBerry Web Filter usage instructions)

ドコモ・システムズ株式会社(以下「当社」といいます)がお客さまに提供するブラックベリー Web フィルタ(以下「本サービス」といいます)は、このブラックベリー Web フィルタご利用規則(以下「本規則」といいます)、ブラックベリー Web フィルタご利用細則(以下「ご利用細則」といいます)等で規定する利用上の条件(以下総称して「ご利用規則等」といいます)に従って提供されます。お客さまは、ご利用規則等の内容を承諾されない限り、本サービスをご利用いただくことはできません。

第1条 (サービス概要)

本サービスは、株式会社エヌ・ティ・ティ・ドコモ(以下「ドコモ」といいます)とドコモのFOMA サービス契約約款またはXi サービス契約約款に定めるブラックベリー接続機能(タイプA)に係るものに限ります。(以下「BB 接続機能」といいます))を利用される方に対し、当社がアクセス制限機能を提供するサービスです。なお、サービスの詳細についてはご利用細則に記載のとおりとします。

第2条 (利用条件)

- (1) 本サービスは、BB 接続機能を利用される契約者のみがご利用できるサービスです。
- (2) 本サービスのご利用については、別途当社の定めるところに従い、サービス利用の申込みが必要となります。
- (3) 本サービスのご利用にあたっては、本サービスへの対応端末(以下「端末」といいます)が必要となります。

第3条 (申込と承諾)

- (1) 本サービスの申込みは、ご利用規則等の内容を承諾いただいた上、当社指定の方法により、当社の代理権を有するドコモに対して行う必要があります。
- (2) 当社が前項の申込みを承諾したときに、お客さまと当社の間、ご利用規則等の定めを内容とする本サービスの利用契約(以下「本契約」といいます)が成立します。

第4条 (利用料)

本サービスの利用料は、BB 接続機能の利用料に含まれるものとします。

第5条 (免責事項)

- (1) 当社は、本サービスの内容およびお客さまが本サービスの利用の結果として得る情報等についてその安全性、正確性、確実性、有用性等についていかなる保証も行わないものとし、お客さまに損害が発生した場合であっても、一切責任を負わないものとし、またお客さまと情報等の提供者との間に紛議等が発生した場合は、お客さまと情報等の提供者との間で解決するものとし、当社に対しては何らの苦情の申立て等を行わないものとし、
- (2) 当社は、お客さまが本サービスの利用の結果として収集された情報等その他のデータの保存、毀損、消失についていかなる証も行わないものとし、お客さまに損害が発生した場合であっても、一切責任を負わないものとし、
- (3) 本サービスの提供および遅滞に関連して発生したお客さまの損害について当社は一切責任を負わないものとし、

第6条 (禁止事項)

- お客さまは本サービスを利用して次の行為を行わないものとします。
- (1) 当社もしくは第三者の著作権その他の知的財産権を侵害する行為または侵害するおそれのある行為
 - (2) 当社もしくは第三者の財産、プライバシーもしくは肖像権を侵害する行為または侵害するおそれのある行為
 - (3) 当社もしくは第三者に不利益もしくは損害を与える行為またはそれらのおそれのある行為
 - (4) 犯罪的行為もしくは犯罪的行為に結びつく行為またはそのお

それのある行為

- (5) サーバへの不正なアクセス等、本サービスの運営を妨げる行為
- (6) コンピュータウイルス等の有害なプログラムを、本サービスを通じて、または本サービスに関連して使用し、もしくは提供する行為
- (7) 特定商取引に関する法律に違反する行為
- (8) その他法令または公序良俗に反する行為、またはそのおそれのある行為
- (9) その他当社が不適切と判断する行為

第7条 (本サービスの中断)

- (1) 当社は、次の場合には、直ちに本サービスの全部または一部の中断を行うことができるものとします。
 - ① 当社の設備またはサービスの障害による場合
 - ② 当社の設備の保守上または工事にやむを得ない場合
 - ③ 接続事業者およびアプリケーション提供元の都合による場合
 - ④ その他技術上または当社の業務の遂行上やむを得ない場合
- (2) 前項に定める本サービスの全部もしくは一部の中断によって生じたお客さまの損害について当社は一切責任を負わないものとします。

第8条 (本サービスの利用停止)

