

Low memory management process:

With any multimedia capable handheld device, memory management is a must. This is due to the limited amount of available internal memory supplied by these devices. Unlike some handheld OS's, Blackberry's internal memory is responsible for housing not only the OS, but any other media or applications that are stored, installed or running. The following steps will help to alleviate and avoid "low memory" situations.

1) Purchase a microSD Card

Blackberry's storage memory and application memory are shared. By storing music, pics, or videos to external storage, instead of internal memory, the user will free up memory for stored and running applications. After the purchase of an external microSD Memory card, the user will need to first make sure that external memory is enabled, and that all existing and future storage media is configured to be saved to the microSD storage card.

Verify that the microSD card has been enabled

1. Scroll to and select the [Options icon](#)
2. Select **Media Card**
3. Verify or change **Media Support Card** to **ON**
4. Press the [Menu key](#), select **Save**
5. [Hard Reset](#) the BlackBerry

Set the microSD card as the default Media storage location

1. Scroll to and select the [Media icon](#)
2. Select the **Pictures icon**
3. Select **My Pictures**
4. Select **Camera**
5. User will be prompted a message "Media card detected. Always save pictures to media card"
6. Select **Yes**
7. Press the [Menu key](#), select **Save**
8. [Hard Reset](#) the BlackBerry

Delete any existing media to the the microSD card

1. Scroll to and select the [Media icon](#)
2. Press the [Menu key](#), select **Explore**
3. Select **Device Memory**
4. Select the folder **home**
5. Select the folder **user**
6. Select **Music**
7. Delete unwanted files by highlight the unwanted file or files and press the [Menu key](#)
8. Select **Delete**, and confirm by selecting **Delete** once more when prompted
9. Repeat this process for **Pictures**, **Ringtones**, **Videos**, and **Voice Notes** using steps 6-8
10. Press the [Menu key](#), select **Save**.
11. [Hard Reset](#) the BlackBerry

Move any existing media to the the microSD card

1. Scroll to and select the [Media icon](#).
2. Press the [Menu key](#), select **Explore**

3. Select **Device Memory**
4. Select the folder **home**
5. Select the folder **user**
6. Select **Music**
7. Move files to microSD storage card by highlighting the desired file or files and press the [Menu key](#)
8. Select **Move**, when prompted a move location press **up** until the **Media Card** folder is present
9. Press the Media Card from the menu, then select **open**,
10. Select the **Blackberry** folder, select **Open**
11. Select the **Music** folder and select **Open** or for repeating steps, select the appropriate media folder.
12. Press the [Menu key](#)
13. Select **Move Here**
14. Repeat this process for **Pictures, Ringtones, Videos, and Voicenotes** using steps 6-8 corresponding to the appropriate media
15. Press the [Menu key](#), select **Save**
16. [Hard Reset](#) the BlackBerry

2) Remove and reduce files that are unnecessary for normal operation

Freeing up as much storage memory as possible by removing and reducing stored data will help to alleviate low memory situations.

Reduce Allocated Media Memory

1. Scroll to and select the [Media icon](#)
2. Select the Pictures icon
3. Select the Device Memory icon
4. Press the [Menu key](#), select **Options**
5. Change the Device Memory Limit to 12MB
6. Press the [Menu key](#), select **Save**
7. [Hard Reset](#) the BlackBerry

Reduce Calendar Keep Appointments to 30 days or less

1. Scroll to and select the [Calendar icon](#)
2. Press the [Menu key](#), select **Options**
3. Scroll to and select **Keep Appointments**
4. Select the desired amount of time to keep appointments.
5. Press the [Menu key](#), select **Save**
6. [Hard Reset](#) the BlackBerry

Reduce the amount of time Messages are kept on the handheld.

1. Scroll to and select the [Messages icon](#)
2. Press the [Menu key](#), select **Options**
3. Select **General Options**
4. Scroll to and select **Keep Messages**
5. Select the desired amount of time to keep appointments
6. Press the [Menu key](#), select **Save**
7. [Hard Reset](#) the BlackBerry

Delete Unused Languages

Note: If deleting both the unused languages and the sample video wait to restart the device until both processes have been completed

1. Scroll to and select the [Options icon](#)
2. Select **Advanced Options**
3. Select **Applications**
4. Scroll to and highlight each of the unused languages under the Input Support and Language and Input Support subheadings
5. Press the [Menu key](#)
6. Select **Delete**
7. Select **Delete**
8. When prompted to Restart select No until all unused languages are deleted
NOTE: Repeat steps 4-8 until all unused languages are deleted then select Yes when prompted to restart
9. [Hard Reset](#) the BlackBerry

Delete Sample Video

Note: If deleting both the unused languages and the sample video wait to restart the device until both processes have been completed. The sample video is the pre-installed video for the blackberry and is ~2.2MB in size

1. Scroll to and select the [Options icon](#)
2. Select **Advanced Options**
3. Select **Applications**
4. Scroll to and highlight "Blackberry Sample Video"
5. Press the [Menu key](#)
6. Select **Delete**
7. Select **Delete**
8. When prompted to Restart select **Yes**
9. [Hard Reset](#) the BlackBerry

Change Call Log Options

1. Scroll to and select the [Phone icon](#)
2. Press the [Menu key](#)
3. Select **Options**
4. Select **Call Logging**
5. Select either **Missed Calls** or **None**
6. [Hard Reset](#) the BlackBerry

Clear Cache and Cookies

1. Scroll to and select the [Browser or Media Net icon](#).
2. Press the [Menu key](#)
3. Select **Options**
4. Select **Cache Operations**
5. Select **Clear History**
Note: Clear History will no longer appear once it has been selected
6. [Hard Reset](#) the BlackBerry

Clear Event Log

1. While holding the [ALT key](#) press "L" "G" "L" "G"
2. Press the [Menu key](#)
3. Select **Clear Log**

3) Methods and checks for maintaining healthy memory levels to avoid lock-ups and data loss

Check How Much Free Memory You Have

1. Scroll to and select the [Options icon](#)
2. Select [Status](#)
3. Scroll to File Free: XXXXXXXX Bytes
4. If memory is low (<10Mb) go to next steps

Close Open Applications

1. Press **ALT+Escape/Back Key**
2. Make sure you haven't left applications open
3. There should be 5 applications that are always open
4. Default 5: [Phone](#), [BBMessenger](#), [Browser](#), [Homescreen](#), and [Call log](#)
5. You may have other 3rd party applications that may have to run in the background, but most can be closed

Clear Cache and Cookies

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Delete unwanted Applications to free up Device Memory

By using your Desktop Manager, and Application Loader uncheck unwanted Applications or through the BB from the following steps for user installed applications

1. Scroll to and select the [Options icon](#)
2. Select **Advanced Options**
3. Select **Applications**
4. Scroll to and highlight the unwanted application
5. Press the [Menu key](#)
6. Select **Delete**
7. Select **Delete**
8. When prompted to Restart select **Yes**
9. [Hard Reset](#) the BlackBerry

Battery Pull ([Hard Reset](#))

Periodically pull out battery and leave out for 30 Seconds. Do this about once a week just for safety of possible memory leaks from 3rd party apps.