Play, pause, or skip a song

1. In the Music app, tap a song or album to listen to.
2. Tap ⋮ > ▶ .
3. Tap ❚❚ , ◀◀ , or ▶▶ .

Shuffle your music

Tap ⤬ to shuffle your selected music.

To stop shuffling your music, tap ⤬ again.

Tip: After you shuffle your music, to see what's playing next, tap ⋮ > ▶ . Tap the cover art.

Repeat a song or your music list

To repeat your current music list, tap ⋮ > ▶ > ↻ . Tap ↻ again to repeat the song that's currently playing.

Creating playlists and organizing your music

On the Playlists screen, you can create and listen to your own playlists, or play the collections of songs that your BlackBerry device gathers for you. Inside each playlist and collection, you can see which artists and albums are featured.

Create a playlist

1. In the Music app, tap ▣ > **Create**.

    - To add songs individually to your playlist, beside the songs that you want to add, tap ⊕ .

    - To add all of the songs by an artist, tap **Artists**. Beside the artist that you want to add, tap ⊕ .

    - To add albums to your playlist, tap **Albums**. Beside the albums that you want to add, tap ⊕ .

2. To name your playlist, tap in the text field at the top of the screen and enter a name.
3. Tap ✔ .

Add the music that's currently playing to a playlist

When a song or an album is playing, do one of the following:

- To add the song to a playlist, tap ![icon] > ![icon] .

- To add the album to a playlist, touch and hold the album name. Tap ![icon] .

Edit or rename a playlist

1. In the Music app, tap ![icon] .

2. Tap a playlist > ![icon] .

    - To change the name of the playlist, in the text field at the top of the screen, enter a new name.

    - To add music to the playlist, tap ![icon] . Beside the songs, artists, and albums that you want to add, tap ![icon] .

    - To remove a song from the playlist, beside the song that you want to remove, tap ![icon] .

    - To change the song order in the playlist, drag the song to where you want it to go in the playlist.

3. Tap ![icon] .

Organize your music on the Now Playing screen

You can organize your music without having to create a playlist. Suddenly feel the urge to listen to your favorite song next? Take advantage of the ability to add music to and change the order of your music on the Now Playing screen.

Add music to the Now Playing screen

While another song is playing, touch and hold a song, album, or playlist.

- To play the selected item after the current song is done playing, tap ![icon] .

- To play the selected item after the current music list is done playing, tap ![icon] .

Tip: Tap ![icon] to select multiple songs, albums, and playlists.

Remove and order songs on the Now Playing screen

1. When a song or album is playing, tap ![icon] > **Edit Order**.

    - To remove a song from the **Now Playing** screen, tap the **minus** icon next to the song that you want to remove.

    - To change the order that the songs play in, on the far right of the screen, touch and hold the **three lines** icon. Drag the song to where you want it to appear in the music list.

2. Tap ![icon] .

Save your music on the Now Playing screen as a playlist

When a song or album is playing, tap .

- To save the music as a new playlist, tap .
- To add the music to an existing playlist, tap .

Play your last music selection

If you set up a great music list on the Now Playing screen and then you close the Music app or start listening to a new album, you can quickly play your last Now Playing list.

1. In the Music app, tap .
2. Under **Collections**, tap **Last Played**.

Music shortcuts

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 skip songs, turn on the Music Shortcuts. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Main Volume**. Set the **Music Shortcuts** switch to **On**. To skip songs, press and hold the **Volume Up** key or **Volume Down** key.
- You can also control the volume of the song that you're listening to using the volume slider. If the volume slider isn't visible, on the **Now Playing** screen, tap the album's cover art.
- To add the song that's currently playing to a playlist, on the **Now Playing** screen, tap   > .

Troubleshooting: Music

I can't open a media file

Make sure the file is in a format that your BlackBerry device supports.

Videos

You can use the Videos app on your BlackBerry device to play, edit, organize, and display your videos.

Videos app at a glance

Now Playing screen

Change the video display size

Tap for options such as editing the video, playing the video on another device, and sharing the video over email, BBM, YouTube, and more

Tap to go back to the main video screen (Recent, Date View, or Albums)

Play or Pause video

Watch your videos

In the Videos app, do any of the following:

- To see the videos that you downloaded or uploaded to your BlackBerry device organized into albums, tap .

- To see the videos that you recorded on your device organized by the date that you recorded them, tap .

- To see the videos that you recently watched, tap .

Tip: The unwatched indicator on a video thumbnail, , indicates that the video hasn't been watched yet.

Play or pause a video

1. Open a video.
2. To show the video controls, tap the screen.
3. Tap or .

Change the video display size

You can change the display size of the video that you're watching on your screen.

1. To show the video controls, tap the screen.
2. Tap the icon in the upper-right corner of the screen until the video is the size that you want.

Doing more with your videos

You can do much more in the Videos app, such as delete videos, send or share videos with friends, and so on. You can also view the properties of your videos, including length, name, and date created. You can see the available options by tapping ⋮ or by touching and holding a video thumbnail and then tapping ⋮ .

Edit a video

You can edit and improve the individual videos on your BlackBerry device. For example, you can crop and change the length of your video, as well as enhance the brightness, color, volume, and more.