- (1) 当社は、お客さまが次の各号に該当するときは、直ちに本サービスの利用を停止することがあります。
 - ① 本規則第6条(禁止事項)の定め違反したとき
 - ② 本サービスご契約時に虚偽の申告をしたとき
 - ③ 前各号のほか、本規則に反する行為であって、本サービスに関する当社の業務の遂行に支障を及ぼし、または及ぼすおそれのある行為をしたとき
 - ④ その他当社が不適切と判断したとき
- (2) 前項に定める本サービスの利用停止によって生じたお客さまの損害について当社は一切責任を負わないものとします。

第9条 (本サービスの廃止、変更および追加)

当社は、本サービスについて、その全部または一部の提供廃止、変更もしくは追加をすることがあります。なお、全部の提供廃止の場合には、お客さまと当社との間の本契約は終了するものとします。当社は、本サービスのその全部または一部の提供廃止、変更もしくは追加によって生じたお客さまの損害について一切責任を負わないものとします。

第10条 (お客さまの申し出による本契約の解約)

お客さまが本契約の解約を希望される場合は、当社指定の方法に基づき、お客さまからドコモに対し本契約の解約の申し出を行うものとします。

第11条 (名義変更等による本契約の終了)

お客さまが本サービスをご利用いただいている BB 接続機能の廃止があった場合、本契約は解約となります。

第12条 (BB 接続機能の承継)

FOMA サービス契約またはXi サービス契約の承継により、本サービスをご利用いただいている BB 接続機能の利用が承継される場合、本契約も同時に承継されるものとします。

第13条 (本規則の変更について)

当社は、当社の都合によりお客さまの承諾を得ることなく、本規則等を変更することができるものとします。この場合には、本サービスの提供条件等については、変更後の本規則等が適用されます。

第14条 (準拠法および合意管轄について)

本サービスおよび本規則の準拠法は、日本法とし、お客さまと当社の間で本サービスまたは本規則に関連して訴訟の必要が生じた場合は、東京地方裁判所を第一審の専属的合意管轄裁判所とします。

第15条 (附則)

本規則は、平成 22 年 12 月 1 日から実施します。
ドコモ・システムズ株式会社

ブラックベリーWebフィルタご利用細則 (BlackBerry Web Filter regulations)

1. アクセス制限サービスについて

アクセス制限サービスの概要は、以下のとおりです。

(1) サービス概要

- ① アクセス制限サービスは、本サービスを利用したインターネット上のサイトの閲覧を制限するサービスです。
- ② アクセス制限サービスをご利用いただくためには、別途当社の定めるところに従い、サービス利用の申込みが必要となります。また、アクセス制限サービスの解約についても、別途当社の定める方法に従うものとします。

<アクセス制限サービス>

アクセス制限サービスは、インターネット上のサイトのうち、下記に定めるカテゴリに該当すると判断してネットスター株式会社が指定したサイト(第三者機関(EMA 等)が閲覧可能と認定したサイトは除きます)の閲覧を制限するサービスです。また、サイトの閲覧にあたり、閲覧するサイトの URL が IP アドレス(※1)の場合にも閲覧が制限されます。なお、アクセス制限サービスは、ネットスター株式会社により提供された URL データベースに登録されている URL 情報に基づきサイトの閲覧を制限するものであり、サイトの内容を個別に確認し、閲覧を制限するものではありませんので、カテゴリに該当する全てのサイトの閲覧が制限されるものではありません(※2)。

【閲覧制限の対象となるカテゴリ】

- 不法(違法と思われる行為、違法と思われる薬物、不適切な薬物利用)
- 主張(軍事・テロ・過激派、武器・兵器、告発・中傷、自殺・家出、主張一般)
- アダルト(性行為、ヌード画像、性風俗、アダルト検索・リンク集)
- セキュリティ(ハッキング、不正コード配布、公開プロキシング)
- ギャブル(ギャブル一般)
- 出会い(出会い・異性紹介、結婚紹介)
- グロテスク(グロテスク)
- オカルト(オカルト)
- コミュニケーション(ウェブチャット、掲示板、IT 掲示板、SNS・ブログ)
- 成人嗜好(娯楽誌、喫煙、飲酒、アルコール製品、水着・下着・フェチ画像、文章による性的表現、コスプレ)

