

BB10 Help



User Guide

Contents

Getting started	11
Getting started	11
BBM	12
Add a contact	12
Start chatting	13
Change your status or profile	14
Socializing with groups	15
Managing contacts	17
Troubleshooting: BBM	18
BlackBerry ID	20
About BlackBerry ID	20
What's the difference between a BlackBerry ID username and a screen name?	20
Messages	21
About Messages	21
Adding and managing accounts	21
Messages icons	23
Viewing and searching your messages	23
Compose an email or social networking message	24
Managing messages	25
Messages tips	26
Messages options	27
Send a text message	28
Text message options	29
Delete a message	29
Troubleshooting: Messages	29
Contacts	31
About contacts	31

Adding contacts	31
Contact views	32
Changing contacts	32
Add a contact to your favorites	33
Contact someone	34
Add a custom ring tone for a contact	34
Search for a contact	34
Filtering contacts	34
Sort your contacts	35
Share a contact	35
Troubleshooting: Contacts	36
Calendar	37
About the Calendar	37
Add an email or social networking account	37
View your events	37
Find email and files associated with an event	38
Check who you're meeting with	38
Create an event	38
Change or delete an event	39
Calendar options	40
Troubleshooting: Calendar	41
Browser	42
Browsing the Internet	42
Bookmarks and history	45
Browsing safely	47
Troubleshooting: Browser	49
Ring tones, sounds, and alerts	51
Change your ring tone, sounds, or alerts	51
Silence your device except for calls	51
Set a custom ring tone or email alert tone for a contact	51
Turn off all sounds	52
Flashing LED	52

Troubleshooting: Ring tones, sounds, and alerts	53
Phone	54
Making a call	54
Using hearing aid mode	54
Using TTY support	55
Visual Voicemail	56
About Visual Voicemail	56
Video chat	57
About video chat	57
BlackBerry App World	58
Shop for apps, games, music, and videos	58
Pictures	59
Pictures app at a glance	59
Viewing your pictures	59
Edit a picture	61
Supported picture file extensions	61
Troubleshooting: Pictures	62
Videos	63
Videos app at a glance	63
Watching your videos	63
Supported video file extensions and codecs	65
Troubleshooting: Videos	66
Music	67
Music app at a glance	67
Playing your music	67
Creating playlists and organizing your music	69
Tips: Music	70
Troubleshooting: Music	71

Camera	72
Camera app at a glance	72
Taking pictures and recording videos	72
Using Time Warp	73
Camera options	74
Troubleshooting: Camera	75
Media sharing	76
About sharing media	76
Sharing, playing, and viewing media files over a Wi-Fi network	76
Documents To Go	78
Getting started with Docs To Go	78
Using Word To Go	79
Using Sheet To Go	80
Using Slideshow To Go	81
Print To Go	84
Getting started with Print To Go	84
Managing your folders with Print To Go	85
Managing your documents with Print To Go	85
Adobe Reader	87
Reading a document in Adobe Reader	87
Games	88
Create your profile	88
Add a friend	88
Add a game	88
Favorite a game	89
Viewing and comparing stats	89
FocalPoint	90
Collecting and organizing tasks, notes, and more with FocalPoint	90
Adding a notebook and an entry to FocalPoint	90
Changing a notebook or entry in FocalPoint	92

View entries that share a tag	92
Search FocalPoint	93
Share a FocalPoint entry over email or BBM	93
FocalPoint options	93
Troubleshooting: FocalPoint	94
Clock	95
Set an alarm	95
Changing your alarm options	95
Using the stopwatch	96
Setting the timer	97
Add a city to the world clock screen	97
Maps	99
About Maps	99
Finding a place	99
Get turn-by-turn directions	100
Favourite places	101
Add a place to a calendar event	102
Share a map or place	103
View your recently visited places	103
View a contact's address on a map	103
Changing options for Maps	104
Troubleshooting	105
Compass	106
About the compass	106
Using the compass	106
Changing settings for the compass	107
Troubleshooting: Compass	107
GPS technology	108
About GPS	108
Connections	109

Wireless coverage indicators	109
Turn on or turn off a wireless connection	109
Turn on airplane mode	109
Connect your device to an HDMI display	110
Mobile network	110
Wi-Fi	111
Mobile Hotspot mode	113
Internet tethering	114
Bluetooth	114
NFC	114
Security	116
Finding and protecting a lost device	116
More security content coming soon	116
Display	117
Change your backlighting	117
Change your font size	117
Set a picture as your wallpaper	117
Change your display language	117
Connect your device to an HDMI display	118
Battery and power	119
Battery and power	119
Keyboard and typing	120
Show or hide the keyboard	120
Type an uppercase, accented, or symbol character	120
Copy or delete text	120
Change typing options	120
Check spelling	121
Troubleshooting: Keyboard and typing	121
Language	122
Change your input or display language	122

Changing your input language as you type	122
File Manager	123
Viewing files	123
Managing your files	123
Transferring files	125
Using cloud services	126
Working with zip files	127
Organizing apps	129
Delete an app	129
Search	130
Search your device	130
Use voice enabled search	130
Filter your search results	130
Change your search settings	131
Search your email messages	131
Google Talk	132
Chat with friends	132
Change your status or profile	133
Add a friend	133
Sign out	134
Troubleshooting: Google Talk	134
Yahoo! Messenger	136
Start a conversation	136
Change your status or profile	137
Add a contact	137
Sign out	138
Troubleshooting: Yahoo! Messenger	139
Windows Live Messenger	140
Start a conversation	140
Change your status or profile	141

Add a contact	141
Sign out	142
Troubleshooting: Windows Live Messenger	143
Storage space and media card	144
Storage space and media card	144
Accessibility	145
Find your accessibility settings	145
Change your font size	145
Turn on Global Zoom	145
Use grayscale or reverse contrast for the screen display	146
Use the BlackBerry screen reader	146
Turn on or turn off event sounds	146
Add or delete a contact alert	147
Change how you answer calls with a headset	147
Using hearing aid mode	147
Using TTY support	147
Legal notice	148

Getting started


Getting started

Content coming soon.

BBM

Add a contact

You can add contacts to BBM by scanning their BBM barcodes. You can also add contacts by typing someone's contact information, by selecting a contact from your address book, or by using BlackBerry Tag (if supported).

1. Tap  > **Invite to BBM**.
2. Tap the **Scan to Invite** icon.



Add a contact by typing

1. Type in the field or tap the **Plus** icon to find contacts in your address book.
2. Tap **Send**.

Show your BBM barcode

1. Tap your picture or display name.
2. Tap **Barcode**.


Cancel an invitation

1. Tap  >  > **Sent**.
2. Touch and hold an invitation.
3. Tap **Delete Invitation**.

Start chatting

Chat in real-time with your BBM contacts and know when someone has read your message in BBM. Share pictures, voice notes, your location, or other files that are at your fingertips.

Tip: Want to share something with multiple contacts? Send a broadcast message to let your contacts know your news at the same time, or start a multiperson chat to make decisions faster.

1. Tap .
2. Tap a contact.

Send a file or Ping someone

1. Touch and hold the chat field.
2. Tap **Send File** or **Ping**.

Peek at your chats

While in a chat, you can quickly peek at your other chats.

Slide your finger in from the left of the screen.

Change the order of emoticons

The emoticons that you frequently use appear at the top of the emoticon panel.


Touch and hold an emoticon and drag it into place in the top row.

Send a broadcast message

Tap  > **New Broadcast Message**.

Invite others to a chat

At the bottom of a chat, tap the **Invite Others** icon.

Tip: To start a fresh chat from your contact list, touch and hold a few contact names. Tap  > **New Multiperson Chat**.

Change your status or profile

Let your BBM contacts know what you're doing by changing your name or status. If you have a status that you use often, such as when you're going on vacation, you can save it to use again later.

1. Tap your picture or display name at the top of the screen.
2. Type a status message in the **Personal Message** field.
3. If you want to appear as Busy, tap **Status > Busy**.

Save a status for later

Tap the **Status** field > **Edit Status Messages** > **Add New**.

Change your display picture

You can change your picture to suit your mood or show what you're doing.


1. From your profile, tap your picture.
2. Tap **Replace** or **Edit**.

Socializing with groups


Create a group

Stay connected with a group of people by sharing lists, appointments, pictures and more. Members of a group don't necessarily need to be one of your contacts; someone else can invite a contact to join the group.

When you create a group, you automatically become an administrator for the group.

1. Tap  > **New Group**.
2. Complete the fields on the screen.
3. Choose a picture for the group.
4. Tap **Save**.

Add lists, events, and pictures

1. Tap .
2. Tap the item you want to add to the group.


View recent group activity

Tap  > .

Add members

You can add members to a BBM group by typing someone's contact information, or by selecting a contact from your address book. You can also add members by scanning their BBM barcodes.

Tip: To see the current members of a group, tap the group picture or name at the top of the screen.

1. Tap  > **Invite**.
2. Type the contact's information or tap the **Scan to Invite** icon.

3. Tap **Send**.

Group administrators

Administrators of a group can control group membership, update the group's profile picture or name, and even disband the group and delete all of the shared data. Whoever creates the group automatically becomes an administrator. Additional admins can be added after that.

You can ask an admin to make you an admin; otherwise, you'll need to know the administrator password to become an admin for the group.

1. Tap the group picture or name at the top of the screen.
2. Tap **Administration**.

Become an admin

1. Beside the **Administrator Password** field, tap **Enter**.
2. Type the password.
3. Tap **Enter**.

Make someone an admin

1. Beside the **Administrator List** field, tap **Edit > Add**.
2. Select one or more members.
3. Tap **Add**.

Set an admin password

Beside the **Administration Password** field, tap **Set**.

Leave a group

Content in the group is only removed from BBM on your BlackBerry device. Other members continue to see items you've shared, including pictures and lists.


If you're an administrator for the group, you can also choose to delete the group and all of its data.

1. Touch and hold a group name.
2. Tap **Leave Group**.

Managing contacts

Create a contact category

If you have a lot of contacts, or just some that you want to be able to get to faster, consider organizing your contacts into categories.

1. Tap  > **Contacts**.
2. Scroll down and tap **Add New Category**.



View someone's profile

You can view contact details and previous status messages from someone's profile. You can also view and download the apps your contacts have connected to BBM, start a video chat, or rename your contacts.

1. Touch and hold a contact's name.
2. Tap **View Profile**.

Note: A purchase or subscription might be required from the BlackBerry App World storefront before you can use some apps.

Hide updates for a contact or group

1. Tap  > .
2. Touch and hold a contact's name.
3. Tap **Hide Updates**.

View recent BBM activities

You can see a list of recent updates across your BBM contacts and groups, review any pending add or application invitations, and comment on someone's latest status.

1. Tap .

2. Tap  or  .

Delete a contact

1. Touch and hold a contact's name.
2. Tap **Delete** <contact name>.

Troubleshooting: BBM

I can't add a BBM contact

The person's BlackBerry device might be turned off, the person might not have responded to your invitation, or the person might have ignored your invitation.

To view your pending invitations, do these steps:

1. Tap  >  .
2. Tap **Sent**.

An app keeps prompting me


Applications might ask for permission to connect to BBM. If you grant permission, you can chat from within the BBM connected app, update your status, and share your activities and achievements on your BBM profile.

To change your options for BBM connected apps, do these steps:

1. In the Settings app, tap **Application Permissions**.
2. Tap the app's name.
3. Change the options. For example, limit certain actions or disconnect the app.
4. Tap **Save**.

I accidentally blocked an invitation

1. Swipe down from the top of the screen.

2. Tap  .
3. Beside the **Blocked Contact List** field, tap **Edit**.
4. At the top of the screen, tap the invitation type.
5. Tap **Edit**.
6. Tap the **Delete** icon.

BlackBerry ID

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

If you previously created a BlackBerry ID, you must use it when you set up your new tablet or smartphone (instead of creating a new BlackBerry ID). You can log in to both a tablet and a smartphone using the same BlackBerry ID.

What's the difference between a BlackBerry ID username and a screen name?