1. Touch and hold a video thumbnail.
2. Tap 🖉 .

Troubleshooting: Videos

I can't open a media file

Make sure the file is in a format that your BlackBerry device supports.

BlackBerry Story Maker

The BlackBerry Story Maker lets you make your own story in the form of a movie using pictures and videos that are saved on your BlackBerry device.

Preview a story in BlackBerry Story Maker

Tap an existing story.

Creating and editing stories

Create a story using BlackBerry Story Maker

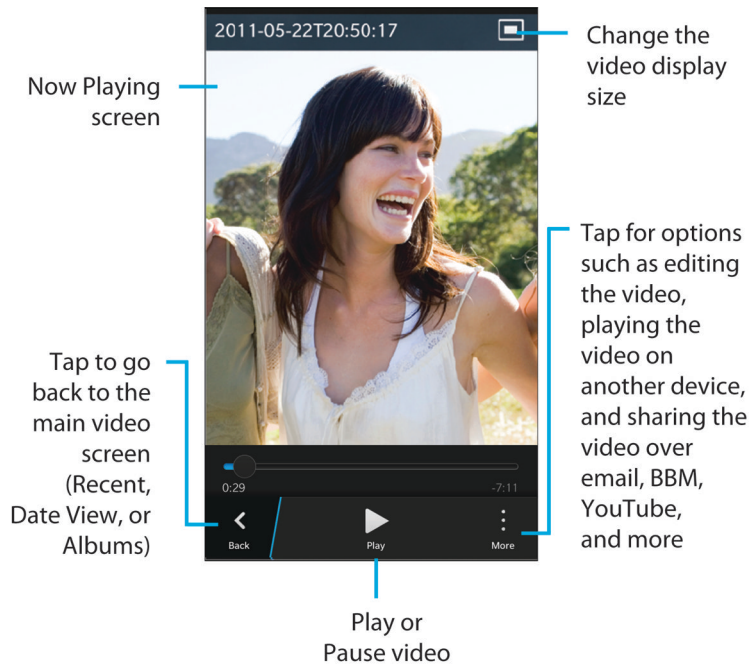1. Tap **Create New Story**.
2. Tap ![icon] or ![icon] .
3. Tap the pictures and videos that you want to include in your story. Tap **Next**.
4. Select the song for your story's soundtrack. Tap **Next**.
5. Type in the titles and credits that you want to appear in your story. Tap **Done**.
6. If necessary, tap a theme.
7. When you're finished, to save the story, tap ![icon] .

Tip: If you entered an album to select pictures and videos, you can tap ![icon] to go back and add pictures and videos from another album.

Edit a story made with BlackBerry Story Maker

You can edit and revise stories that you make with BlackBerry Story Maker.

1. Tap an existing story.
   - To change the theme, tap a theme on the right side of the screen.
   - To change the order of the pictures and videos or to edit them, tap ![icon] .
   - To add or remove pictures and videos, tap ![icon] > ![icon] .
   - To change the song, tap ![icon] > ![icon] .
   - To change the titles and credits, tap ![icon] > ![icon] .
2. When you're finished, tap ![icon] .

Tip: To see more themes that might be available off-screen, try swiping up or down on the visible themes.

Delete a story in BlackBerry Story Maker

1. Touch and hold a story.
2. Tap ![icon] > ![icon] .

Change your BlackBerry Story Maker settings

1.   In BlackBerry Story Maker, swipe down from the top of the screen.
2.   Tap ![gear] .

- To change the resolution that stories are saved in, set the **Save in 1080p Resolution** switch to **On** or **Off**.
- To change the location where stories are saved to, set the **Save to Media Card** switch to **On** or **Off**.

Media sharing

You can use your BlackBerry device to share your media files in a variety of ways, including using Play on and DLNA
Certified devices.

About sharing media

You can wirelessly share the media files on your BlackBerry device with supported Wi-Fi CERTIFIED Miracast devices and
DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. You can share your media files
wirelessly using one of the following methods:

- **Play on**: In the Music, Pictures, and Video apps, use the Play on feature to automatically play or view a file on a selected
  DLNA Certified device.
- **Media Sharing**: In the Media Sharing settings, if you selected a DLNA Certified device or a Miracast device to share
  media files with, the device that you selected will be able to wirelessly access your media files.

Tip: For more information about DLNA Certified devices, visit www.dlna.org.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as
computers, TVs, or other home entertainment equipment.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information
about DLNA Certified devices, visit www.dlna.org.

1.   Open a media file.
2.   Tap ![icon] .
3.   Tap ![icon] .
4.   Select a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap [icon] and select a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap [icon].

Share your media files with DLNA Certified devices

- Your DLNA Certified device must be a Digital Media Player.
- Your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

You can use the Media Sharing options in your device settings to allow DLNA Certified devices and Wi-Fi CERTIFIED Miracast devices to wirelessly access your media files.

To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. On the home screen, swipe down from the top of the screen.
2. Tap [icon] **Settings** > **Media Sharing**.

   - To share your media files, turn on sharing for each type of media file that you want to share.
   - To grant access to devices so that they can access your media files, tap **Devices**. Select the checkbox beside each device that you want to grant access to.