※1 IP アドレスとは、インターネット上のコンピュータ(サーバ)を特定する番号で、32 ビットの数字からなるものです。

※2 一般サイトを検索する検索サイトをご利用の場合、検索サイトの検索結果からサイトへアクセスする仕組みによっては、閲覧制限の対象とならないことがあります。

(2) ご利用上の注意

- ① アクセス制限サービスのご利用中は、お客さまがインストールしたアプリケーションが動作しなくなる場合があります。
- ② 50M バイトを超えるサイトの閲覧を制限いたします。
- ③ アクセス制限サービスは、HTTP 通信のみを対象とし、Secure Sockets Layer 通信は対象外とします。
- ④ アクセス制限サービスは、いかなる場合においても完全な機能を果たすことを保証するものではありません。
- ⑤ 当社は、アクセス制限サービスがお客さまの利用される端末に影響を及ぼさないことを保証するものではありません。

(3) 未成年者のお客さまによるご利用

- ① お客さまが未成年者の場合、お客さまご自身のほか、お客さまの法定代理人によりアクセス制限サービスの申込みおよび解約の申し出を行っていただくことができます。
 - ② お客さまが未成年者の場合、お客さまご自身によるアクセス制限サービスの解約の申し出の際には、お客さまの法定代理人の同意書を確認させていただく必要があります。
- (4) その他
アクセス制限の対象となるカテゴリおよびサイトは、追加、削除または変更する場合があります。

2. ご利用の際の注意事項

お客さまが本サービスをご利用いただくための端末、OS、アクセスするサイト、インストールするアプリケーション等、OS、アクセスするサイト、インストールするアプリケーション等の提供元がお客さまに提供するものです。そのため、当社はこれらの端末、OS、サイト、アプリケーション等につき、お客さまに対し一切責任を負わないものとします。そのため、端末、OS、アクセスするサイト、インストールするアプリケーション等の提供元および動作の状況についてはお客さまにおいて十分にご確認いただくとともに、以下の事項にご注意の上、本サービスをご利用ください。

お客さまが閲覧されるサイトによっては、ご利用されるお客さまを特定するあるいはお客さまの属性等の情報に応じたサイトを表示する等のために、以下の情報をお客さまがサイトを閲覧する際に情報等の提供者等にインターネットを経由して通知される場合があります。

- 1) ユーザーエージェント(端末の機種名等)
- 2) 端末情報(端末の製造番号やドコモ UIM カードの製造番号)
- 3) アプリケーションに入力された情報
- 4) 端末内に登録された情報
- 5) 位置情報
- 6) Cookie(※1)によりお客さまの端末に保存された情報
- 7) お客さまがサイトを閲覧する際に、当該お客さまが直前に閲覧していたサイトの URL に関する Referer 情報(※2)

※1 Cookie とは、サイトを提供する情報等の提供者またはその他の者が、サイトへの閲覧日時、閲覧回数等、お客さまに関する情報をお客さまの携帯電話機に送信して、お客さまの携帯電話機に保存しておく仕組みです。Cookie の設定を「有効」にした場合、情報等の提供者またはその他の者から Cookie を利用して送信されお客さまの携帯電話機に保存された情報が、次回以降当該サイトを閲覧したときに当該サイトの提供者である情報等の提供者またはその他の者に対して送信される場合があります。
Cookie の設定を変更されたい場合は、お客さまご自身でお客さまの端末またはブラウザの設定を変更してください。

※2 Referer 情報とは、お客さまが情報等の提供者またはその他の者のサイトを閲覧する際に、お客さまが直前に閲覧していたサイトの URL に関する情報をいいます。

Please check the FAQ page before contacting us.

Q-1 I forgot my email password.

- A-1** **For BlackBerry email account:** 1. Press "Edit" for the BlackBerry email account.
2. Press "Forgot Password?" 3. Enter the answer for your secret question and press "OK".
Your password will be sent.
For ISP email accounts: Contact your email service provider.

Q-2 I forgot my log in password and user name for my BlackBerry Internet Service user account.

- A-2** If you forget your log in password, it will be sent to a PC.
Procedure: 1. Click "Forgot Password?" at the log in screen on a PC.
2. Enter your user name or PIN and click "Request Password".
3. The information will be transmitted and your password will be sent.