Your BlackBerry ID username is the email address that you use when you log into products or services that use BlackBerry ID. The BlackBerry ID screen name is the name that appears when you submit app reviews in the BlackBerry App World storefront.

Messages

About Messages

The unified inbox on your BlackBerry device gathers all the messages that you receive from your different accounts into one convenient location. Receive and respond to email, text messages, or BBM chats all in the same place. Read your Twitter or Facebook messages, or send messages to your LinkedIn connections. It's all possible with the unified inbox.

Here are the types of messages that you can send and receive in the unified inbox:

- **Email:** You can add practically any existing email account to your device--both work and web-based email.
- **Text messages (SMS/MMS):** If text messaging is a part of your wireless service plan, you can find all of your text messages in the unified inbox.
- **Social networking:** Add a Facebook account to your device to receive notifications for messages, wall posts, likes, and comments and to send Facebook messages. Add a Twitter account to keep on top of your @mentions and to send direct messages. Add a LinkedIn account to stay in touch with important business connections.
- **BBM and instant messaging:** After you add an instant messaging account to your device, you can access your chats through the unified inbox.

Adding and managing accounts

Add an email or social networking account

1. On the home screen, swipe down from the top frame.
2. Tap the **Settings** icon > **Accounts**.
 - If you have accounts associated with your BlackBerry ID, tap **Select Accounts**. Select the accounts that you want to add.
 - If you haven't added an account yet, tap the type of account that you want to add.
 - If you've already added an account, tap **Add New Account**. Tap the type of account that you want to add.
3. Enter your user information for the account. Tap **Continue**.
4. Change any additional settings, such as synchronization settings.
5. Tap **Save**.

Add an email account using advanced settings

You might need to add some additional information about an email account to your device before you can send and receive email from that account. For example, if you're adding a Microsoft Exchange work email account to your device, you probably need to enter additional information, such as an enterprise activation password. Check with your administrator.

1. On the home screen, swipe down from the top frame.
2. Tap the **Settings** icon.
3. Tap **Accounts**.
 - If you haven't added an account yet, tap **Email, Calendar, and Contacts**.
 - If you've already added an account, tap **Add New Account**. Tap **Email, Calendar, and Contacts**.
4. Tap **Advanced**.
5. Tap the type of email account that you're adding.
6. Enter your account information.
7. Tap **Save**.

Change your accounts

You might change your accounts if you've changed the account password, or if you want the display name for your account to be different.

1. On the home screen, swipe down from the top frame.
2. Tap the **Settings** icon > **Accounts**.
3. Tap an account.
4. Make your changes.
5. Tap **Save**.

Delete an account

Content coming soon.

Messages icons

Email icons

Content coming soon.

Text messages icons

Content coming soon.

Viewing and searching your messages

Messages are at the core of your BlackBerry experience. Because of that, your messages are always available to you, no matter what you're doing on the device. From the Home screen, all you have to do is swipe to the left, and your inbox slides into view.

View messages by account or message type

By default, all of your messages appear in your inbox. If you just want to see messages from a particular account (for example, your Google Mail account) or by a type (for example, your text messages), filter them.

1. In your inbox, tap **Accounts**.
2. Tap the type of messages that you want to see.

To see all of your messages again, tap **Accounts > All**.

View filed messages

1. In your inbox, tap **Accounts**.

2. Tap an account.
3. Tap the **All** drop-down list.
4. Tap a folder.

View unread messages, flagged messages, or messages with attachments

1. In your inbox, tap the arrow at the top of the screen.
2. Tap **Flagged**, **Attachments**, or **Unread**.

To see all of your messages again, tap **Cancel** at the top of the screen.

Search for a message

Content coming soon.

Compose an email or social networking message

1. In the inbox, tap **Compose**.
2. Type an email address or a contact name.
3. Type your message.
4. Tap **Send**. To save the message as a draft, tap **Save**.

Reply to or forward a message

Content coming soon.

Add a BCC recipient to an email

Content coming soon.

Change text formatting in an email

Bold, italicize, and underline text; create ordered and bulleted lists; and change the font size and colors.

1. While composing a message, tap the **Format** icon. The formatting toolbar appears.
2. Apply any formatting that you want.

Managing messages

File a message

1. Touch and hold a message.
2. Tap **File**.
3. Tap a folder.

Flag a message

Flagged messages also appear in the Focal Point app, so that you can add due dates and notes to them.

1. Touch and hold a message.
2. Tap **Flag for Follow Up**.

Mark a message as read or unread

1. Touch and hold a message.
2. Tap **Mark Opened** or **Mark Unopened**.

Download, open, or share an image from an email

1. In a message, touch and hold an image.
2. Tap **Download**, **Preview**, **Open**, **Save**, or **Share**.

Save a message

Saved messages can be stored in your BlackBerry memory or on a media card.

1. Tap and hold a message.
2. Tap **Save**.

Messages tips

test structure

Check your upcoming events from your inbox

You can check your agenda in the Calendar, but if you're already in Messages, you can just stay where you are.

At the very top of your inbox, slowly drag down. Your upcoming events start to appear. The more you drag, the more you see.

Create a meeting from an email

When you create a meeting or event from an email, your BlackBerry device populates the meeting invitation with the subject line from the email. The recipients of the email become the invitees for the meeting or event.

1. Touch and hold an email.
2. Tap **Schedule a Meeting**.
3. Add additional information for the meeting.
4. Tap **Save**.

Add a sender to your contact list

1. In a message, tap and hold the sender's name or picture.
2. Tap **Add to Contacts**.

Messages options

Set an out of office auto message

Content coming soon.

Add a signature to an account

Content coming soon.

Turn on HTML email support

Content coming soon.

Change your default email address

Content coming soon.

Change how messages are displayed in your inbox

Content coming soon.

View single messages instead of conversation threads

Content coming soon.

Stop showing sent or filed messages in the inbox

Content coming soon.

Change the accounts that appear in your inbox

Content coming soon.

Change spell check settings for messages

Content coming soon.

Filtering email

Content coming soon.

Add an email filter

Content coming soon.

Change or delete a filter

Content coming soon.

Send a text message

Content coming soon.

Reply to or forward a text message

Content coming soon.

Attach a file to a text message

Content coming soon.

Add an emoticon to a text message

Content coming soon.

Text message options

Content coming soon.

Delete a message

Content coming soon.

Change how your device deletes messages

Content coming soon.

Troubleshooting: Messages

I can't see the recipients for a message

Content coming soon.

I'm not receiving my messages

Content coming soon.

I can't forward a text message

Content coming soon.

Contacts

About contacts

When you add contacts to your BlackBerry device, connecting with them is easy. The Contacts app is integrated with your Messages app, your Calendar app, and other apps, so you can quickly add contacts to relevant messages and events or share your photos and videos.

If you've added an email account or social networking account to your device, contacts from those accounts can appear in your contact list. It's simple to find the people that you want to connect with because your device automatically merges contacts who share first and last name, email addresses, or mobile phone numbers.

Adding contacts

Add an email or social networking account

1. On the home screen, swipe down from the top frame.
2. Tap the **Settings** icon > **Accounts**.
 - If you have accounts associated with your BlackBerry ID, tap **Select Accounts**. Select the accounts that you want to add.
 - If you haven't added an account yet, tap the type of account that you want to add.
 - If you've already added an account, tap **Add New Account**. Tap the type of account that you want to add.
3. Enter your user information for the account. Tap **Continue**.
4. Change any additional settings, such as synchronization settings.
5. Tap **Save**.

Add a contact

1. In the Contacts app, tap **New**.
2. Enter the information for the contact. For more information fields, tap **Add Field**.

3. Tap **Save**.

Copy contacts to and from your SIM card

Content coming soon.


Contact views

When you tap a contact, your BlackBerry device shows you lots of info about the contact. Some info is pulled from social accounts like Twitter or LinkedIn, and some is information that you have added. There are three tabs, or views, that you can tap through:

Details	This view shows you an overview of contacts' details: how to contact them, where they work, their birthday, and so on. You can tap on phone numbers or email addresses to start connecting with contacts.
Updates	This view shows you your contacts' most recent updates from social networking apps like Twitter and Facebook. If you have the contacts' work information, the Updates view also shows you news about their place of work. You can tap on an update to see it in a social networking app or the browser.
History	This view shows you past interactions with your contacts. Tap on any of the history events to go directly to that event on your device. You can also filter the types of activity that you see in this view.


Changing contacts

Add or change a picture for a contact

1. Tap a contact >  .
2. Tap the picture area.
 - To use a picture from a social app, tap one of the available pictures.
 - To take a picture to use, tap the **Camera** icon. Take a picture.


- To use a picture from your photo library, tap **Browse**.

Change info for a contact

1. Tap a contact >  .
2. Make your changes. If you don't see a field that you want, tap **Add Field**.
3. Tap **Save**.

Add a custom field for a contact

If the info that you want to add for a contact doesn't fit the provided fields, you can add a field with your own label.

1. Tap a contact >  > **Add New**.
2. Type a name for the new field.
3. Tap **Save**.

Delete a contact

1. Touch and hold a contact.
2. Tap the **Delete** icon.

Add a contact to your favorites

When you add contacts to your favorites, their pictures appear at the top of your contact list so that you can quickly connect with them. Your favorite contacts also appear in the phone app when you make a call.


1. In Contacts, tap and hold a contact.
2. Tap the **Star** icon.

Contact someone

1. Touch and hold a contact.
2. Tap how you want to reach the contact.

Add a custom ring tone for a contact

Assign a ring tone to a contact so that you know who's calling you before you look at your BlackBerry device.

1. Touch and hold a contact.
2. Tap  > **Add Field** > **Phone Ring Tone**.
3. Tap a ring tone.
4. Tap **Save**.

Search for a contact

Like other apps on your BlackBerry device, the Contacts app has a search feature that lets you quickly find the contact that you're looking for.

Tap the **Search** icon.


- To search contacts from your contact list, just start typing. When the contact appears, tap the contact.
- To search contacts from a remote address book (for example, your company's address book), type the contact's name. Tap **Search Remote Server**.


Filtering contacts

There are a couple of different ways to change who you see in your contact list.

View contacts by account

If you only want to see people who you can contact in a certain way (for example, through BBM), you can quickly filter your contact list. This is especially useful if you want to contact multiple people in the same way, for example, if you want to send a message to all of your Facebook contacts.

1. In the Contacts app, tap .
2. Tap the type of contacts that you want to see. For example, tap **BBM** to see only your BBM contacts.

To show all of your contacts again, tap  > **All Contacts**.

Hide a set of contacts

You can completely remove a type of account from your contact list. For example, if you mainly follow celebrities on Twitter, you might not want to see them in your contact list.

1. In the Contacts app, swipe down from the top.
2. Tap **Settings**.
3. In the **Accounts Shown in Contact List** section, clear the checkbox beside the account that you don't want to see.

Sort your contacts

Your contacts are originally sorted by first name, but you can also sort by last name or company.

1. In the Contacts app, swipe down from the top frame.
2. Tap **Settings**.
3. Change the **Sort Contacts By** drop-down list.

Share a contact

You can share a contact's details with others in .vcf format. This is like passing around a business card, but digitally.

1. In the Contacts app, touch and hold a contact.

2. Tap **Share a Contact**.

Troubleshooting: Contacts

My contacts weren't merged automatically

Your BlackBerry device automatically merges contacts when it's clear that those contacts are the same person (for example, they share the same first and last name, mobile phone number, BlackBerry ID, and so on). If you still see duplicate entries in your contact list, you can merge those contacts into one entry.

1. Tap a contact.
2. Tap the **Link** icon > **Add Link**.
3. Tap the contact that you want to merge.

My contacts' pictures change sometimes

If you're using a social networking app to pull in pictures of a contact, then your pictures change when the contact changes his or her profile picture in that app.

Calendar

About the Calendar

The Calendar on your BlackBerry device takes the calendar info from the email and social networking accounts that you've added and presents it to you in one place so that you can keep track of all your meetings, events, or deadlines.

You can view your Calendar by month, week, or day. In the day view, take advantage of the schedule view or an agenda view, and check who you're going to be meeting with throughout the day.