Games

Connect with friends while discovering new games with Games for BlackBerry 10. You can also add favorite games and customize your Games profile.

Change your Games profile

When you create your profile, the Games app fills in the required information with information from your BBM profile. Changing your profile information in the Games app doesn't affect your BBM profile.

In the Games app, tap [icon] > [icon].

- To change your profile picture tap **Choose a picture**. Scroll through the pictures on your BlackBerry device, and tap the one you want to use.
- To use the picture that is already associated with your BBM profile, tap **Use BBM picture**.
- To change your app name, tap the text field below **Display Name**.
- To change the email address that is associated with your account, tap the text field below **Email Address**.
- Set the Public profile switch to **On** or **Off**.

Invite a friend to the Games app

You can add friends to the Games app to view the games they're playing, compare your high scores, and recommend games.

Note: The games you play and the awards you receive can only be viewed on your Games app timeline by your gaming friends; they won't appear anywhere else.

Do any of the following:

- In your timeline, tap a player.
- To invite your friends to the Games app using other ways, such as by email, looking up a username, or by inviting friends of your current friends, tap ![icon] > ![icon] .

Tip: To remove a friend from the Games app, navigate to the friend's profile. Tap ![icon] .

Add a game

Use the Games app to discover your next favorite game that you can buy or download for free.

1. Do any of the following:
    - In your timeline, tap a game that interests you.
    - To browse through new games, popular games, and games that your friends are playing, tap ![icon] .
2. Tap ![icon] > **Download**.

Add a game to your favorites

After you discover a game you love, you can mark it as a favorite for quick access.

1. In the Games app, on the home screen, tap ![icon] > ![icon] .
2. Tap ![icon] next to a game.

To remove a game from your favorites, tap ![icon] .

Recommend a game

You can recommend the games you love to your Games friends. Recommendations are sent as private messages, so that only the friends that you select can see the recommendations you send them.

1.   Tap a game.

2.   Tap ![icon].

3.   Tap on a friend.

Invite a Games friend to BBM

If you have a friend in the Games app who's not in your BBM contact list, you can invite that friend to BBM without having to leave the Games app.

1.   In the Games app, do one of the following:

- In your timeline, tap a friend.

- On the home screen, tap ![icon]. Tap a friend.

2.   Tap ![icon].

Start a BBM chat with a Games friend

You can start a BBM chat without leaving the Games app (for example, if you want to quickly comment on something in a game).

1.   In your timeline or on the ![icon] screen, tap a friend.

2.   Tap ![icon].

Troubleshooting: Games

Only my friends can see my profile

By default, your public profile is set to Off and only your friends can see your profile. You can change this setting to allow anyone to view your profile.

1.   To edit your profile, tap on your display picture.

2.   Set the **Public profile** switch to **On**.

Settings

Customize your device settings

Your BlackBerry device is designed to provide you with extensive customization and control. You can take it out of the box and get started, and you can tailor and optimize your device to your needs. Get acquainted with all the options and discover more about what your device can do.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings**.

Customize your Quick Settings

The settings menu that you access by swiping down on the home screen is designed to show the settings you use most often. You can choose which settings appear, as well as their positions, so that you can quickly get to the settings that are most important to you. Quickly put your BlackBerry device into airplane mode or bedside mode, turn off your alarm, or turn on the flashlight!

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Quick Settings**

   - To add or remove items from your quick settings, select or clear the checkboxes.
   - To change the positions of items in your quick settings, tap ⬍ . Touch and hold the item you want to move. Drag the item to a different location and release your finger. Tap **Save**.

Tip: If you have a lot of quick settings items, you can swipe right or left to see them all.

Overview of device settings

Item	Description
✈ Airplane Mode	Turn off all wireless connections.
((ᵢ)) Networks and Connections	• Get quick access to airplane mode to turn off all your connections.

Item	Description
	• Depending on your wireless service plan and device model, set up connections to the mobile network, Wi-Fi network, Bluetooth enabled devices, NFC, mobile hotspot, and set up Internet tethering.
Notifications	• Mute BlackBerry Keyboard sounds. • Turn on vibrate mode. • Turn off Instant Previews and LED notifications. • Customize audio and visual notifications for specific apps.
Main Volume	• Adjust the overall volume on your device. • Assign the volume keys. • Turn on audio boost for use with your headphones.
Accounts	• Add or change social networking and email accounts. • You can also access advanced setup options such as IMAP and POP.
Quick Settings	• Access settings you use frequently. • Access these settings at any time by sliding your finger down from the top of the screen.
Display	• Select wallpaper. • Change your font. • Adjust screen brightness. • Customize screen locking.
Language and Input	• Turn on or turn off text prediction, word substitution, and spell check. • Change the language, region settings, and measurement system.
Voice Control	Turn on voice dictation and set voice recognition and feedback preferences.
BlackBerry Balance (if available)	Create or change a work space password. Delete only your work space and data from your device and leave your personal data intact.

