

How do I delete messages from my Blackberry when travelling to and from the US?

Following on from the general notice concerning US Scrutiny of electronic devices, below is guidance on how to use the Delete Prior command to delete messages from your Blackberry. This process should be followed by all UK staff travelling to the US with a BlackBerry and be adopted as UK company policy.

The Delete Prior command removes all the messages on the BlackBerry device prior to and including the date selected. When the Delete Prior command is used on the device, messages are not deleted from your Outlook Mailbox.

Use the Delete Prior command

- In Messages on the BlackBerry device, highlight the date from which you want to delete all prior messages.
- Click the pearl/trackwheel and select **Delete Prior** from the menu. (If the Delete Prior command does not appear, select Full Menu which will display all commands.)
- Click **Delete**. All messages prior to and including this date are deleted.

You should then switch off your BlackBerry wireless until you have cleared US Customs. On switching on your BlackBerry only new messages sent after you used the Delete Prior command will be sent to you from the network.

The same procedure must be followed when leaving the US.

For further detailed illustrated instructions click [HERE](#).

BlackBerry

US Scrutiny of Electronic Devices BlackBerry User Guidance

For those BlackBerry users travelling to the United States, you **MUST** follow the instructions below to remove any messages from your BlackBerry before travelling to the US (Note that these instructions will only delete messages from your BlackBerry, not your Outlook mailbox):

1. On your BlackBerry device, go to **Messages**.

Either via the quick links on the left-hand side, if you have them.

Or via the desktop.

To display your BlackBerry mailbox.
2. Press the menu button to the left of the pearl, or click-in the wheel (depending on your device type), to display the menu and select **Options**.
3. Select **General Options**.
4. Set **Hide Filed Messages** to **No**.
5. Set **Hide Sent Messages** to **No**.

6. Press the **ESCAPE** key to the right of the pearl, or press the **ESCAPE** button below the wheel, to exit and save the changes.
7. Select **Save**
8. Press the **ESCAPE** key to the right of the pearl, or press the **ESCAPE** button below the wheel, to exit **Options** and return to your messages.

Note that within your messages view, sent messages have the tick icon against them and filed messages have a folder icon against them

9. Within Messages go to the top of your mailbox so that today's date is highlighted. Note:- Pressing the 't' key will take you to the top of your mailbox.
10. Press the menu button to the left of the pearl, or click-in the wheel (depending on your device type), to display the menu and select the **Delete Prior** option.
11. At the prompt to **Delete all prior items?** click the **Delete** button.
12. All messages will then be deleted from your BlackBerry. Your **Messages** will then display *** No Messages ***.

Note:- The **Delete Prior** option overrides your normal deletion options (usually set to **Prompt** or to delete from **Mailbox & Handheld**) and will only delete messages on your BlackBerry and not from your Outlook mailbox. Should you use any other method to delete messages you may be at risk of deleting messages from your Outlook mailbox as well.

13. Press the menu button to the left of the pearl, or click-in the wheel (depending on your device type), to display the menu and select **View Saved Messages**.
14. The **Saved Messages** will then be displayed. Note that at the top of the display, below the date and time, it says **Saved** to indicate you are viewing your saved messages. You may well have no saved messages, in which case no action is required. You can proceed to step 18.
15. Press the menu button to the left of the pearl, or click-in the wheel (depending on your device type), to display the menu and select the **Delete Prior** option.
16. At the prompt to **Delete all prior items?** click the **Delete** button.
17. All saved messages will then be deleted from your BlackBerry. Your **Saved Messages** view will then display *** No Messages ***.
18. Press the **ESCAPE** key to the right of the pearl, or press the **ESCAPE** button below the wheel, to return to the normal **Messages** view.
19. Press the **ESCAPE** key to the right of the pearl, or press the **ESCAPE** button below the wheel, to return to the desktop.
20. Either select **Manage Connections**.

or **Turn Wireless Off** (depending on your device type).
21. If **Manage Connections** was selected, in the **Manage Connections** dialog deselect the **Mobile Network** option.

22. Press the **ESCAPE** key to the right of the pearl to close the **Manage Connections** dialog and return to the desktop.
23. Your device will no longer receive any new e-mail or calendar updates. It should be noted that if the device is also your phone this will be disabled. Hence it is advisable to go through this procedure as close to your departure as possible. Note that in the top right-hand corner the signal indicator should now say **OFF**.

On Arrival in the US

After clearing US Customs the wireless can be turned back on to enable new mail and calendar updates to be delivered. To do this:

1. From the desktop, either select **Manage Connections**
or **Turn Wireless On** (depending on your device type).
2. If **Manage Connections** was selected, in the **Manage Connections** dialog select the **Mobile Network** option.
3. Press the **ESCAPE** key to the right of the pearl to close the **Manage Connections** dialog and return to the desktop.
4. The best wireless network should then be automatically selected. Note that in top right-hand corner the signal indicator should now say GPRS, EDGE or 3G.

Leaving the US

On return to the UK, the above process for deleting e-mail and disabling the wireless should be repeated.