

Resolving BlackBerry Browser Issues

By Stacy Ranta

Many users with a BlackBerry have experienced browser issues at one time or another. Either the browser icon disappears, or it simply won't load web pages. Fortunately, most browser issues can be resolved quickly and easily. The vast majority of BlackBerry browser issues can be traced to either lack of data connectivity or corrupt and/or missing service books.

Checking for Data Connectivity

The first step is to see if the BlackBerry is able to receive data and is logged onto the data network. In the top right or left corner of the main screen there should be a data symbol that says either 1XEV/1X for CDMA BlackBerries, or 3G/EDGE/GPRS for GSM BlackBerries. If the symbol is missing, the BlackBerry is not receiving data signal. There may not be any data service in your area. If it does have the symbol but the letters are lower case instead of capitalized, then the BlackBerry is able to detect a data network, but is not able to log in.

The Soft Reset

The first thing to try to resolve this issue is to remove the battery for approximately 10 seconds and reinsert it. This step alone fixes a large number of minor issues with BlackBerries, which are not limited to just browser problems. Once the BlackBerry is back on, check for the data symbol. If the symbol is back but still shows lower case letters, contact the cellular provider. If the symbol shows capital letters, try testing the browser by viewing a web page.

Deleting the Service Books

If the symbol is capitalized but the browser still will not open web pages, then it's time to move on to deleting the service books. Open the menu on the BlackBerry. On older BlackBerries with trackwheels, this is done by holding the alt or half moon key and clicking on the trackwheel. Newer BlackBerries with trackballs have a dedicated menu button with the BlackBerry logo on them. Click the options or tools icon, then click advanced options. Select the service books and delete these items by opening the menu again, then scrolling down to delete and clicking on the trackball/wheel.

- BlackBerry Internet Browsing Service
- IPPP for BIBS
- Browser Configuration for 5 Click

Restoring the Service Books

There are two ways for the BlackBerry user to restore the service books from the device, or they can be restored from the BlackBerry Internet Service (BIS) web page on a

computer. Note if the BlackBerry is on a call, it will not receive the reply message or new service books until the call is ended.

To restore the service books from the phone, hit the cancel button or back arrow key once the service books are deleted to return to the advanced options screen. Click on host routing table, then open the menu again. There should be an option called register now. Click on it, and a screen will appear stating the registration message has been sent. Click the OK button and return to the main screen by clicking the cancel or back arrow key several times. It is normal for the browser icon to be missing. Check the messages folder to see if the BlackBerry received a registration message reply from the BlackBerry network.

If the BlackBerry is receiving email through the BIS, it is also possible to resend the service books from the BIS web page using the phone or a computer. From the phone, enter the email settings icon from the main screen. Enter the username and password for the BIS account if one was set up and click on log in. Then click on the send service books link. From a computer, log into the BIS account, click on the service books listing on the left, and click the send service books button. The BlackBerry should receive the message stating email services have been enabled.

When to Get Help

In any case, the Browser icon should reappear shortly. Contact the cellular provider or IT department if

- The Browser icon does not reappear after several minutes.
- The Browser icon does reappear but it still cannot load web pages.
- There is no registration message reply received.

By soft resetting or deleting and resending the service books, most BlackBerries with browser issues can be back up and browsing the web within a few minutes.