Item	Description
BlackBerry Link	Set up remote access to a computer for sharing documents and synchronizing media.
BlackBerry ID	- View your current BlackBerry ID information. - Sign in to your BlackBerry ID account. - Change your BlackBerry ID password.
BlackBerry Protect (if available)	Turn on BlackBerry Protect to help secure and locate your device if it's lost or stolen.
Security and Privacy	- Create a device password. - Encrypt your device data. - Delete your device data. - Change permissions for downloaded apps. - Manage certificates. - Create a micro SIM card PIN.
App Manager	- Change the default app used to open a specific file type. - Monitor apps that are using your device's memory.
Media Sharing (if available)	Connect to a device to wirelessly share media content.
Date and Time	Change the time zone, time, and date.
Software Updates	- View the current software version running on your device. - Check for software updates. and
Search	- Clear search history. - Remove or prioritize apps that are searched. - Extend device search to include an Internet search.
	View available storage space and set up access to the files stored on your device, including USB connections, network

Item	Description
Storage and Access	identification, file sharing, Wi-Fi sharing, and password protection for sharing files.
Location Services	- Choose whether apps can use your location data. - Clear recent searches that you entered in the Maps application.
Payment Options	Add payment accounts and set preferred payment methods.
Accessibility	Change magnification, hearing aid, and TTY settings.
About	- Find general information about your device, such as hardware information, network details, and storage space capacity. - Identify your device PIN, software version, and model name. - View your phone number and the name of your wireless service provider. - View or change the name for your device that appears if another device detects it over a Bluetooth or network connection.

How do I update the software on my BlackBerry 10 device?

Software updates might not be available to you depending on your region and wireless service provider.

You should regularly create and save a device backup file on your computer, especially before you update any device software. Maintaining a current backup file on your computer might allow you to recover device data if your BlackBerry device is lost, stolen, or corrupted by an unforeseen issue.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Software Updates**.
3. Tap **Check for Updates**.

You can also update your device software using BlackBerry Link. For more information, see the Help documentation for BlackBerry Link.

Turn on automatic updates for your device software

When a software update for your BlackBerry device is available and your device is connected to a Wi-Fi network, software updates are automatically downloaded and installed on your device. When this feature is turned on, you aren't notified when an update starts installing, but you may be asked to restart your device to complete the installation.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Software Updates**.
3. Tap ⚙ .
4. Set the **Automatic Updates** switch to **On**.

Battery and power

Your BlackBerry device includes a number of features designed to help monitor your battery life and get the most out of your device. You can learn how to extend battery life, monitor which apps are using the most battery power, and charge your device in the most efficient way.

Turn off your device

Press and hold the **Power/Lock** key (above the volume keys on the side of your device).

Put your device in standby mode

When you put your BlackBerry device in standby mode, the device screen backlight turns off and the screen locks. Wireless connections and clock alarms aren't affected.

Press the **Power/Lock** key (above the volume keys on the side of your device).

To wake up your device, swipe up from the bottom of the device screen.

Restart or reset your device

If your BlackBerry device is running slower than usual or not responding, turning off and turning back on your device might help to solve the problem.

Do one of the following:

- To restart your device, press and hold the **Power/Lock** key (above the volume keys on the side of your device). Tap .
- To reset your device, press and hold the **Power/Lock** key for ten seconds.

Charge your device

Before you start using your BlackBerry device, you should charge it because the battery that came with your device isn't fully charged.

Charge your device using the charger provided by BlackBerry in the box that your device came in. You can also charge your device using a USB cable connected to a computer, but charging might take longer.

CAUTION: Other chargers might not provide adequate power and might damage your device.

Hold the cable with the BlackBerry logo ( ) facing up, and connect the cable into the USB port on your device. Plug the charger into a power outlet.

Keeping your battery charged

Your BlackBerry device uses a lithium-ion battery. To maximize your use of this type of battery, when possible, do the following:

- Avoid using your device while it's charging to help it charge faster.
- Charge your device often, even when the battery charge isn't low.
- Avoid charging, using, or storing your device in extremely hot or cold places, such as on a vehicle dashboard.
- Avoid leaving your device turned off with a low battery power level for an extended period of time.
- If your device has a removable battery and you aren't using your device for more than a few days, partially charge the battery. You can then remove the battery and store it in a dry place at room temperature to conserve battery power.

Battery and charging icons

The battery power level icons appear at the top of the home screen on your BlackBerry device.

	The battery is charging.
	The battery is fully charged.

	The battery isn't charging because the power source isn't providing enough power. Use the charger that came with your BlackBerry device to charge the battery.
	The battery charge is low, and your wireless connections might turn off to conserve power. If the battery charge gets too low, your device might turn off. Save any work in progress and charge your device.
	There is a problem with the battery, and the battery might need to be replaced. Only use a battery that is approved by BlackBerry for your device model. To replace the battery, contact your service provider.
	The battery isn't connected. For assistance, contact your service provider.

Check your battery power level

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ⚙ **Settings** > **About**.
3.   In the **Category** drop-down list, tap **Hardware**.
4.   To view the percentage of remaining battery power, see the **Battery** section.

Monitor the battery life, memory usage, CPU usage, and storage space on your device

You can check how much battery time and power you have remaining, how much device memory is being used, and how much storage space is available. You can also monitor which apps and services are using the most battery power, device memory, storage space, or CPU resources, and you can close or delete some apps to help save battery power or improve the device performance.