If you haven't added any accounts to your device, you can still use the Calendar to create and keep track of meetings, tasks, or events.




Add an email or social networking account

1. On the home screen, swipe down from the top frame.
2. Tap the **Settings** icon > **Accounts**.
 - If you have accounts associated with your BlackBerry ID, tap **Select Accounts**. Select the accounts that you want to add.
 - If you haven't added an account yet, tap the type of account that you want to add.
 - If you've already added an account, tap **Add New Account**. Tap the type of account that you want to add.
3. Enter your user information for the account. Tap **Continue**.
4. Change any additional settings, such as synchronization settings.
5. Tap **Save**.

View your events

You can switch between viewing your events by day, week, or month.

In the Calendar, do one of the following:

- To view events for a day, tap  . To switch between agenda and schedule view, tap the date at the top of the screen. Tap **Agenda** or **Schedule**.
- To view events for a week, tap  .
- To view events for a month, tap  . Numbers on the calendar are sized depending on the number of events booked for the day; the bigger the number, the more you have planned for the day. Tap on a day to see your agenda in a list at the bottom of the screen.

Tip: Try using the zoom in and zoom out gestures to see more or fewer details in any view. You can even zoom out to see up to six months at a time.

Find email and files associated with an event

Your BlackBerry device searches your data to find email and files that might be relevant to your event. For example, if you're meeting with people to review a document, your device might show that document.

1. In the Calendar, tap an event.
2. Tap **Email**.

Check who you're meeting with

In the calendar, do one of the following:

- To see who you're meeting with throughout a day, in the day view, tap **People**.
- To see who you're meeting with at a meeting or event, tap the event. Tap **People**.

Tip: Tap on any person to view their contact card.

Create an event

1. In the Calendar, tap **Create New**.

2. Enter the information for the event.
3. Tap **Save**.

Invite people to an event

Add participants to any event, either while you're creating the event, or after. If you've added a Microsoft Exchange work account, you can connect to the remote server to add people who aren't in your contact list.

In any event, tap the **Attendees** field.



- If the person you're adding is in your contact list, start typing a name. Tap the name from the list.
- If the person you're adding is a part of your organization, and you've added your work account to your device, tap the icon beside the field. Tap **Remote Server Lookup**. Start typing a name, and tap the name from the list.

Add conference call info to an event

Content coming soon.

Change or delete an event

If you're the organizer of an event, you can change or delete it.

1. In the Calendar, tap on an event.
2. Tap  .
 - To change an event, tap  . Make your changes. Tap **Save**.
 - To delete an event, tap **Delete**.

Calendar options

Change your default calendar

If you have multiple accounts with calendars on your BlackBerry device, when you create events, they are automatically added to the default calendar, which is linked to one of your accounts. If you're inviting contacts to the event, they receive the invitation from the account linked to your default calendar. You can change the calendar for an event while you're creating the event.

1. In the Calendar, swipe down from the top frame.
2. Tap **Settings**.
3. Tap the drop-down list at the top of the screen > **Accounts**.
4. Change the **Default Calendar** drop-down list.

Change the color for a calendar

Each calendar that you add to your device is assigned a color to help you differentiate between events. Customize the colors of your calendars to suit your taste.

1. In the Calendar, swipe down from the top.
2. Tap **Settings**.
3. Tap the drop-down list at the top of the screen > **Calendar Colors**.
4. Tap a calendar.
5. Tap a color.

Change options for events

Change the default length, reminder times, and snooze intervals for your events or meetings.

1. In the Calendar, swipe down from the top frame.
2. Tap **Settings**.
3. Tap the drop-down list at the top of the screen > **General Settings**.
 - To change how long your meetings are scheduled for, tap the **Default meeting duration** drop-down list, and select a new duration.

- To change the default reminder time for events, tap the **Default meeting reminder** or **Default all-day meeting reminder** drop-down list and select a new time.
- To change the snooze intervals, tap the **Reminder snooze** drop-down list and select a new snooze time.

Change how your calendar is displayed

1. In the Calendar, swipe down from the top frame.
2. Tap **Settings**.
3. Tap the drop-down list at the top of the screen > **General Settings**.
 - To change the view (day, week, or month) that is displayed when you open the calendar, change the **Default calendar view** drop-down list.
 - To change the day that the week starts on, change the **First day of the week** drop-down list.
 - To change your working hours, change the **Start** and **End** drop-down lists in the **Working Hours** section.
 - To use growing numbers to indicate the busyness of a day, change the **Indicator display type** drop-down list to **Growing numbers**.

Troubleshooting: Calendar

I can't sync my calendar

Check that you have turned on synchronization for your calendars. From the home screen, swipe down from the top. Tap **All Settings > Accounts**. Tap an account. Check that **Sync Calendar** is turned on.

I can't reply to or send meeting invitations

Check that you have added an email account that has an integrated calendar. Some accounts might not include a calendar feature.

Browser

Browsing the Internet

Go to a website

1. Type a web address or search term into the address bar at the bottom of the browser.
2. Tap the **Enter** key.

Tip: To change the domain extension of the web address (for example, to .org), tap and hold the **.com** button.

Change the default search engine


After you change the search engine, your browser continues to use the new search engine until you change it again.

1. While you're typing a search term, tap the search engine icon near the top of the screen.
2. Tap the search engine that you want to use.

Using tabs


Just like on your computer's browser, you can open multiple web pages in tabs and switch between the tabs quickly.

Open a new tab



1. Tap .
2. Tap **Add New Tab**.

Tip: Close a tab when you're finished with it to improve the performance of your browser.

Switch between tabs

1. Tap .
2. Tap a tab.

Close a tab

1. Tap .
2. Beside the tab that you want to close, tap .


Open a link in a new tab

1. Tap and hold a link.
2. Tap **Open Link in New Tab**.

Share a link or picture


Share items on the web through email, text message, Facebook, Twitter, BBM, and more.

Do one of the following:

- To share the webpage that you're looking at, tap  > **Share**.
- To share a link or a picture, tap and hold on the link or picture > **Share**.

Enter reader mode

To help you focus on reading articles or other text on a website and remove distracting clutter like ads, use the reader mode.

On a website, tap  > **Reader**.

Change text size in reader mode

Tap .

- To increase the text size, tap the **A+** icon.
- To decrease the text size, tap the **A-** icon.

Exit reader mode

1. Tap anywhere on the screen, but not on a link.
2. Tap the **X** icon.

Search for text on a page

On a website, tap  > **Find on Page**.

Find files that you downloaded

After you download a file from your browser, you can go to the download manager to find it again, open it, and share it.

1. In the browser, swipe down from the top frame.
2. Tap **Downloads**.

Download icons

Icon	Description
Download icon	The file downloaded successfully
Retry icon	Tap to retry downloading an unsuccessful or canceled download
Cancel icon	Tap to cancel the download
Pause icon	Tap to pause the download

Clear your list of downloaded files

1. In the browser, swipe down from the top frame.
2. Tap **Downloads** > **Clear List**.

Bookmark a favorite webpage

On a website, tap  > **Add to Bookmarks**.

Add a website to your home screen

Create a shortcut to a website on your home screen so that you can quickly go to a website without opening the browser first.

On a website, tap  > **Add to Home Screen**.

Changing your browsing settings

Set a home page

Your browser opens with a list of your bookmark. Change your settings to see your home page or previously opened tabs instead.

1. In the browser, swipe down from the top frame.
2. Tap **Settings** > **General**.
3. Change the **On Startup** option to **Show my Home Page**.
4. In the **Home Page** section, choose whether to open previous tabs page as your home page, or enter the web address of the home page.

Turn off Adobe Flash support

1. In the browser, swipe down from the top frame.
2. Tap **Settings** > **General**.
3. Change the **Flash** switch to **Off**.

Bookmarks and history



Bookmark a favorite webpage

On a website, tap  > **Add to Bookmarks**.

View your browser bookmarks and history

1. Tap .
2. Tap **Bookmarks** or **History**.


View your bookmarks by tags or in a list

1. In the browser, tap  > **Bookmarks**.
2. Tap  > **Tags** or **List**.

Organizing your bookmarks

Change your bookmarks

Change the name or web address of a bookmark.

1. In the browser, tap  > **Bookmarks**.
2. Touch and hold a bookmark.
3. Tap **Edit**.
 - To change the name of a bookmark, change the **Name** field.
 - To change the web address, change the **URL** field.


Add or rename a bookmark tag

Use tags to categorize your bookmarks so that you can find them more quickly. For example, you might want to tag all of your news-related bookmarks with "News", or your favorite blogs with "Blog".

In the browser, tap  > **Bookmarks**.

- To add a tag, touch and hold a bookmark > **Edit Bookmark**. In the **Type to add a tag** field, type a tag name.
- To rename a tag, in the tag view, touch and hold the tag. Tap **Edit Tag**. Type a new name for the tag.

Delete a bookmark

1. In the browser, tap  > **Bookmarks**.





2. Touch and hold a bookmark.
3. Tap **Remove**.

Browsing safely

About certificates

Certificates are used to verify that a website is legitimate. Websites that require more security, such as banking sites, use certificates to prove authenticity. If a website has a certificate, certificate icons appear beside the web address bar.

Certificate icons

Icon	Description
	The site's identity has been verified by an extended validation certificate.
	The site's identity has been verified by a domain-validated certificate.
	Some parts of the site are secure while other parts of the site are not.
	The site might be unsafe because the certificate is unknown.

Content coming soon.

Change security settings

1. In the browser, swipe down from the top frame.
2. Tap **Settings > Privacy and Security**.

Security settings

- Remove History items** Specify how often your device automatically deletes information from your browser history.
- Private Browsing** keep your browsing information (your history, cached files, cookies, etc.) only while a browsing session is open. When you close the browser, the information is automatically deleted.
- Accept cookies** Cookies are used by some sites to send and receive information between the site and your browser. Cookies can be helpful as they allow websites to remember information about your preferences and user information, but cookies can pose a security risk as well.
- Clear History, Clear Cache, Clear Cookies, Clear Site Passwords, Clear All Data** Clear some or all of your saved browser data.

Share your location with websites

Some websites use your location to show you customized content, such as advertisements that are relevant to where you are.

1. In the browser, swipe down from the top frame.
2. Tap **Settings > Permissions**.
3. Beside the website, change the **Permission** field to **Yes**.

Change location permissions for a website

1. In the browser, swipe down from the top frame.
2. Tap **Settings > Permissions**.
3. Touch and hold a permission.
4. Tap **Edit**.

Troubleshooting: Browser

I can't find my browser

The browser typically appears on your device's home screen, unless it's been moved to a folder. Try searching for the browser or checking all of your folders for the browser icon.

If you still can't find the browser, your wireless service plan might not include Internet browsing. Contact your wireless service provider about adding browsing to your plan.

I can't open a new tab

Tabs use memory on your BlackBerry device, and memory has a limit. The number of tabs that you can have open depends on how much memory you're using in other places on your device.

If you find you've reached the limit on the number of tabs that you have open, try closing other applications that are running in the background.

I can't watch a video online

While you can stream many videos from the web on your device, some video formats aren't supported, and some websites block content from being viewed on mobile devices.

Supported video file extensions and codecs

Depending on your BlackBerry device model, some file extensions and codecs might not be supported.

