

Getting started

BlackBerry paging is an add-on to the basic BlackBerry™ email service. You must be a subscriber to the BlackBerry Paging Service for these functions to work.



Note: For security reasons, you must change your personal access code from the default. Refer to “Configuration” on page 3 for more information.

Paging personal identification numbers

When you subscribe to BlackBerry paging, you are provided with two paging numbers: a seven-digit paging personal identification number (PIN), and a ten-digit Internet paging PIN. Note that these are different from your handheld PIN. The appropriate PIN is specified in the corresponding sections below.

Sending a page

There are several ways to page someone’s handheld:

- numeric dial-up
- email
- Internet
- telelocator alphanumeric paging protocol (TAP)

Numeric dial-up paging

This is the most common paging method. Callers dial a toll-free number to reach the Basic or Enhanced paging service.

Using basic service

1. Dial **1-877-572-4322** on a touch-tone phone.
2. After the welcome greeting, press **1**.
3. Type your seven-digit paging PIN.
4. After the custom greeting, type a numeric message using the telephone keypad.

Using enhanced service

1. Dial your personal toll-free number on a touch-tone phone.
2. After the custom greeting, leave a voice message or type a numeric message with the telephone keypad.

Email paging

You can page someone over email using the address *ten-digit Internet Paging PIN@pagebb.net*. Email pages arrive on your handheld as a new message to which you cannot reply.

Internet paging

Messages can be sent through an Internet interface. On the www.blackberry.com web site, go to the **Support** section. Select **BlackBerry Paging** and then click **Send a page to a BlackBerry handheld** and follow the on-screen instructions. Always use the ten-digit Internet paging PIN to page people over the Internet.

TAP

Telelocator Alphanumeric Paging is a protocol that enables messages to be delivered over a modem using special software on a computer. The TAP client must be configured according to the following parameters:

Phone Parameters: 1-877-766-6670 or 1-416-462-4770

Modem Parameters:

Data Rate: 2400

Data Bits: 7

Parity: E

Stop Bits: 1

Use the seven-digit paging PIN when you specify the recipient.

Receiving a page

Pages are received directly on your BlackBerry handheld, and are not redirected from your desktop email program. You do not see incoming pages in your desktop email Inbox. Pages are one-way and cannot be replied to from your handheld.

Using the basic service

To receive numeric messages using the basic paging service, verify that you are in a wireless coverage area and that pages are delivered to your handheld shortly after they are sent.

Using the enhanced service

If you subscribe to the enhanced paging service, you can receive both numeric and voice mail messages to your paging account. The message **NEW VOICEMAIL** is sent to your handheld when a new voice mail message is recorded in your paging mailbox.

To listen to voice mail messages

1. Dial your personal toll-free paging number on a touch-tone phone.
2. During your custom greeting, press 0.
3. Type your access code. (You receive a default access code in a welcome message when your account is activated).
4. Use the following commands to manage messages in your paging mailbox.

Phone key	Action
2	delete last message
3	listen to newest message
4	listen to oldest message
5	replay message
6	play all messages
7	play time and date of messages
9	restore deleted messages
0	skip back two to five seconds
*	help menu

Message size

Pages are limited to a maximum of 200 characters. Messages that exceed this length are truncated before they are delivered to your handheld.

Coverage

Your handheld can be paged whenever it is in a wireless coverage area. If you are outside a wireless coverage area, incoming messages are stored on the wireless network and are forwarded to your handheld when you return to an area of wireless coverage.

Configuration

Your paging service can be customized with a secure access code and, depending on the service purchased, a personal greeting.

To configure your account

1. Dial your paging number on a touch-tone phone.
2. During your greeting, type 0.
3. Type your access code.
4. Use the following commands to configure your paging service.

Phone key	Action
1, 1	change personal greeting
3, 0	start recording
1	stop recording
4, 0	play greeting
1, 7	type access code menu
3	change access code (four to eight-digits long)
#	confirm new access code
4	play back to access code

Notification on the handheld

You can control how you are notified of incoming pages and important messages. Upon receipt, pages are flagged as high priority, indicated by an exclamation mark beside the page on the Messages screen.

You can customize your RIM 950 Wireless Handheld™, RIM 957 Wireless Handheld™, RIM 850 Wireless Handheld™ or RIM 857 Wireless Handheld™ to notify you of these priority messages in a particular manner.

To be notified of priority messages only

1. On the Home screen, click the **Profiles** icon. The Profiles screen appears.
2. Select your current profile. On the Profiles screen, **(On)** appears beside the current profile.
3. Click the trackwheel to view the menu. Click **Edit**.
4. Select the **Level 1 Messages** item and click the trackwheel to view the menu. Click **Edit**.

5. In the field that you want to set, press the **Space** key until the preferred option appears.
6. After you set the fields for this item, click the trackwheel to view the menu. Click **Save**.
7. Click the trackwheel to view the menu. Click **Close**.

 **Note:** If, on the Message List Options screen, you set the **Consider PIN Level One** field to **Yes**, you are notified of PIN messages the same way that you are notified of pages. Refer to the *Handheld User Guide* for more information on notification profiles.

Organizing your pages

You can customize searches on your RIM 950™, RIM 957™, RIM 850™ or RIM 857™ to find specific messages on the Messages screen. You can save the terms of your search and assign them a shortcut key for future use. By creating a search specifically for incoming pages, you can find all of the paging messages on the Messages screen easily.

To create a customized search

1. On the Home screen, click the **Search Messages** icon. The Search Messages screen appears.
2. In the **Name** field, type **BlackBerry**.
3. In the **Name In** field, press the **Space** key until **From Field** appears.
4. In the **Show** field, press the **Space** key until **Received Only** appears.
5. Click the trackwheel to view the menu. Click **Save**.
6. In the **Title** field, type a title.
7. In the **Shortcut Key** field, type a letter.
8. Click the trackwheel to view the menu. Click **Save**.

You now have a customized search for paging messages. On the Messages screen, press the **Alt** key and the shortcut key that you defined in your search. Your paging messages appear. To view all of your messages, press the **Backspace** key.

Support

Support is available by calling 1-877-255-2377, by emailing support@blackberry.com, or by visiting www.blackberry.com/support/index.shtml.

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