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ⚙ **Settings** > **App Manager** > **Device Monitor**.
3.   To monitor different types of device statistics, at the top of the screen, tap **Battery**, **CPU**, **Memory**, or **Storage**.

Tip: On the Battery and CPU screens, you can view device and usage statistics from different time frames. To change the time frame for the statistics on the Battery or CPU screens, at the top of the screen, tap **Device Monitor**. Tap a time frame.

View battery and usage stats for a specific app or service

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![icon] **Settings** > **App Manager** > **Device Monitor**.

3.   Tap an app or service.

Close or delete apps from the Device Monitor screen

If you notice that an open app is using a lot of battery power, device memory, or CPU resources, you can close it and end all processes associated with the app. You can also delete some apps permanently from the Device Monitor screen. Some apps must be installed and open at all times, so they can't be closed or deleted.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![icon] **Settings** > **App Manager** > **Device Monitor**.

3.   Tap an app.

4.   Do one of the following:

   - To close the app, tap ![icon] .

   - To permanently delete the app, tap ![icon] .

LED and battery notifications

A solid red LED can indicate that your BlackBerry device is turning on or restarting.

A flashing yellow LED can indicate that the battery power level is low and your device is charging.

A solid green LED can indicate that your device is plugged into a charger and that charging is complete.

How can I extend battery life?

Battery life varies depending on how you use your BlackBerry device. To help battery power last longer, here are some considerations:

![icon] Dim the screen

Prolong battery life by changing your device settings to dim the screen.

Do any of the following:

- To adjust the screen brightness, choose a dark-colored wallpaper, or change the screen lock timeout, on the home screen, swipe down from the top of the screen. Tap ⚙ **Settings** > **Display**.
- To automatically lock your device and dim the screen when it's in a BlackBerry case or holster, on the home screen, swipe down from the top of the screen. Tap ⚙ **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

◀» Decrease volume

Do any of the following:

- To decrease the device volume, use the volume keys on the right side of your device.
- To adjust other volume settings such as application volume or notifications, on the home screen, swipe down from the top of the screen. Tap ⚙ **Settings** > **System Volume** or **Notifications**.
- To adjust other volume settings, on the home screen, swipe down from the top of the screen.

▢ Close apps

Increase how long a single charge lasts by closing any apps or features that you finished using so that they aren't continuously running in the background. Some features consume more battery power than others. Close or turn off these apps when you don't use them: The camera, the BlackBerry Browser, Voice Control, GPS, and Bluetooth technology.

«ᵖ» Turn off connections

If your device is out of a wireless coverage area, turn off the connection so that your device doesn't search for a network signal continuously.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Network Connections**.

↻ Update your software

You can often gain a boost in power savings by using the latest version of the BlackBerry 10 OS. If a software update is available for your device, a notification appears in the BlackBerry Hub.

▤ Use a media card

Reduce power usage by keeping less data on your device. Save data to a media card instead of your device storage space.

Turn off the flash

Conserve more power by turning off the flash when taking pictures.

Tip: Like most electronic devices, your device battery drains less quickly if you keep it out of the sun and other hot places, keep the contacts clean, and charge it regularly. Avoid leaving your device turned off with a low battery power level for an extended time.

Device and battery safety

You should only use the battery that BlackBerry specifies for use with your particular BlackBerry device model. If you use any other battery, you might invalidate any warranty provided with your device.

CAUTION: There is a risk of explosion if the battery is replaced with an incorrect battery type. Do not attempt to replace your non-removable battery. Only qualified service personnel should perform repairs or battery replacements to your device.

Device and battery disposal

Please recycle your BlackBerry device and battery in accordance with your local regulations. Do not dispose of either your device or battery in a fire. Your device or battery should not be placed in household waste bins.

For information about returning your device to BlackBerry for recycling and safe disposal, from a browser on your computer visit www.blackberry.com/recycling. The recycling and trade-up program is available only in certain areas.

BlackBerry and environmental sustainability

BlackBerry is committed to reducing the environmental impact of BlackBerry products. To learn more about the sustainability efforts at BlackBerry, visit http://www.rim.com/company/corporate-responsibility/ product_sustainability.shtml.

View the safety, warranty, and privacy information for your device

To view the *Privacy Policy*, your BlackBerry device must be connected to the Internet.

Take a moment to review the license agreement, limited warranty, safety information, and privacy policy for your device. These documents are available from your device settings screen. They contain important information about terms and conditions of use, battery and other important safety precautions, and warranty coverage.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **About**.
3. In the **Category** drop-down list, tap **Legal**.
4. Tap a link.

Connections

Connect your BlackBerry device to a mobile network or Wi-Fi network to browse websites, check your messages, use location services, and much more. You can also connect your device to a mobile hotspot in a public place, pair your device with your car using Bluetooth technology, or use Internet tethering to connect to other Wi-Fi-enabled devices. NFC lets you share files easily between devices.