File extensions	Video codecs	Audio codecs
3GP	<ul style="list-style-type: none">• H.264	<ul style="list-style-type: none">• AAC
3GP2	<ul style="list-style-type: none">• MPEG-4	<ul style="list-style-type: none">• AC-3
M4A	<ul style="list-style-type: none">• H.263	<ul style="list-style-type: none">• MP3
M4V	<ul style="list-style-type: none">• MPEG-2	<ul style="list-style-type: none">• PCM
MOV	<ul style="list-style-type: none">• MJPEG	<ul style="list-style-type: none">• AMR-WB

File extensions	Video codecs	Audio codecs
MP4 MPEG-4		<ul style="list-style-type: none"> • AMR-NB • QCELP
AVI	<ul style="list-style-type: none"> • H.264 • MPEG-4 • Xvid • MPEG-2 • MJPEG 	<ul style="list-style-type: none"> • AAC • AC-3 • MP3 • PCM
ASF WMA WMV	<ul style="list-style-type: none"> • VC-1 	<ul style="list-style-type: none"> • Windows Media Audio 9 and Windows Media Audio 9 Professional • Windows Media Audio 10 and Windows Media Audio 10 Professional • Windows Media Audio Lossless
F4V	<ul style="list-style-type: none"> • VP6 • Sorenson Spark 	<ul style="list-style-type: none"> • AAC • MP3
MKV	<ul style="list-style-type: none"> • H.264 • MPEG-4 • MPEG-2 	<ul style="list-style-type: none"> • AAC • AC-3 • MP3 • FLAC • PCM
MP2PS	MPEG-2	<ul style="list-style-type: none"> • AC-3 • MP3 • PCM
MP2TS	<ul style="list-style-type: none"> • H.264 • MPEG-4 • MPEG-2 	<ul style="list-style-type: none"> • AAC • AC-3 • MP3

For information about media file extensions and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones > BlackBerry Smartphones > Supported Media**.

Ring tones, sounds, and alerts

Change your ring tone, sounds, or alerts

1. On the all apps panel, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications Settings**.
 - To change your global sound settings, change the **Sound**, **Vibrate**, **LED** or **Volume** settings.
 - To change the sound settings for a particular app, in the **Notifications/Alert** area, tap an application. Change the settings.
3. Do one of the following:

Silence your device except for calls

1. On the all apps panel, swipe down from the top of the screen.
2. Tap **Settings**.
3. Select the **Phone Calls Only** checkbox.

Set a custom ring tone or email alert tone for a contact

1. In the **Contacts** app, tap a contact.
2. Change the **Email Alert Tone** drop-down list or the **Phone RingTone** drop-down list.

Turn off all sounds

On the all apps screen, swipe down from the top of the screen and tap the **Silent Mode** switch.

Flashing LED

The LED on the top of your BlackBerry device flashes different colors to indicate different statuses.

Flashing LED color	Description
Green	You're in a wireless coverage area.
Blue	Your device is connected to a Bluetooth enabled device.
Red	A new message has arrived and your notification settings are set to notify you using the flashing LED.
Amber	The battery power level for your device is low, or your device is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your device. If your device is turned off, the LED changes to a solid green color when the battery is fully charged.

Troubleshooting: Ring tones, sounds, and alerts

My device isn't ringing or vibrating when I receive a call or message

Try the following actions:

- On the all apps screen, swipe down from the top of the screen. Verify that Silent Mode isn't set to **On**.
- If you created custom alerts for a contact, in the **Contacts** app, tap a contact. Verify that the **Volume** setting isn't set to **Silent** and that the **Vibration** setting isn't set to **Off**.

Phone

Making a call

Call a recent number or favorite contact

1. Tap the Calls icon.
2. Tap a recent number or a favorite contact.

Call someone from your contacts list

1. Tap the contacts icon.
2. Type the first few letters of a contact's name, and tap the contact when it appears.
3. If you have multiple phone numbers for your contact, tap a phone number. For example, tap **Call Home** or **Call Mobile**.

Dial a number

1. Tap the keypad icon.
2. Dial a number and tap **Call**.

Using hearing aid mode

Content coming soon.

Using TTY support

Content coming soon.

Visual Voicemail

About Visual Voicemail

Coming soon.

Video chat

About video chat

See your friends, colleagues, or family members in high-resolution, real-time video as you chat with them directly from one BlackBerry device to another. You can easily share your surroundings by switching between the front-facing and rear-facing cameras. If you prefer, you can turn off video altogether at the beginning of the call for a voice-only chat.

BlackBerry App World

Shop for apps, games, music, and videos

Coming soon.

Pictures

Pictures app at a glance

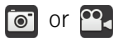
Content coming soon.

Smart screen



See the media files that you're most likely to be interested in based on the media files that you recently watched, listened to, viewed, or added to your BlackBerry device, and so on.

Camera screen



See the the pictures that you've taken or videos that you've recorded using your BlackBerry device.


Albums screen



See the pictures that you have downloaded or uploaded to your BlackBerry device. This is also where you can find the pictures that came pre-loaded on your device.

Viewing your pictures

Set a picture as your wallpaper

1. Open a picture.
2. Tap  > **Set as Wallpaper**.

Tip: If you zoom in to the picture and then set it as your wallpaper, the zoomed in part of the screen is what will appear as your wallpaper.

Zoom in to or out from a picture

With a picture open on the screen, either:



- Double tap where you want to zoom to.
- Pinch your fingers in or out to change the zoom manually.

Pan a picture

1. Zoom in to a picture.
2. Drag your finger around the screen.

Play or view your media file on a connected device



Before you begin: You must turn on sharing for at least one type of media file and your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

1. Open a media file.
2. If necessary, tap .
3. Tap .
4. Choose a device to play or view the file on.

To stop playing or viewing the media file on the connected device, tap .

View or edit the properties of a picture

Before you begin: If you didn't take the picture, you can view the properties, but you might not be able to edit them.


1. Open a picture.
2. Zoom out from the picture as far as you can.
3. Wait until the properties information appears.
4. If you have permission, tap  > .

To exit the picture properties, double-tap the thumbnail.

Related information



[Zoom in to or out from a picture](#), 60

Doing more with your pictures and picture albums

You can do lots more with your pictures and picture albums such as viewing them as a slide show, setting favorites, deleting them, and so on. You can see the available options by tapping  .

Edit a picture

The picture editor offers a palette of tools for you to use to edit and improve the pictures on your BlackBerry device.

1. Open the picture that you want to edit.
2. Tap  >  .
3. When you're finished, tap **Done**.

Supported picture file extensions

Depending on your BlackBerry device model and wireless network, some file extensions might not be supported.

File extensions

BMP

JPG

GIF

PNG

TIFF

For information about media file extensions and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Troubleshooting: Pictures

I can't open a media file

Try the following actions:

- Make sure the file is in a format supported by your BlackBerry device.
- If you're trying to open a media file on your device and your device is connected to your computer, disconnect your device from your computer.

I can't save a media file

Your BlackBerry device or media card might not have enough available storage space to store media files.

Try the following actions:

- If you're trying to save a media file to your device, delete old data or messages from your device.
- If you're trying to save a media file on your media card, delete old media files.
- In the Camera app, change the picture's aspect ratio or video to a smaller size. Large pictures and videos use more storage space than smaller pictures and videos.

Videos

Videos app at a glance

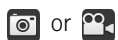
Content coming soon!

Smart screen



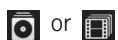
See the media files that you're most likely to be interested in based on the media files that you recently watched, listened to, viewed, or added to your BlackBerry device, and so on.

Camera screen



See the the pictures that you've taken or videos that you've recorded using your BlackBerry device.

Library screen



See the media files that you have downloaded on or uploaded to your BlackBerry device.

Watching your videos

Play, pause, or skip a media file

Tap  ,  ,  , or  .

Change the volume or mute your device



- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again.


Change the video display size

Tap  .


Play or view your media file on a connected device

Before you begin: You must turn on sharing for at least one type of media file and your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

1. Open a media file.
2. If necessary, tap  .
3. Tap  .
4. Choose a device to play or view the file on.



To stop playing or viewing the media file on the connected device, tap  .

Doing more with your videos

You can do much more in the Videos app such as deleting videos, looking at the video file information, and so on. You can see the available options by tapping  .

Edit a video

You can edit and improve the individual videos on your BlackBerry device.

1. Highlight or tap and hold a video thumbnail.
2. Tap  >  .

Supported video file extensions and codecs

Depending on your BlackBerry device model, some file extensions and codecs might not be supported.

File extensions	Video codecs	Audio codecs
3GP	<ul style="list-style-type: none">• H.264	<ul style="list-style-type: none">• AAC
3GP2	<ul style="list-style-type: none">• MPEG-4	<ul style="list-style-type: none">• AC-3
M4A	<ul style="list-style-type: none">• H.263	<ul style="list-style-type: none">• MP3
M4V	<ul style="list-style-type: none">• MPEG-2	<ul style="list-style-type: none">• PCM
MOV	<ul style="list-style-type: none">• MJPEG	<ul style="list-style-type: none">• AMR-WB
MP4		<ul style="list-style-type: none">• AMR-NB
MPEG-4		<ul style="list-style-type: none">• QCELP
AVI	<ul style="list-style-type: none">• H.264• MPEG-4• Xvid• MPEG-2• MJPEG	<ul style="list-style-type: none">• AAC• AC-3• MP3• PCM
ASF	<ul style="list-style-type: none">• VC-1	<ul style="list-style-type: none">• Windows Media Audio 9 and Windows Media Audio 9 Professional
WMA		<ul style="list-style-type: none">• Windows Media Audio 10 and Windows Media Audio 10 Professional
WMV		<ul style="list-style-type: none">• Windows Media Audio Lossless
F4V	<ul style="list-style-type: none">• VP6• Sorenson Spark	<ul style="list-style-type: none">• AAC• MP3
MKV	<ul style="list-style-type: none">• H.264• MPEG-4• MPEG-2	<ul style="list-style-type: none">• AAC• AC-3• MP3

File extensions	Video codecs	Audio codecs
		<ul style="list-style-type: none">• FLAC• PCM
MP2PS	MPEG-2	<ul style="list-style-type: none">• AC-3• MP3• PCM
MP2TS	<ul style="list-style-type: none">• H.264• MPEG-4• MPEG-2	<ul style="list-style-type: none">• AAC• AC-3• MP3

For information about media file extensions and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones > BlackBerry Smartphones > Supported Media**.

Troubleshooting: Videos

I can't open a media file

Try the following actions:

- Make sure the file is in a format supported by your BlackBerry device.
- If you're trying to open a media file on your device and your device is connected to your computer, disconnect your device from your computer.

Music

Music app at a glance

Content coming soon!

Now Playing screen



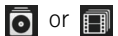
Control the song that you're currently listening to. You can also check out this screen to find more information about the song that's playing.

Smart screen



See the media files that you're most likely to be interested in based on the media files that you recently watched, listened to, viewed, or added to your BlackBerry device, and so on.

Library screen




See the media files that you have downloaded on or uploaded to your BlackBerry device.


Playing your music

Play, pause, or skip a media file


Tap  ,  ,  , or  .

Shuffle your music

Tap  to shuffle your selected music.

Tap  again to stop shuffling your music.

Repeat a song or your music list



Tap  until you repeat the music selection that you want.

Change the volume or mute your device

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again.


Play or view your media file on a connected device

Before you begin: You must turn on sharing for at least one type of media file and your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

1. Open a media file.
2. If necessary, tap .
3. Tap .
4. Choose a device to play or view the file on.

To stop playing or viewing the media file on the connected device, tap .

Doing more with your music

You can do lots more with your music such as setting a song as your ringtone, setting favorites, deleting songs and albums, and so on. You can see the available options by tapping .

Creating playlists and organizing your music


You can make your own playlists or rely on your BlackBerry device to make smart playlists for you. Inside each playlist you'll be able to see which artists and albums are featured in it.

Smart playlists are automatically created for you by your device.

Make a playlist


1. In the Library screen, tap **Playlists**.
2. Tap **Create New**.


Add a song to a playlist

1. Find the artist, album, or song that you want to add to the playlist.
2. Tap .

To add all of your music, tap **Add All**.


Edit or rename a playlist

In a playlist, tap .

- To change the playlist name, tap its current name.
- To delete a song, tap .
- To change the song's order in the playlist, tap the song. Tap again where you want the song to go.

Tips: Music

Want to control your music faster and easier when you're in the Music app? Try some of the tips and shortcuts below.

- To quickly pause your song, drag up on the album art.
- To play your song again, drag back down on the album art.
- To skip forward and back between songs, drag the album art to the left or right. At the end of your drag, the song will automatically change.
- You can control the volume of the song you're listening to from the volume bar. If the volume bar isn't visible, drag your finger down from the top of the Music app.
- If your BlackBerry device is connected to other devices (for example, a BlackBerry PlayBook tablet), to quickly play your music on that device, drag down from the top of the screen and click the  icon.

