

Blackberry Troubleshooting Guide

No Telephone (Voice) or Data Service:

- ▶▶ Turn on your Blackberry.
- ▶▶ Use the trackwheel to move the cursor to the icon that looks like a radio tower (when your cursor is over this icon, the words, **TURN WIRELESS ON** will appear).
- ▶▶ Click the trackwheel (push it in) to turn on the radio. This radio must be on to send and receive messages.
- ▶▶ Check the coverage strength indicator  in the upper right corner of the Blackberry screen. If there is an X or the word **OFF** instead of the antenna icon, then the radio is not on. Try step two again.
- ▶▶ Any emails sent will stay in a queue and be delivered when the antenna has been turned back on.

Resetting your Device:

- ▶▶ **Soft Reset**
 1. From the handheld, press the **ALT + CAP + DELETE** keys at the same time. You will not lose any data in this process
- ▶▶ **Hard Reset**
 1. From the handheld, locate the **RESET** button on the back of the device, near the bottom. If you do not see the reset button, check under the battery cover. Look for a small hole with a label that says **RESET**.
 2. Using a pin or paper clip, press the **RESET** button. The device will restart. You will not lose any data in this process.
- ▶▶ **Reboot**
 1. Remove the battery from the back of the blackberry and wait 1 minute.
 2. Put the battery back in and turn the device on. You will not lose any data in this process.

If you need additional help to troubleshoot your Blackberry, contact the Pyron Help Desk and we will be happy to assist you.

PYRON Help Desk
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