Check which wireless networks your device connects to

Your BlackBerry device won't necessarily connect to every type of network that's listed on your device. Your device is capable of connecting to all the networks listed, but actually connecting to each type of network also depends on your wireless service plan. For more information about the wireless networks that your device connects to, see the *Safety and Product Information* document for your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **About**.
3. In the drop-down list at the top of the screen, tap **Network**.

Give your device a nickname

You can change the name of your BlackBerry device as it appears to other devices. This nickname is helpful when you share media files wirelessly or connect using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **About**.
3. In the **Device Name** field, enter the new name for your device.

Wireless connections icons

The following icons might appear in the upper-right corner of the home screen to indicate the wireless coverage level that your BlackBerry device currently has.

![signal bars icon]	The number of solid bars indicates the strength of the mobile network signal. If the signal is weak, your device might use more power to try to maintain the connection.

4GLTE 4G 3G 2G 1X H+ H G E	Your device is connected to the network type shown and can access all of the features of your mobile network plan.
4g 3g 2g 1x h+ h g e	Your device is connected to the network type shown but the network functionality is limited. You're likely able to make a phone call, but not able to access the Internet or view email messages.
X	You have no mobile network coverage.
A A	Your device is roaming. Extra charges might apply.
⠿	You are connected to the BlackBerry Infrastructure.
📶	The number of solid waves indicates the strength of the Wi-Fi signal. If the signal is weak, your device might use more power to try to maintain the connection.
🔑	Your device is connected to a VPN.
✈	Your device is in airplane mode and all of your wireless network connections are off. You can turn on Wi-Fi or Bluetooth technology, but not your connection to the mobile network.
🔲!	There is an error with your micro SIM card. For information on what the error is, on the home screen, swipe down from the top of the screen. Tap ⚙ **Settings** > **Networks and Connections** > **Mobile Network**.
📶	You can only make emergency calls.

The following icons appear in the upper-left corner of the home screen if your device is connected or trying to connect to another device using Mobile Hotspot mode, Internet tethering, or Bluetooth technology.

◎	Mobile Hotspot mode is on. If the icon is solid, Mobile Hotspot is connected.
📱	Internet tethering is on. If the icon is solid, your device is connected to another device.
✳	Bluetooth technology is on. If the icon is solid, Bluetooth technology is connected.

Choosing a connection

Your BlackBerry device is capable of a wide range of connections, to increase what you can do with your device and how it interacts with other devices. Take a look at the list of connections to learn about the different types of connections, some tips for when to use each connection, and maybe learn a few things you didn't know you could do.

Network connections

Mobile network

A mobile network connection allows your BlackBerry device to make calls and, if you have a data plan, use data services such as Internet browsing. In some locations, such as in a hospital or on an airplane, you need to turn off your mobile network connection, but usually you can just leave your mobile network connection on.

Wi-Fi

A Wi-Fi network connection is another way to get data services on your device, but unlike using the mobile network, using Wi-Fi doesn't add charges to your data plan. Your device is designed to try to use saved Wi-Fi networks before it tries to use the mobile network for basic data functions such as using the Internet or downloading apps. You can leave Wi-Fi on so that as soon as you're in range of a saved Wi-Fi network, your device connects to it automatically, but remember that if you leave Wi-Fi on all the time your battery can drain faster.

Connections between devices

USB

You can use a USB cable to create a two-way connection between your BlackBerry device and your computer. When you connect your device to your computer using a USB cable, your device appears on your computer as a removable storage device. Depending on the functionality of your computer, you can usually use a USB connection to drag files between your computer and your device.

Wi-Fi Direct connection

When you connect your BlackBerry device to other devices using a Wi-Fi Direct connection, you can perform actions such as sharing a document without needing an Internet connection. Because a Wi-Fi Direct connection creates a network, you can connect to multiple devices at the same time.

Wi-Fi CERTIFIED Miracast connection

Miracast allows you to show what's on the screen of your BlackBerry device on another device such as a TV or computer monitor. In most cases you'll need to connect through a Miracast adapter that plugs into the device's HDMI connector.

Bluetooth technology

Bluetooth wireless technology allows you to create a direct connection between your BlackBerry device and another Bluetooth enabled device. Although you can transfer files over a Bluetooth connection, because of its ability to stream content, Bluetooth connections are more commonly used for actions such as playing the music on your

BlackBerry device through a separate speaker or making calls on a headset that is using your BlackBerry device's mobile network connection.

Shared Internet connections

You can use your BlackBerry device's connection to the mobile network to allow other devices to access the Internet. This functionality is particularly useful if you want to browse the Internet on your laptop or Wi-Fi only tablet but you don't have access to a Wi-Fi network.

Internet tethering

You can use Internet tethering when you only have one device that you want to connect to the Internet through your BlackBerry device's mobile network connection. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Mobile Hotspot

You can use Mobile Hotspot mode to connect up to eight devices to your BlackBerry device. (The number of devices that you can connect depends on your wireless service provider.) Connecting your devices using Mobile Hotspot mode is like connecting to a Wi-Fi router; you can use the Wi-Fi connections on your devices, but you don't need access to a Wi-Fi network.

VPN connections

You can connect your BlackBerry device to a virtual private network (VPN) over your mobile network or using a Wi-Fi connection. While your device is connected to the VPN, you can send data to and receive data from the private network across the public network.