Supported audio file extensions and codecs

Depending on your BlackBerry device model, some file extensions and codecs might not be supported.

File extensions	Audio codecs
AAC	AAC
AMR	AMR-NB
AWB	AMR-WB
FLAC	FLAC
MKA	<ul style="list-style-type: none">• AAC• AC-3• FLAC• MP3• PCM
MP3	MP3

File extensions	Audio codecs
OGG	<ul style="list-style-type: none">• FLAC• Ogg Vorbis
WAV	PCM

For information about media file extensions and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones > BlackBerry Smartphones > Supported Media**.

Troubleshooting: Music

I can't open a media file

Try the following actions:

- Make sure the file is in a format supported by your BlackBerry device.
- If you're trying to open a media file on your device and your device is connected to your computer, disconnect your device from your computer.


Camera

Camera app at a glance

Content coming soon!

Taking pictures and recording videos


Take a picture

1. Make sure  is selected.
2. To change what the camera focuses on, drag the focus box anywhere on the screen.
3. Do any of the following:
 - To take one picture, tap the viewfinder.
 - If you're using burst mode, touch and hold your finger on the screen. The camera will stop taking pictures when you take your finger off the screen.

Related information

[Record a video](#), 72

Record a video


1. Make sure  is selected.
2. To change what the video camera focuses on, drag the focus box anywhere on the screen.
3. To start recording, tap anywhere on the screen.

To stop recording, tap the screen again.

Related information

[Take a picture](#), 72


Access the camera app from the Lock screen

From the Lock screen, touch and hold  .

Using Time Warp



The Time Warp feature lets you take a bunch of photos at once so that you can pick the best one of the set. Did someone blink in every shot, or cough just as you took the picture? You can fix that by swapping in different expressions for any participant until everybody is picture perfect.

Take the best picture possible using Time Warp

1. Make sure  is selected.
2. Take a picture and keep the camera steady until the picture appears.
3. Move the slider at the bottom of the screen back and forth until you find the best picture.




If you don't like any of the pictures, tap  . All the pictures will be deleted and you can take a new set of pictures.

Replace a person's expression using Time Warp

1. Make sure  is selected.
2. Take a picture.
3. Move the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.
6. Tap inside the dial.
7. Tap  .


Camera options

Switch between the camera, the video camera, and Time Warp

1. Tap your current capture method: , , or .
2. Tap the capture method that you want to use.


Change the capture options

You can change the scene mode, choose whether you use your flash, switch between the front camera and back camera, and so on.

1. Tap .
2. Tap the option that you want to change.


Change the camera settings

You can change camera settings such as where you want to save your pictures and videos and what types of pictures you want to save. You probably won't change these types of settings often.

1. In the Camera app, swipe down from the top of the screen.
2. Tap .

Troubleshooting: Camera

I can't turn on the flash or use the video light

- There might not be enough battery power left to use the flash or video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait until the  icon stays solid and then try again.
- Make sure you are using the rear-facing camera.

I can't take a picture or record a video

Try the following actions:

- If your BlackBerry device is connected to another device with a USB cable, disconnect the USB cable and try again.
- Delete old media files to free up storage space and try again.
- Make sure the Camera app isn't in use by another application. Close any application that might be using the app, and try again.

Media sharing


About sharing media

You can wirelessly share the media files from your BlackBerry device with supported DLNA Certified devices, such as some computers, TVs, or other home entertainment equipment. Connected devices have access to the media files that you share.


To play or view media files on connected devices, you must turn on sharing for at least one type of media file and your device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

Sharing, playing, and viewing media files over a Wi-Fi network

Choose the types of media files to share



1. On any of the home panels, swipe down from the top of the screen.
2. Tap  > **Sharing**.
3. Turn on sharing for each type of media file that you want to share.

Choose which devices can access your shared media files

1. On any of the home panels, swipe down from the top of the screen.
2. Tap  > **Sharing** > **Devices**.
3. Select the checkbox beside each device that you want to give access to.

Play or view your media file on a connected device

Before you begin: You must turn on sharing for at least one type of media file and your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

1. Open a media file.
2. If necessary, tap  .
3. Tap  .
4. Choose a device to play or view the file on.

To stop playing or viewing the media file on the connected device, tap  .

Related information

[Choose the types of media files to share, 76](#)

[About sharing media, 76](#)

Documents To Go

Getting started with Docs To Go

Using Docs To Go, you can view, edit and format Microsoft Word documents, Microsoft Excel spreadsheets, and Microsoft PowerPoint presentations on your BlackBerry smartphone.

Create a document or spreadsheet

1. In Documents To Go, tap **Create New**.
2. Select whether to create a document, or a spreadsheet.

Open a file in Docs To Go

You can view all Documents To Go files stored on your smartphone in Local view, or view your recently used files and favorites by opening Smart view.

- To open a file in Documents To Go, tap a file. Tap **OK**.
- To open a file saved on your BlackBerry device, or saved to another device, tap **Browse**.

Delete a file in Docs To Go

- To delete a file from Local or Smart view, touch and hold a file. Tap the **Delete** icon.
- To delete a file you are working in, tap the **Edit** icon. Tap the **Delete** icon.

Copy and paste items in Docs To Go

1. Touch and hold the item that you want to copy.
2. Tap **Copy**.
3. Touch and hold where you want to paste the item.
4. Tap **Paste**.

Save changes to a file in Docs To Go

1. Tap .
2. Tap **Save**, or **Save as**.

Undo or redo an action in Docs To Go

- To undo an action, tap the **Undo** icon.
- To redo an action, tap the **Redo** icon.


Using Word To Go

Change the font or formatting

To change the font or formatting, tap the **Formatting** icon.

- To change the font, tap the **Font** icon
- To insert a bulleted list, tap the **Bulleted List** icon
- To insert a numbered list, tap the **Numbered List** icon
- To change the text alignment, tap the **Alignment** icon
- To change the text indentation, tap the **Increase Indent** icon or the **Decrease Indent** icon

Create or view a bookmark in a document

1. Tap .
2. Tap **Bookmarks**.
3. Do one of the following:
 - To create a new bookmark, tap the **Add** icon.
 - To jump to an existing bookmark, tap the name of the bookmark you want to jump to.

Obtain the word count of a document

1. Tap .
2. Tap **Word Count**.

Find text in a document


1. Tap **Find**.
2. Enter the word or phrase you are trying to find.
3. Tap **Next** to go to the next instance of the word or phrase in the document.
4. To exit, tap **Done**.

Using Sheet To Go

Add a new sheet

- To add a new sheet to a workbook, tap the **Add** icon.

Hide a row or column

1. Select a row or column.
2. Tap .
3. Tap the **Hide/Unhide** icon.

To unhide a hidden row or column, tap , and tap the **Hide/Unhide** icon.

Copy and paste a cell, row, or column

1. Touch and hold a cell, row, or column.

2. Tap **Copy**.
3. Touch and hold where you want to paste the cell, row, or column.
4. Tap **Paste**.

Formulas, font and formatting

- To insert a formula, tap the **Formula** icon.
- To change the font or formatting of the text, tap the **Formatting** icon.
- To change the format of a cell, highlight the cell, and tap the **Quick Format** icon.

Jump to a cell

1. Tap the **Cell Selection** icon.
2. Enter the cell that you want to jump to.
3. Tap **OK**.

Clear the contents of a cell

1. Tap and hold a cell.
2. Tap the **Clear** icon.

Using Slideshow To Go

Edit a slideshow

- To edit text, tap and hold an area of the screen.
- To change the font or formatting, tap the **Formatting** icon.

Add a new slide

1. Swipe from the top frame.

2. Tap the **Add** icon.

Jump to a slide

1. Swipe from the top frame.
 - To go back in the presentation, slide your finger to the right.
 - To go forward in the presentation, slide your finger to the left.
2. Tap the slide that you want to jump to.

Reorder the slides

1. Swipe from the top frame.
2. Touch and hold a slide.
3. Tap the **Move** icon.
4. Drag the slide to where you want to move it.
5. Release the slide, and tap **Done**.

Rehearse a slideshow presentation

When you rehearse a presentation, your screen looks the same as it does when presenting a slideshow and a timer allows you to time yourself. You do not need to be connected to an HDMI cable to rehearse a presentation.

1. Tap the **Presenter** icon.
2. Tap **Rehearsal**.

To reset the timer, tap the **Reset Timer** icon.

Present a slideshow

Before you begin: To present a slideshow, connect your BlackBerry device to an external source using an HDMI cable.

1. Tap **Slideshow**.
2. Tap the **Presenter** icon.
3. To view the presenter notes, tap the **Notes** icon.
4. To move to the next slide, drag a slide horizontally.

To stop presenting a slideshow, tap the **Stop Presenting** icon.

Peek at your next slide

When presenting a slideshow, you can peek at your next slide even when your presentation notes are visible on your screen. Your audience cannot see this action. To peek at your next slide:

1. Touch and hold the Notes area of your screen.
2. Slide your finger down.

Zoom in or out on a slide

During a presentation, you can focus in on an area of a slide by using the zoom feature. The zoom action is reflected on the presentation screen for your audience to see.

1. To zoom in to an area of a slide, pinch out.
2. To move to another area of a slide and maintain the slide zoom, touch and hold an area of the screen. Slide your finger to the area of the screen you want your audience to see.
3. To zoom out of an area of a slide, pinch in.

Print To Go

Getting started with Print To Go

Download the Print To Go software

To install the Print To Go software on your computer, you must have the latest version of BlackBerry Desktop Software on your computer. To check for the latest version of BlackBerry Desktop Software and download Print To Go:

1. On your computer, browse to www.blackberry.com/desktop.
2. Complete the instructions on the screen.

Send a file to your device

1. On your computer, print the file and choose Print To Go as the printer.
2. Enter your BlackBerry ID and password.
3. Click **Sign In**.

When printing is complete, open Print To Go on your BlackBerry device and select the file that you want to view.

Find your Pairing Password

1. Swipe down from the top frame.
2. Tap the **Settings** icon.

To change your Pairing Password, tap the **Information** icon.


Change view

Tap  .

- To change to Grid View, tap the **Switch to grid** icon.

- To change to List View, tap the **Switch to list** icon.

Delete a folder or document from Print To Go


1. Touch and hold a file or folder.
2. Tap  .

Managing your folders with Print To Go

Sort folders

- To change the way you view your folders, tap **Date**, **Title**, **Size**, or **My Folders**.

Create a new folder


1. In **My Folders**, tap  .
2. Enter a name for your folder.
3. Tap **OK**.

Managing your documents with Print To Go

View a document


1. Tap a folder.
2. Touch and slide your finger up and down the screen to find a document.
3. Tap a document to view it in Adobe Reader.

Filter your documents

1. In List View, tap  .
2. Tap **All**, **Favorites**, **New**, or **Unread**.

Mark a document as a favorite

- Tap  .

To remove a document from your favorites, tap  again.

Move a document to a folder

Touch and hold a document.

- To move the document to an existing folder, drag the document to the **Add to folder** icon, and tap the folder you want to save it in.
- To move the document to a new folder, drag the folder to the **New folder** icon.

Adobe Reader

Reading a document in Adobe Reader



Navigate through pages of a PDF document

Touch and hold an area of the screen.

- To go to the next page, swipe up.
- To go to a previous page, swipe down.

Change the view mode

View modes in Adobe Reader allow you to view your PDF documents based on your own preferences, either a page at a time, or a continuous scroll. Continuous mode is the default mode, which allows you to scroll through multiple pages of a PDF document in one swipe.

- To view a PDF document one page at a time, tap  .
- To go back to Continuous mode, tap  .

Find the page number indicator

In Adobe Reader the page number is displayed in the top left-hand corner of the screen when moving from one page of a PDF document to another, but isn't visible when reading a page.

1. Touch and hold an area of the screen.
2. Swipe up or down.

The page number appears on the top left-hand corner of the screen.

Games

Create your profile

To show off your gaming skills you'll need to create a profile when you first enter the Games app. You can edit your profile at any time by swiping down and tapping **Edit Profile**.