Contact **docomo Information Center** if you forget your user name.
 ◎ **From mobile phones:** ☎ 0120-055-250 (toll free)
 ◎ **From DOCOMO mobile phones (no area code):** 151 (toll free, in Japanese only)
 ◎ **From landline telephones, etc.:** ☎ 0120-800-000 (toll free, in Japanese only)

Q-3 I cannot receive email. For BlackBerry Internet Service, the email account icon is not displayed. How do I display it?

- A-3** Please try to send service book. Please refer to "Send service books" on P.28 for BlackBerry® Bold™ 9900 or on P.37 for other BlackBerry® devices.

Q-4 Can I use an existing i-mode email address (@docomo.ne.jp) in sp-mode? Can I use an existing sp-mode email address (@docomo.ne.jp) in i-mode?

- A-4** Yes. When making a contract for sp-mode when canceling i-mode, the existing email address is automatically enabled.
When making a contract for i-mode when canceling sp-mode, the existing email address is automatically enabled.

Q-5 I forgot my BlackBerry ID log in password and user name.

- A-5** If you forget your log in password, it can be reissued.
Procedure: 1. Click "Forgot Password?" at log in screen.
2. Enter your BlackBerry ID user name. 3. Enter the registered answer for your secret question when creating your BlackBerry ID. Your password will be sent.
• If you forget your user name, it cannot be reissued. You need to create a new BlackBerry ID.

Q-6 Can spam email prevention be configured for an i-mode email address (@docomo.ne.jp) with my BlackBerry device?

- A-6** You can set spam mail prevention for sp-mode from the docomo service portal.
Please refer to "How to spam email prevention" on P.43

Q-7 I cannot send/receive emails after initializing (deleting security) my BlackBerry device.

- A-7** You must switch the device. Validate your previous email address. Please refer to "Switching devices" on P.27 for BlackBerry® Bold™ 9900 or on P.36 for other BlackBerry® devices.

Q-8 Can I display Flash images and play back flash videos and YouTube videos full-screen?

- A-8** No. Flash images and videos cannot be displayed. • Flash is not compatible.
However, you can watch YouTube videos when using Wi-Fi.
• Some videos cannot be watched.

Q-9 Is there a setting for not sending "Request a read receipt for this message"?

- A-9** Yes. Please refer to "Setting up delivery confirmation" on P.53.

Q-10 Can I view and save attached document files (PDF, Excel, Word, PowerPoint, etc.) and music files on the device? Can I save to a microSD™ card?

- A-10** Yes. You can view and save attached files on the device. Also, you can save to a microSD™ card. **Procedure:** 1. Open the email screen, press the "Menu key" and select "Open attachment". 2. The list of attached files is displayed. Press the "Menu key" again.
3. Select "Open attachment" to view. Select "Download attachment" to select a destination where you want to save the file.

Q-11 The "Email Settings" icon is not displayed.

- A-11** **Procedure:** 1. Press "All" in the Navigation bar.
2. Press "Options" → "Device" → "Advanced System Settings" → "Host Routing Table".
3. Press "Menu key", then press "Register Now".
4. A message confirming registration will be sent.

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Expand your world with BlackBerry®

New BlackBerry's services.



BlackBerry App World™

Dedicated application store for BlackBerry

With BlackBerry App World™ on your BlackBerry® smartphone, it is easy to discover apps, themes and games. You can quickly find apps, filter searches based on app ratings and even request apps from friends.



BlackBerry® Messenger

Communicate with BlackBerry smartphones in real time

Communicate with BlackBerry smartphones in real time. BlackBerry® Messenger is a dedicated instant messenger for BlackBerry smartphones. Even better than email, it offers communication in real-time. Share photos and data, including voice recordings and calendars with group members by using the group function for BlackBerry® Messenger.



docomo site for BlackBerry

Portal site exclusively for BlackBerry users (Japanese only)

Display the portal site by pressing the "docomo site for BlackBerry" icon. It introduces various work and lifestyle information in addition to BlackBerry services. This lets you stay abreast of news and weather forecast on a real-time basis.

URL : <http://smartphone.nttdocomo.co.jp/m/>

For devices other than BlackBerry® Bold™ 9900 and BlackBerry® Bold™ 9780, press the "Internet Browser" icon to display the portal site.