Turn on airplane mode

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

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings**.
3. Set the **Airplane Mode** switch to **On**.

Mobile network

A mobile network connection allows your BlackBerry device to make calls and, if you have a data plan, use data services such as Internet browsing. In some locations, such as in a hospital or on an airplane, you might need to turn off your mobile network connection, but usually you can just leave your mobile network connection turned on.

In most cases your device automatically connects to the appropriate wireless network when you travel outside of your wireless service provider's coverage area. 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.

Connect to the mobile network

To turn on your mobile network connection, airplane mode must be turned off.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Mobile Network**.

3.   Set the **Mobile Network** switch to **On**.

To turn off your connection to the mobile network, set the **Mobile Network** switch to **Off**.

Connect to your VPN automatically

You can set your BlackBerry device to automatically connect to a virtual private network (VPN) whenever you have mobile network coverage.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **VPN**.

3.   Tap 📶 .

4.   In the drop-down list, tap the VPN profile that you want to use. If no VPN profiles appear in the list, create your own or contact your adminstrator.

5.   Set the **Connect over Mobile Network** switch to **On**.

Roaming

In most cases your BlackBerry device automatically connects to the appropriate wireless network when you travel outside of your wireless service provider's coverage area. In some cases you must contact your provider to have your micro 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

Your BlackBerry device is designed to switch to an appropriate wireless network automatically when you travel, but you might need to try switching networks manually if you're having trouble connecting or if the network signal is weak.

To switch wireless networks manually, your wireless service plan must include this service and your device must be connected to a GSM or UMTS network.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Mobile Network**.

3. If the **Mobile Network** switch is off, set it to **On**.

4. Set the **Network Selection Mode** to **Manual**.

5. When your device finishes scanning for networks, tap a network.

Turn off data services while roaming

Depending on your wireless service plan, you might be able to turn off data services (email messages, PIN messages, text messages with attachments, and browser service) on your BlackBerry device so that only the phone and basic text messaging are available.Turning off data services while roaming might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the home screen, swipe down from the top of the screen.

2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Mobile Network**.

3. If the **Mobile Network** switch is off, set it to **On**.

4. In the **Data services while roaming** drop-down list, tap **Off** or **Prompt**.

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following solutions:

- Check that airplane mode is off. If airplane mode is on, the option to turn on the mobile network is unavailable. To turn off airplane mode, on the home screen, swipe down from the top of the screen. Tap ![settings icon] **Settings**. Set the **Airplane Mode** switch to **Off**.

- Check that the connection to the wireless network is turned on. To check your connection, on the home screen, swipe down from the top of the screen. Tap ![settings icon] **Settings** > **Networks and Connections** > **Mobile Network**. Check that the **Mobile Network** switch is set to **On**.

- Check that your BlackBerry device is connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

- If your device uses a micro SIM card, verify that it is correctly inserted into your device.

- If your device normally connects to a CDMA network and your device supports international roaming, check that your device is in roaming mode and that your micro SIM card is correctly inserted into your device.

Wi-Fi connections

A Wi-Fi network connection is one way to get data services on your BlackBerry device, but unlike using the mobile network, using Wi-Fi doesn't add charges to your data plan. Your device is designed to try to use saved Wi-Fi networks before it tries to use the mobile network for basic data functions such as using the Internet or downloading apps. You can leave Wi-Fi turned on so that when you're in range of a saved Wi-Fi network, your device can connect to it automatically.

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, if Wi-Fi is turned on, your device connects automatically.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Networks and Connections** > **Wi-Fi**.
3. If the **Wi-Fi** switch is off, set it to **On**.
4. Tap a network.

   - If the screen requesting a password appears, enter the password for the Wi-Fi network. Tap **Connect**.
   - If you have access to the Wi-Fi router and you want to use Wi-Fi Protected Setup, tap the screen above the keyboard to dismiss the keyboard. Tap 🔗 . Complete the instructions on the device screen.

5. Tap **Connect**.

Tip: The next time you want to connect to a saved Wi-Fi network, if the network is within range of your device, on the home screen, swipe down from the top of the screen. Tap 📶 .

Manually connect to a Wi-Fi network

If you want to connect to a hidden Wi-Fi network, or you're having trouble automatically connecting, you can connect manually.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Networks and Connections** > **Wi-Fi** > ➕ .
3. In the **SSID** field, enter the name of the network.
4. Select the network's security type and specify any additional information. For what information you should specify, you can speak to your administrator or the person who manages the Wi-Fi network.
5. Tap **Connect**.

Tutorial: Setting up Wi-Fi on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up Wi-Fi on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/wifi/en

Delete a saved Wi-Fi network

Your BlackBerry device can store up to 64 saved networks. If you have a lot of saved networks on your device and you don't use them all, you can delete some to tidy up your Saved Networks screen. Deleting saved networks that use a hidden SSID can also help preserve battery life.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is set to **On**.
4. Tap ![icon] .
5. Tap the network that you want to delete.
6. Tap ![trash icon] .