1. Follow the on-screen prompts to create a profile name.
2. Add a picture by swiping through the images on your device and tap the one you want or tap [image of camera icon] and take a new pic.

Add a friend

You can add friends to the Games app to view their games, compare your stats, or to challenge them to a head to head match.

You can add friends in lots of ways. Try any or all of these options:

- In your timeline, tap a person.
- Tap **Friends** to add a friend through your contacts list, by displaying a barcode or by looking at your existing friends' friends.

Add a game

Use the Games app to discover your next favorite game. Find new games to download or purchase by trying any or all of the following:

- In your timeline, tap a game.
- Tap **Discover** and browse through new games, popular games and the games that your friends are playing.

Favorite a game

Once you've discovered a game you love you can mark it as a favorite for fast and easy access.

1. Tap a game.
2. Tap [add favorite icon].
3. If all three favorite spots are already full, you'll have to tap a game to replace it with your new favorite.

Viewing and comparing stats

Content coming soon.

FocalPoint

Collecting and organizing tasks, notes, and more with FocalPoint

The FocalPoint app is a productivity tool for collecting, managing, categorizing, and sharing the information that matters to you. You've got a lot of things that you need to remember; sort these things as entries in notebooks, categorize the entries with tags, and add due dates to entries so that you don't forget to complete a task.

For example, if you're planning a trip to Paris, you can collect all trip-related email, text messages, contacts, and websites into a notebook called "My Trip to Paris". Open the notebook to see all of the info for the trip in one place, and assign due dates to any entry in the notebook.

FocalPoint is also in sync with the accounts that you add to your BlackBerry device. If you've added a work email account to your device, either through ActiveSync or through BlackBerry Mobile Fusion, your tasks and notes or memos from your work account are kept in sync with FocalPoint in the Tasks and Notes notebooks. Even your flagged email messages are sent to the Unfiled notebook.

If you have an Evernote account that you've added to your device, you can access your Evernote notebooks in FocalPoint and sync your FocalPoint notebooks to Evernote.

Adding a notebook and an entry to FocalPoint

Create a notebook in FocalPoint




1. In Focal Point, tap **Add a Notebook**.
2. Type a name for the notebook.
3. Tap **Add**.

Add an entry to FocalPoint

An entry can include a textual note, a picture, a task, or a voice note.

1. In a notebook or in the FocalPoint notebook screen, tap **New Entry**.
2. Enter the information for the entry, such as a title, notes, and a due date.
3. Tap **Save**.

Record a voice note

1. While you're adding or editing a Focal Point entry, tap  .
2. Tap  .
3. Speak your voice note.
4. When you're finished, tap  again.
5. Tap **Save**.

Send something to FocalPoint

Your BlackBerry device gives you access to all kinds of info, whether a picture that you find while browsing the Internet or a contact in your Contacts app. Send photos, messages, contacts, websites, call notes, and more to FocalPoint using the sharing capabilities of your device.

1. In any app, tap and hold the item that you want to add to FocalPoint.
2. Tap **Share**.
3. In the **Share To** drop-down list, select **FocalPoint**.
4. Edit the item if necessary.
5. Tap **Save**.

Changing a notebook or entry in FocalPoint

Change a FocalPoint entry

1. In a notebook, tap an entry > **Edit**.
2. Make your changes.
3. Tap **Done**.

Customize the look of your FocalPoint notebooks

You can change the color of your notebook's cover, or use one of your pictures as the cover.

1. In Focal Point, touch and hold a notebook.
2. Tap **Edit Notebook**.
 - To change the color of the notebook, tap a background color.
 - To use a picture from your photo library, tap **Select a photo from your library**. Tap a photo. Tap **Done**.
3. Tap **Save**.

Delete a notebook or entry in FocalPoint

If you delete a notebook, the entries inside the notebook are also deleted.

1. Touch and hold a notebook or an entry.
2. Tap **Delete**.

View entries that share a tag

If you've added tags to your Focal Point entries, you can filter entries by tag.

Do one of the following:

- To view entries that share tags across all of your notebooks, in the Focal Point notebook screen, tap the bar at the top. Tap a tag.
- To view entries that share tags from the same notebook, tap the notebook. Tap the bar at the top. Tap a tag.

Search FocalPoint


1. In Focal Point, tap **Search**.
2. Type your search term.
3. To sort your search results by due date, creation date, or media type, tap the **Sort** icon.

Share a FocalPoint entry over email or BBM

1. In a Focal Point notebook, touch and hold an entry.
2. Tap **Share**.
3. Tap how you want to share the entry.


FocalPoint options

Set a default reminder or due date for entries


1. In FocalPoint, swipe down from the top frame.
2. Tap  **Settings**.
3. Change the **To-Do Reminders** drop-down list or **Default Due Date** drop-down list.

Change how entries are sorted

1. In FocalPoint, swipe down from the top frame.

2. Tap  **Settings**.
3. Change the **Sort** drop-down list.

Stop sending flagged email to FocalPoint

1. In FocalPoint, swipe down from the top frame.
2. Tap  **Settings**.
3. Change the **Capture Flagged Emails** option to **No**.

Troubleshooting: FocalPoint

I can't attach a voice note to an entry

Content TBD.

Clock

Set an alarm

1. Set the **alarm** switch to **On**.
2. Tap and hold the dial on the outside of the clock face.
3. Spin the dial to your desired time.

Be sure to set your alarm for the correct time of day. When the dial turns red, the alarm is set for an AM time. When the dial turns green, the alarm is set for a PM. time.

Set the alarm for a specific time

When you set an alarm using the dial, you can only set the alarm in 5-minute increments. If you want to set the alarm for a more specific minute, you can set it manually.

1. Set the **alarm** switch to **On**.
2. Tap the alarm time.
3. Scroll to set the alarm hour, minute, and time of day (AM or PM.).
4. Tap anywhere outside the scrolling area to save your alarm.

Changing your alarm options

Set your alarm tone

1. Tap the alarm time > **Alarm Tone**.
2. Tap an alarm tone.

To use music you've added or downloaded to your device, tap **Add Music**.

Repeat an alarm on multiple days

1. Tap the alarm time > **Repeat**.
 - To set a daily alarm, set the **Daily** switch to **On**.
 - To pick specific days for your alarm, check the checkbox next to a day.
2. Tap anywhere on the screen to save your repeat settings.

Set your snooze duration

1. Tap your alarm time > **Snooze**.
2. Tap a snooze duration time.

Using the stopwatch

Time your laps

1. On the bottom of the screen, tap **Stopwatch**.
2. Tap **Start**.
3. To start a new lap, tap **Lap**.

Share your lap times

While you're timing laps, tap **Share**.

Setting the timer

Set a quick timer

1. Tap the **Timer** icon.
2. To set the timer minutes, tap and drag the larger dial on the outside of the clock face.
3. To set the timer hours, tap and drag the smaller dial inside the clock face.
4. Tap **Start**.

Set the timer manually

1. Tap the digital clock under the clock face.
2. Scroll up or down to set the hours, minutes, and seconds.
3. Tap **Start**.

Set a tone for your timer

1. At the bottom of the screen, tap **Timer**.
2. On the upper right of the screen, tap the **speaker** icon.
3. Tap an alarm tone.

To use music you've added or downloaded to your device, tap **Add Music**.

Add a city to the world clock screen

1. On the bottom of the screen, tap **World**.
2. Tap the **plus** icon.
3. Type part of a city name. When you find a city you want to add, tap the city name.

Change the order of the cities on your world clock screen

1. On the bottom of the screen, tap **World**.
2. Tap the **pencil** icon.
3. Tap and hold a city and drag it up or down.

Delete a city from your world clock screen

1. On the bottom of the screen, tap **World**.
2. Tap the **pencil** icon.
3. Beside a city, tap **X**.

Maps

About Maps

Content coming soon.


Finding a place

Find a location on a map

Search your saved places or the map to get where you want to go.

1. At the top of the Map view or My Places view, tap the **Search** field.
2. Do one of the following:
 - Input an address into the **Search** field.
 - Input a descriptive word such as "pizza" or "hospital" into the **Search** field.
3. Tap the **Search** icon.

Tip: When viewing multiple local search results, tap **Map** to view places as pins on the map.

To get directions, choose a place and tap 

View local search results on a map

Switch between a list view and a map view when you have multiple search results.

Content coming soon.


Pin a place

Add pins to your map and make it easy to keep track of where you are going or mark places of interest.


Before you begin: To add a pin you must be in the Map view.

1. Locate the place you want to pin on the map.
2. On the map, touch and hold your finger down on the point you would like to pin.

Clear all pins from a map

1. In the Map view, tap 
2. In the **Context** menu, tap **Clear Map**.

Get turn-by-turn directions

1. Find a place, by doing one of the following:
 - Search for an address or place.
 - Choose a place from the My Places view.
 - In the Map view, locate a pin or place on the map.
2. Tap the place or pin.
3. In the **Place detail** screen or dialog box, tap 
4. In the **Navigation overview** screen, tap the **Start** tab to begin the trip.

Tip: Once Navigation mode is set, you will not be able to view the Action Bar unless you tap the screen.

Stop turn-by-turn directions

Stop turn-by-by turn directions or end a trip before the intended time.

1. When in Map navigation mode, tap the screen to view the Action Bar.
2. In the Action Bar, tap **End trip**.

Turn off voice directions

Audible directions are on by default.

To turn off audible directions, tap the **mute/unmute** button.


Switch between map view and turn-by-turn directions

Content coming soon.

Avoid routes that include toll roads, highways, or ferries

Change your route and avoid toll roads, highways and ferries.

Before you begin: You must be in navigation mode or the **navigation overview** screen to adjust route options.


1. In the Action Bar, tap 
2. Tap **Route Options**.
3. Select the checkboxes beside the types of routes you want to avoid.

Tip: To always avoid certain types of routes, select the **Apply these settings to all routes** checkbox.

4. **Save**.

Recalculate routes

While en route, manually recalculate your directions when you make a wrong turn or would like alternative directions.

1. In the Action Bar, tap 


Tip: Tap the screen if the Action Bar is not visible.

2. Tap **Recalculate route**.

Favourite places

Add a new place to your favorites

1. Tap the **My Places** tab.


2. In the Favorite view, tap .
3. Tap **New Place**.
4. In the **Place Detail** screen, input the address and select the correct address that appears.
5. Input a title for your place in the **Name of place** field.
6. Tap **Save**.

Remove a place from favorites

1. In **My Places Favorite** list, touch and hold the place you would like to remove.
2. In the **Context** menu, tap **Remove Favorite**.


Change your place details

Change or update information about your places.

1. To view a **Place Detail** screen, choose one of the following:
 - a place from your search results
 - a place from your Favorite, Recent, or Contact lists.
2. On the Action Bar, tap .
3. Tap **Edit Details**.
4. Change any fields that require an update.
5. Tap **Save**.

Add a place to a calendar event

Before you begin: You must be in the Calendar app and in the Create an event or Edit event details screens.

1. Next to the **Location** field, tap .
2. Find a place, by doing one of the following:
 - Search for an address or place.
 - Choose a place from your Favorites, Recent, or Contacts lists.
 - Choose a place from the map.
 - Use your current location.
3. Tap the place.

4. In the **Place details** screen, tap **Select**
5. In the **Event details** screen, tap **Done**


Share a map or place

Content coming soon.

View your recently visited places

Tap **My Places > Recent**.

Clear your recent places list

1. Tap the **My Places** tab.
2. Tap 
3. In the **Context** menu, tap **Clear Recent List**.

View a contact's address on a map

If you have added an address for a contact in the Contacts app, you can view the contact's location on a map and get directions.

1. In the Maps view, tap the **My Places** tab.
2. Choose a contact.
3. On the Action Bar, tap **Map** to view it on the map.

Changing options for Maps

Use metric or imperial units

Switch between kilometers and miles.

1. In Maps, swipe down from the top frame.
2. Tap **Settings > Units of Measure**.
3. Select one of the following options:
 - **ft/mi**
 - **m/km**

Change default route settings

If you always want to avoid certain types of routes or streets, you can change your default settings.

