

How to Qualify Low Memory Situations

Please ensure that the customer is using the latest approved handheld software for their BlackBerry Smartphone.

Ensure that the customer has the Handheld Software installed on their PC. To verify within Desktop Manager click Help>About Blackberry Desktop Manager>Device Software Tab.

Please make note of the following.

1. On the BlackBerry go **Options>Status>File Free** and **File Total**. Divide these two values by 1024, so they're in Kilobytes. Record the values.

Status	
Signal:	-73 dBm
Battery:	65 %
File Free:	4190335 Bytes
File Total:	57278464 Bytes
PIN:	20654ABC
IMEI:	004401.13.199215.4

Ex File Free: 4190335 b / 1024 = 4092 Kb
Ex File Total: 57278464 b / 1024 = 55936 Kb

2. From within the **Status** screen, press the Menu(BlackBerry Logo) key, and select "Database Sizes". Record the Total Size field at the top of the screen.

Status	
Signal:	-89 dBm
Battery:	65 %
File Free:	4186431 Bytes
File Total:	57278464 Bytes
PIN:	20654ABC
IMEI:	004401.13.199215.4

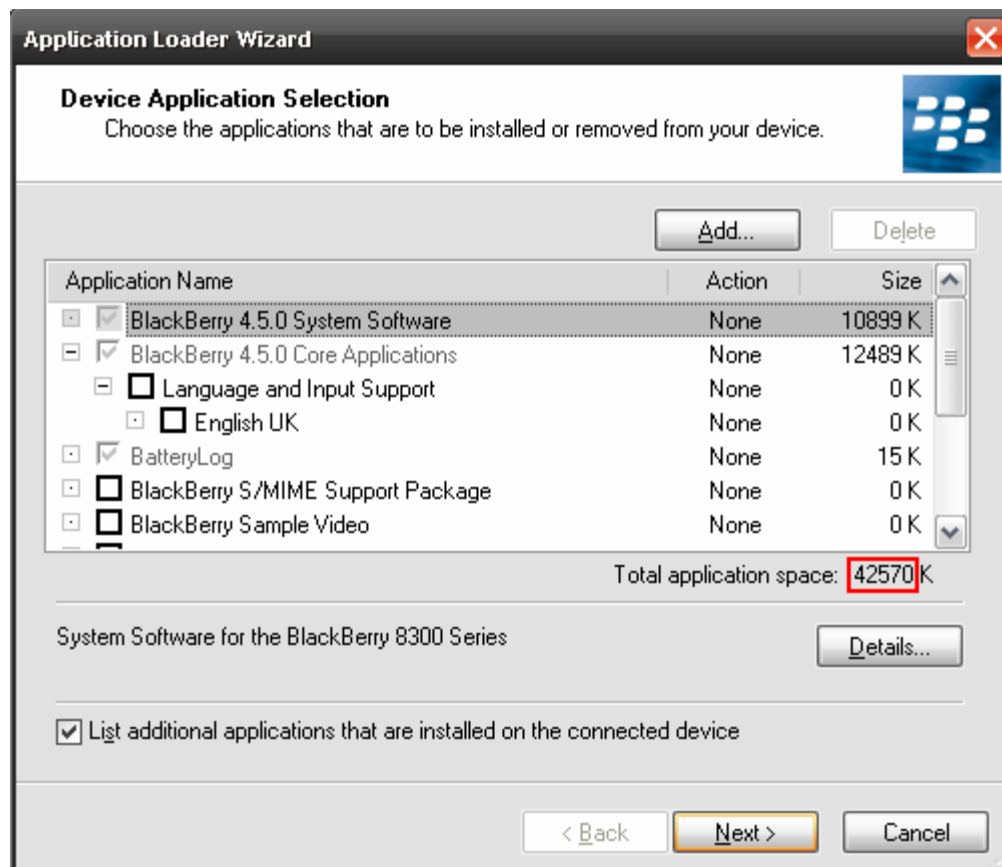
Database Sizes
Copy
Switch Application
Close

Database Sizes	
Total Size	4046.5K
Address Book	127/33.6K
Application Permissions	16/1.1K
Attachment Data	0/0.0K
AutoText	108/6.5K
Browser Bookmarks	5/1.2K
Browser Channels	5/21.3K
Browser Data Cache	26/174.3K

Ex 4046.5 K

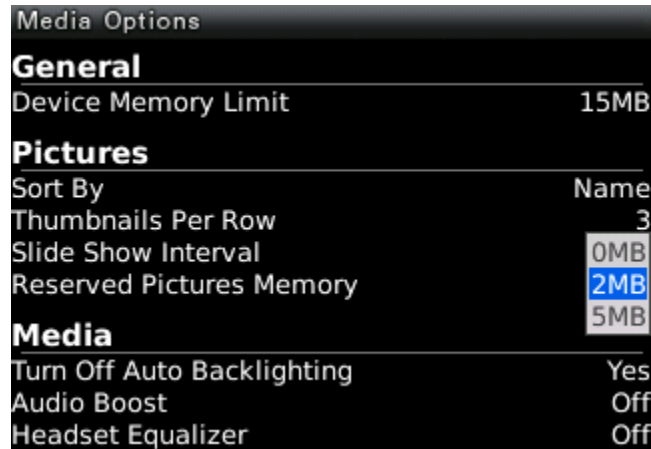
- Start Desktop Manager and open Application Loader. Click next on the Welcome screen, Connect the **BlackBerry** to the PC and allow Application Loader to detect it, you may be prompted to enter your password. Click Next. Once on the 'Device Application Selection' Screen. Ensure that the "List additional applications that are installed on the connected device". Record the value for "**Total Application Space**" at the bottom of the window.

**Please note that the Handheld Software must be installed on the PC for this to actually reflect the proper application space.



Ex. 42570 Kb

4. Make note of the amount of memory reserved for Pictures on BlackBerry smart phones that have integrated cameras. Open the **Media** Application. Press the Menu key. Select Options from the menu that pops up. **Multiply** the value for “**Reserved Pictures Memory**” by 1024 and record the value.



Ex $2 * 1024 = 2048$

5. **Add** the values for **Total Application Space**, **Total Size** and **Reserved Pictures Memory**.

Ex. $42570 + 2048 + 4046.5 = 48664.5$

6. Subtract that value from the value for **File Total**.

Ex. $55936 - 48664.5 = 7271.5$

7. If the difference between and the **File Free** listed in Options > Status and the calculated File Free is less than 5120 then refer the customer to KB14320 – “How to maximize Free Space and Battery Power on the BlackBerry Smartphone”.
http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB14320&licId=SAL_Public&dialogID=33747591&statId=0%200%2033743889

Ex. $7271.5 - 4092 = 3179.5$

Third Party Applications:

8. It is possible that a Third Party Application could be responsible for the consumption of all available memory. Please have the customer uninstall all third party applications from their device and monitor for a reoccurrence of a low memory situation. Prior to escalating to RIM's BlackBerry Technical support, please ensure that all Third Party Applications have been removed from the BlackBerry prior to the time that the low memory situation was experienced.
9. If the amount **remaining** is greater than 5120 amount for **File Free** obtained from the above in section #1, then this should be escalated to RIM's BlackBerry Technical Support teams.