1. In Maps, swipe down from the top frame.
2. Tap **Settings > Route Options**.
3. Select the checkboxes of the types of routes you would like to avoid.

Adjust the default volume for audible directions

Change the volume of the audible directions for when you travel.

1. In Maps, swipe down from the top frame.
2. Tap **Settings > Navigation Audio**.
3. To adjust the volume, slide the **Volume** slide bar.

Troubleshooting

Content coming soon.

Compass

About the compass

The digital compass on your BlackBerry device works like a regular compass, only you can do even more, like set it to point to either true north or magnetic north, or plot a course to a destination.

The compass is most accurate when your device is resting on a flat surface or when you hold your device horizontally.

Using the compass

Calibrate the compass

Before you use the compass, you need to calibrate it to make sure it's pointing the right direction.

Content coming soon.

Get directions to a location

The compass works with the Maps application to help you navigate to a destination.

Content coming soon.

Changing settings for the compass

Change how your location is displayed on the compass

When GPS technology is turned on, your compass can display your location in decimal/degree, decimal/degree with location, degree/minute/second, or degree/minute/decimal format.

1. In the compass, swipe down from the top frame.
2. Tap **Settings**.
3. Change the **Display Location as** option.

Point the compass to true north or to magnetic north

Magnetic north is aligned with the Earth's poles and is always moving slightly, while true north is north on a map and is constant.

1. In the compass, swipe down from the top frame.
2. Tap **Settings**.
3. Change the **Point Compass To** option.

Troubleshooting: Compass

My compass isn't calibrating

Content coming soon.

I'm not getting an accurate reading from the compass

Content coming soon.

GPS technology

About GPS

Content coming soon.

Connections

Wireless coverage indicators

Content coming soon.

Turn on or turn off a wireless connection

1. From the top of the all apps panel or the running apps panel, swipe down.
2. Tap **View all settings > Networks and Connections**.
3. On the **Networks and Connections** screen, tap a network or connection.

Check which wireless networks your device connects to

Content coming soon.

Turn on airplane mode

In some places, such as on an airplane or in a hospital, you'll need to turn off all the connections on your device. Airplane mode lets you quickly turn off your connections and, when you're done using airplane mode, restores the ones that were previously turned on.

1. To turn on or turn off airplane mode, from the top of the all apps panel or the running apps panel, swipe down.
2. Tap **Airplane Mode**.

Connect your device to an HDMI display

Content coming soon.

Mobile network

About roaming

In most cases your BlackBerry device will automatically connect to the appropriate wireless network when you travel outside of your wireless service provider's coverage area, but in some cases you may have to contact your provider to have your SIM card or device properly provisioned. If you're not sure if your device is set up for roaming, or what roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Switch wireless networks manually

Content coming soon.

Set roaming options

Content coming soon.

Add a network to the preferred wireless network list

Content coming soon.

Wi-Fi

Connect to a Wi-Fi network

When you connect to a Wi-Fi network, your BlackBerry device saves the network information. The next time you're within range of the saved Wi-Fi network, your device will connect automatically.

1. On the **Settings** screen, tap **Wi-Fi**.
2. If the Wi-Fi switch is **Off**, tap it to **On**.
3. Tap a network.
4. If the network requires a username or password, enter the username or password.
5. Tap **Connect**.

Use Wi-Fi Protected Setup to connect to a Wi-Fi network

Wi-Fi Protected Setup simplifies the connection process by allowing you to use a button on your router or a PIN to connect to a secure Wi-Fi network instead of using names and passwords.

On the **Wi-Fi Settings** screen, swipe left and tap **Wi-Fi Protected Setup (WPS)**.

- To use the Wi-Fi Protected Setup button on your router, tap **Press WPS Button on Router**. Press the button on your router, then, on your BlackBerry device, tap **Start**.
- To use a PIN, tap **Enter PIN into Router**. Tap **Start** and then enter the PIN that appears on your device into your router.

Manually connect to a Wi-Fi network

If you want to connect to a hidden Wi-Fi network you can connect manually.

1. On the **Wi-Fi** screen, swipe left and tap **Add Network Manually**.
2. Enter the SSID, select the network's security type and specify any additional information.
3. Tap **Connect**.

Delete a saved Wi-Fi network

If you have a lot of saved networks on your BlackBerry device and you don't use them all, you can delete some to tidy up your Saved Networks screen.

1. On the **Wi-Fi Settings** screen, tap **Saved Networks**.
2. Tap the network you want to delete, then tap **Delete Network**.

Disable or re-enable a saved Wi-Fi network

Sometimes you might not want your BlackBerry device to automatically connect to a saved Wi-Fi network, but you might not want to delete the network either.

To disable or re-enable a network, on the **Wi-Fi Settings** screen, tap **Saved Networks**.

- To disable the network, ensure that **Enable Connection** is set to **OFF**.
- To re-enable the network, ensure that **Enable Connection** is set to **ON**.

Wi-Fi network options

Usually you won't need to change your settings for a Wi-Fi network, but in some cases you might, such as if you're having trouble connecting or you need to connect manually.

The options that are available for each network depend on the type of network you're connecting to. To find out what settings to use, if you're connecting to a home network, see the information that came with your wireless router; if you're connecting to an enterprise Wi-Fi network, talk to your administrator; if you're connecting to a hotspot, see the information provided about the hotspot or talk to an employee at the hotspot who might have details about how to connect.

Name	Enter the name that you want to see in your list of saved Wi-Fi networks.
SSID	This is the name the network uses to identify itself. Usually this field will be automatically filled, but if the Wi-Fi network is hidden, you'll need to enter the SSID to connect.
Security Type	Set the security type that the Wi-Fi network uses.
Password	If the Wi-Fi network is password protected, enter the password.
VPN Profiles	To use a VPN Profile when connecting to the network, select the profile you want to use.
Band Type	Select the band type your network uses.
Automatically Obtain IP Address	In most cases this option should remain checked, but if you need to manually specify an IP address for your BlackBerry device you can set this option to OFF and the option to enter an IP address will appear.
Enable IPv6	Set whether the network uses the IPv6 protocol.
Use HTTP Proxy	Set this option to ON if you want to connect to a proxy server. When you select this option, additional options appear. To find out what options to use, see the information provided for the proxy server.

**Allow Inter-Access
Point Handover**

If the network spans multiple access points, set whether your tablet should remain connected when you move from one access point to another.

Install a root certificate on your device

Content coming soon.

Use Wi-Fi with VPN and software tokens

Content coming soon.

Using Wi-Fi calling

Content coming soon.

Change your Wi-Fi calling preferences

Content coming soon.

Submit a Wi-Fi diagnostic report

Content coming soon.

Mobile Hotspot mode

About Mobile Hotspot mode

With Mobile Hotspot mode you can bring the versatility of having internet access through a mobile network to almost any Wi-Fi enabled device, such as your laptop or Wi-Fi only tablet.

After you set up Mobile Hotspot mode on your BlackBerry device, connecting to the mobile hotspot with a Wi-Fi enabled device is a lot like connecting to any regular router.

Before you use Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones

Internet tethering

Use Internet tethering to share your mobile network connection

Content coming soon.

Bluetooth

Connect to a Bluetooth enabled device

Content coming soon.

NFC

About NFC

Content coming soon.

Using smart tags

Content coming soon.

View and save a smart tag

When you tap the back of your BlackBerry device against a smart tag, your device automatically saves the smart tag in the Smart Tags app along with the date, time and location.

- To view and save a new smart tag, tap the back of your device against a smart tag.
- To view a saved smart tag, go to the Smart Tags app and tap a smart tag.

Delete a smart tag from your device

1. In the Smart Tags app, highlight the tag you want to delete.
2. Swipe left and tap **Erase Tag**.

Security

Finding and protecting a lost device

You can use the BlackBerry Protect website to help you secure and find your BlackBerry device. Your BlackBerry ID gives you access to the BlackBerry Protect website. After you sign in, you can view the current location of your device on a map, make it ring (even if it is in silent mode), or display a custom message on your locked device to provide instructions about how to contact you. If your device is stolen, you can remotely lock it, change the password, or delete all of the data from your device.

Set up BlackBerry Protect on your device

Content coming soon.

More security content coming soon

Display


Change your backlighting

Content coming soon.

Change your font size

Content coming soon.

Set a picture as your wallpaper

1. Open a picture.
2. Tap  > **Set as Wallpaper**.

Tip: If you zoom in to the picture and then set it as your wallpaper, the zoomed in part of the screen is what will appear as your wallpaper.

Change your display language

Content coming soon.

Connect your device to an HDMI display

Content coming soon.

Battery and power

Battery and power

Content coming soon.

Keyboard and typing

Show or hide the keyboard

Content coming soon.

Type an uppercase, accented, or symbol character

Content coming soon.

Copy or delete text

Content coming soon.

Change typing options

Content coming soon.

Change the touchscreen sensitivity

Content coming soon.

Turn on or turn off typing sounds

Content coming soon.

Change the keyboard layout

Content coming soon.

Check spelling

Content coming soon.

Troubleshooting: Keyboard and typing

I can't show the virtual keyboard

If your BlackBerry device is connected to another input method such as a Bluetooth enabled keyboard or another device through BlackBerry Bridge, then the virtual keyboard can't be shown.

I can't type

You can't type on the virtual keyboard when the toolbar is in view. To hide the toolbar, using two fingers drag the keyboard down until the toolbar disappears.

Language

Change your input or display language

Your BlackBerry device lets you change the language for different functions, so that if you want to display text in one language, but create emails in another language, you can. From the Language and Input settings screen you can change the input or display language for text input and other input methods as well as for your device's display.

1. From the top of the all apps panel or the running apps panel, swipe down.
2. Tap **All Settings** > **Language and Input**.

Add a language

Content coming soon

Delete a language

Content coming soon.

Changing your input language as you type

If you have languages available to switch to, [language switch icon] will appear on your keyboard. If you don't have any languages set, this key will instead show a punctuation character that is commonly used in your set input language.

Change which languages are available to switch to as you type


Content coming soon.

File Manager

Viewing files

View files on your smartphone

1. Tap a folder.
2. Tap a file that you want to view.

To go back, tap  .

View files on connected devices or networks

You can view files on devices that are connected both physically, and wirelessly to your BlackBerry smartphone.

1. Tap  .
2. Tap a device.

Managing your files

Rename a file

1. Tap and hold a file.
2. Tap **Rename**.

Add a folder

- In the action bar, tap  .

Search for a file

1. Tap the More button.
2. Tap **Search**.
3. Enter all, or part, of the name of the item you are searching for.


Sort files

You can select to view your files in order by name, date, type or size. You can also decide whether to view your files in ascending or descending order.

Swipe down from the top frame.

- To change the way you view your files, tap **List** or **Grid**.
- To change the way files are sorted, tap **Sort > Name, Date, or Type**.
- To change the order of your files, tap **Order > Ascending, or Descending**.


Select multiple files

1. Open the Quick menu.
2. Tap  .
3. Tap the items that you want to select.
4. Tap **Done**.


To deselect an item that you have tapped in error, tap the item again.

Transferring files


Share files

1. Tap and hold a file.
2. Tap  .
3. Choose a destination.
4. Tap **Upload**.

Move a file


1. Tap and hold a file or folder.
2. Tap  .
3. Navigate to the folder where you'd like to move the file.
4. Tap **Move**.

Copy a file

1. Tap and hold a file or folder.
2. Tap  .
3. Navigate to where you'd like to copy the file or folder.
4. Tap **Paste**.

Using cloud services

Retrieve files saved to the cloud

1. Tap  .
2. Tap a cloud application.

Save a file to your device

When you pin a file it is saved to your BlackBerry device, so you can view the file even when you're not connected to a mobile or wireless network. If a file is not pinned, it is not available when you're offline. To pin or unpin a file to your device:

Touch and hold a file.

- To pin a file, tap **Pin**.
- To unpin a file, tap and hold a pinned file, and tap **Unpin**.

Change cloud service settings

You can change preferences for items like syncing options and network usage. You can also add or delete cloud applications.

1. Swipe from the top frame.
2. Tap **Cloud Settings**.

Add a cloud application

When you add a new cloud application to your BlackBerry device, the application appears on your homescreen. Once added, you can open the cloud application by tapping the icon on the homescreen.

1. Tap the **Cloud Settings** menu.
2. Tap the **Add Service** icon.

Synchronize applications with the cloud

When you enable the synchronization option, information and files from the selected applications are automatically updated and stored in the cloud. Files smaller than 100Mb sync immediately when using the mobile network. Files 100Mb or larger sync using the WiFi network when coverage is available.

To sync an application with cloud services:

Set the switch next to an application to **On**.

Synchronize while roaming

You can synchronize applications and upload files to cloud services while roaming. Charges might apply. For more information, contact your wireless service provider.

To enable synchronizing applications and uploading files to cloud services while roaming:

Set the switch for the option you want to enable to **On**.


View cloud service storage details

1. Tap **Storage Details**.
2. To buy more storage, tap **Buy More Storage**.

Working with zip files


Zip a file

Zip files to reduce memory space. You can zip a single folder, or zip multiple files or folders.

1. Tap and hold a file or folder.
2. Tap  .

Unzip a file

You can unzip files, and also preview their contents.

- To unzip a file, tap and hold a zip file. Tap  .
- To preview the contents of a zip file, tap the file.

Organizing apps

Delete an app

Coming soon.

Search

Search your device

When you search your BlackBerry device from the main search app, your results are categorized according to file and application type. If you search from within an application, your results are limited to items within the application.

1. To search for an item on your BlackBerry device tap [search launch icon].
2. Enter your search terms.

If there are more than three results for a category, only the first three results are shown. To see all of the search results for a particular category, tap [image of dog ear icon] on the bottom right of the category group.

Use voice enabled search

Content coming soon.

Change the language for voice enabled search

Content coming soon.

Filter your search results

If you have a lot of search results and you know the type of file you're looking for, you can use the search filter to narrow your results. It doesn't matter whether you turn on the search filter before or after you start your search, but the filter will be cleared the next time you enter the Search app.

1. In the search application, tap [image of category button].
2. Tap the category that you want search results for.

Change your search settings

Content coming soon.

Search your email messages

If you're searching for a specific email, you can find it more quickly by narrowing your search results by message field, such as To, From, or Subject.

1. In the Messages app, swipe down from the top.
2. Tap [more search options icon].
3. Select the fields you want to search.
4. Enter your search terms.

Google Talk

Chat with friends

Make plans and catch up over IM with your Google Talk friends using your BlackBerry device. You can quickly see all of your open chats by tapping the Chats icon.

Tip: Have something you want to share with multiple people? Start a conference to make decisions faster.

Tap a friend.

Send a file

1. Touch and hold the chat field.
2. Tap the type of file you want to share with the friend.
3. Tap **Send**.

Invite others to a chat

At the bottom of a chat, tap the **Plus** icon.

Tip: To start an empty group chat, tap the Quick menu > **New Multiperson chat** from the friend list.

Change the order of emoticons

The emoticons that you frequently use appear at the top of the emoticon panel.

Touch and hold an emoticon and drag it into place in the top row.

Receive notification when a friend is online

You can receive a message when a friend comes online.

1. Touch and hold a friend's name.

2. Tap **Set Alert**.

Change your status or profile

You can change your name or status so that your friends know what you're doing. If you have a status that you use often, such as when you're going on vacation, you can save it to use again later.

1. Tap your picture or display name at the top of the screen.
2. Type a status message in the **Personal Message** field.
3. If you want to appear as busy, tap **Status > Busy**.

Save a status for later

Tap the **Status** field > **Edit status messages > Add New**.



Change your display picture

You can change your picture to suit your mood or show what you're doing.

1. From your profile, tap your picture.
2. Tap **Replace** or **Edit**.

Add a friend

Add other Google Talk users to your BlackBerry device to keep the chat going wherever you are.

1. Tap  > .
2. Type in the field or tap the **Address Book** icon to find friends in your address book.
3. Tap **Send**.

View someone's information

You can view friend details from someone's profile.

1. Touch and hold a friend's name.
2. Tap **View Profile**.

Organize your friends

If you have a lot of friends, or just some that you want to be able to get to faster, consider organizing your friends into groups.

Delete a friend

1. Touch and hold a friend's name until the menu opens.
2. Tap **Delete <friend's name>**.

Sign out

While you're signed in to Google Talk, your friends and chats are synched between BlackBerry devices you've logged into using your BlackBerry ID. When you sign out of Google Talk, you no longer receive messages or notifications for this app.


Tap **Sign Out**.

Troubleshooting: Google Talk

I accidentally blocked a friend

When you remove someone from your blocked list, the person can send you messages and invitations again.

Try the following steps:

1. Swipe down from the top of the screen.
2. Tap  .
3. Beside **Blocked Contact List**, tap the **Edit** icon.
4. Touch and hold a friend's name. Tap **Unblock Contact**.

I can't add a friend

The person's device might be turned off, the person might not have responded to your invitation, or the person might have ignored your invitation.

1. To view your pending invitations, tap **Invites**.

Yahoo! Messenger

Start a conversation

Make plans and catch up over IM with your Yahoo! Messenger contacts using your BlackBerry device. You can quickly see all of your open conversations by tapping the Conversations icon.

Tip: Have something you want to share with multiple people? Start a conference to make decisions faster.


1. Tap **Contacts**.
2. Tap a contact.

Send a file

1. Touch and hold the **conversation** field.
2. Tap the type of file you want to share with the contact.
3. Tap **Send**.

Invite others to a conversation

At the bottom of a conversation, tap +.

Tip: To start a blank conference from the contact list, tap  > **New Multiperson conversation**.

Change the order of emoticons

The emoticons that you frequently use appear at the top of the emoticon panel.

Touch and hold an emoticon and drag it into place in the top row.

Receive notification when a contact is online

You can receive a message when a contact comes online.

1. Touch and hold a contact's name.
2. Tap **Set Alert**.

Change your status or profile

You can change your name or status so that your contacts know what you're doing. If you have a status that you use often, such as when you're going on vacation, you can save it and use it again another time.

1. Tap your picture or display name at the top of the screen.
2. Type a status message in the **Personal Message** field.
3. If you want to appear as Busy, tap **Status > Busy**.

Save a status for later

Tap the **Status** field > **Edit status messages** > **Add New**.

Change your display picture

You can change your picture to suit your mood or show what you're doing.

1. From your profile, tap your picture.
2. Tap **Replace** or **Edit**.

Add a contact

Add other Yahoo! Messenger users to your BlackBerry device to keep the conversation going wherever you are.

1. Tap the **Invitation** icon.
2. Type in the field or tap + to find contacts in your address book.
3. Tap **Send**.

View someone's information

You can view contact details from someone's profile.

1. Touch and hold a contact's name.
2. Tap **View Profile**.

Organize your contacts

If you have a lot of contacts, or just some that you want to be able to get to faster, consider organizing your contacts into groups.

Delete a contact

1. Touch and hold a contact's name until the menu opens.
2. Tap **Delete <contact name>**.

Sign out

While you're signed in to Yahoo! Messenger, your contacts and conversations are synched between BlackBerry devices you've logged into using your BlackBerry ID. When you sign out of Yahoo! Messenger, you no longer receive messages or notifications for this app.

Tap **Sign Out**.

Troubleshooting: Yahoo! Messenger

I can't add a contact

The person's device might be turned off, the person might not have responded to your invitation, or the person might have ignored your invitation.

1. To view your pending invitations, tap **Invites**.

I'm receiving unwanted messages

If you keep receiving messages from Yahoo! Messenger users that aren't contacts, you can hide these messages.

1. Swipe down from the top of the screen. Tap **Settings**.
2. Change the field to, **No**.

I accidentally ignored a contact

When you remove a contact from your blocked list, the person can send you messages or invitations again.

1. Swipe down from the top of the screen.
2. Tap **Settings**.
3. Beside the **Blocked Contact List** field, tap **Edit**.
4. Touch and hold a contact's name. Tap **Unblock Contact**.

Windows Live Messenger

Start a conversation

Make plans and catch up over IM with your Windows Live Messenger contacts from your BlackBerry device. You can quickly see all of your open conversations by tapping the **Conversations** icon.

Tip: Have something you want to share with multiple people? Start a conference to make decisions faster.


1. Tap **Contacts**.
2. Tap a contact.

Send a file

1. Touch and hold the **conversation** field.
2. Tap the type of file you want to share with the contact.
3. Tap **Send**.

Invite others to a conversation

At the bottom of a conversation, tap +.

Tip: To start a blank conference from the contact list, tap  > **New Multiperson conversation**.

Change the order of emoticons

The emoticons that you frequently use appear at the top of the emoticon panel.

Touch and hold an emoticon and drag it into place in the top row.

Receive notification when a contact is online

You can receive a message when a contact comes online.

1. Touch and hold a contact's name.
2. Tap **Set Alert**.

Change your status or profile

You can change your name or status so that your contacts know what you're doing. If you have a status that you use often, such as when you're going on vacation, you can save it and use it again another time.

1. Tap your picture or display name at the top of the screen.
2. Type a status message in the **Personal Message** field.
3. If you want to appear as Busy, tap **Status > Busy**.

Save a status for later

Tap the **Status** field > **Edit status messages** > **Add New**.

Change your display picture

You can change your picture to suit your mood or show what you're doing.

1. From your profile, tap your picture.
2. Tap **Replace** or **Edit**.

Add a contact

Add other Windows Live Messenger users to your BlackBerry device to keep the conversation going wherever you are.

1. Tap the **Invitation** icon.
2. Type in the field or tap + to find contacts in your address book.
3. Tap **Send**.

View someone's information

You can view contact details from someone's profile.

1. Touch and hold a contact's name.
2. Tap **View Profile**.

Organize your contacts

If you have a lot of contacts, or just some that you want to be able to get to faster, consider organizing your contacts into groups.

Delete a contact

1. Touch and hold a contact's name until the menu opens.
2. Tap **Delete <contact name>**.

Sign out

While you're signed in to Windows Live Messenger, your contacts and conversations are synched between devices you've logged into using your BlackBerry ID. When you sign out of Windows Live Messenger, you no longer receive messages or notifications for this app.

Tap **Sign Out**.

Troubleshooting: Windows Live Messenger

I can't add a contact

The person's device might be turned off, the person might not have responded to your invitation, or the person might have ignored your invitation.

1. To view your pending invitations, tap **Invites**.

I'm receiving unwanted messages

If you keep receiving messages from Windows Live Messenger users that aren't contacts, you can hide these messages.

1. Swipe down from the top of the screen. Tap **Settings**.
2. Change the field to, **No**.

I accidentally blocked a contact

When you remove a contact from your blocked list, the person can send you messages or invitations again.

1. Swipe down from the top of the screen.
2. Tap **Settings**.
3. Beside the **Blocked Contact List** field, tap **Edit**.
4. Touch and hold a contact. Tap **Unblock Contact**.

Storage space and media card

Storage space and media card

Content coming soon.

Accessibility

Find your accessibility settings

You can customize your BlackBerry device to suit your needs. Some of the customizations that you can make on your device include using grayscale or reverse contrast for the screen display, enabling event sounds, or changing the font scaling.

1. From the top of the all apps panel or the running apps panel, swipe down.
2. Tap **View All Settings**.
3. Tap **Accessibility**.

Change your font size

Content coming soon.

Turn on Global Zoom

Content coming soon.

Set your Global Zoom magnification

Content coming soon.

Use Global Zoom in an application

If you have Global Zoom turned on you can activate the zoom in any application by swiping down with two fingers from the top of the screen.

Navigate while Global Zoom is turned on

Content coming soon.

Use grayscale or reverse contrast for the screen display

Content coming soon.

Use the BlackBerry screen reader

Content coming soon.

Change your options for the BlackBerry screen reader

Content coming soon.

Turn on or turn off event sounds

Content coming soon.

Add or delete a contact alert

Content coming soon.

Change how you answer calls with a headset

Content coming soon.

Using hearing aid mode

Content coming soon.

Using TTY support

Content coming soon.

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