Disable or re-enable a saved Wi-Fi network

If you want to stop your BlackBerry device from automatically connecting to a saved Wi-Fi network, but you don't want to delete the saved network, you can disable the network instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is set to **On**.
4. Tap ![icon] .
5. Tap a network.

    - To disable the network, set the **Enable Connections** switch to **Off**.
    - To re-enable the network, set the **Enable Connections** switch to **On**.

Wi-Fi network settings

Usually, you don't need to change your settings for a Wi-Fi network; however, you might need to change your settings if you have trouble connecting or if you need to connect manually.

The settings that are available for each Wi-Fi network depend on the type of network you're connecting to. To find out which 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 a work 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.

Password

　　If the Wi-Fi network is password protected, enter the password.

SSID

The SSID is the name that the network uses to identify itself. Usually, this field is automatically filled, but if the Wi-Fi network is hidden, you must enter the SSID to connect.

Security Type

Set the security type that the Wi-Fi network uses. Depending on the network you're trying to connect to, you might also see **Security Sub Type** and **Inner Link Security**.

CA Certificate

Set the root certificate that your BlackBerry device should use to verify that it's connecting to the correct Wi-Fi network.

VPN Profiles

To use a VPN Profile when connecting to the network, select the profile that you want to use.

Band Type

This field is set to Dual Band by default. If the Wi-Fi network is dual-band, your device will try to connect in the 5.0 GHz band unless the signal strength at the 2.4 GHz band is significantly stronger. If you want to connect to a dual-band network using one band only, choose the band you prefer.

Auto Obtain IP

In most cases this switch should remain **On**, but if you need to manually specify an IP address for your BlackBerry device you can set this switch to **OFF** and the option to enter an IP address appears.

Enable IPv6

Set whether the network uses the IPv6 protocol.

Use Proxy

Set this switch to **ON** if you want to connect to a proxy server. When you select this setting, additional settings appear. To find out what settings to use, see the information provided for the proxy server.

Inter-Access Point Handover

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

Connect to another device using Wi-Fi Direct

The BlackBerry device you want to connect to must have the Wi-Fi Direct tab selected on the Wi-Fi screen. To connect to another type of Wi-Fi CERTIFIED Wi-Fi Direct-enabled smartphone, view the documentation for that device.

Note: Although you can create a Wi-Fi Direct connection between your device and other types of Wi-Fi CERTIFIED smartphones, apps on your device might not be able to share files with other devices.

You can connect your BlackBerry device to other BlackBerry devices using Wi-Fi Direct. Wi-Fi Direct allows your device to connect without access points or a router. Once you establish a Wi-Fi Direct connection, you can share media files and other types of files without needing an Internet connection.

1. Swipe down from the top of the screen and tap ![settings icon] **Settings** > **Networks and Connections** > **Wi-Fi**.
2. If the **Wi-Fi** switch is off, set the switch to **On**.

3.   Tap Wi-Fi Direct.

4.   Tap the device you want to connect to.

To establish the Wi-Fi Direct connection, the device you are connecting to must accept the invitation to connect.

Add a VPN profile

You need a Wi-Fi or VPN connection before you can add a new VPN profile.

A VPN profile contains the information that you need to log in to your organization's network over a VPN or Wi-Fi connection. You might have one or more VPN profiles on your BlackBerry device, depending on the options that your administrator sets for you.

If you use a work account that is supported by BlackBerry Enterprise Service 10, some VPN profiles might be automatically added and you don't have to manually add a VPN profile. If you don't see an option to add a VPN profile, then your administrator has turned off this type of connection.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **VPN** > ➕ .

3.   Complete the fields. If you don't have the required information, contact your administrator.

4.   Tap **Save**.

Troubleshooting: Wi-Fi

Troubleshooting wizard: I can't connect to a Wi-Fi network

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your Wi-Fi connection issue.

Start the troubleshooting wizard

http://docs.blackberry.com/troubleshootingwizard/en

Note: This troubleshooting wizard is available in English only.

I can't connect to a Wi-Fi network

Start by checking for these basic issues:

•   Check that you turned on the connection to the Wi-Fi network. On the home screen, swipe down from the top of the screen. Verify that the Wi-Fi icon appears blue.

•   Check that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If other devices can't connect you might need to reset your router. If you're connecting to a work Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.

•   Your connection might have timed out. Try connecting again.

- If the Wi-Fi network that you want doesn't appear on the Wi-Fi settings screen, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.

- Check that Mobile Hotspot mode is off. If Mobile Hotspot mode is on, your device can't connect to a Wi-Fi network.

If none of the suggestions above solve your connection issue, try these more advanced troubleshooting options:

- Check that the time on your BlackBerry device is synchronized with the network time. If the times are different, it could prevent your device from connecting (for example, if connecting to the network requires you to have a certificate on your device, and the certificate has an expiration date).

- If you switched Wi-Fi networks manually, try switching to another Wi-Fi network.

- If your email account is a work account, your device might prevent connections to certain wireless access points. For more information, contact your administrator.

Still not connected? OK, try the following:

- Check that the settings for the Wi-Fi network are correct. To find out which settings to use, for a home network, refer to the information that came with your router; for a work Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.

- If you use the **Press WPS Button on Router** setting in Wi-Fi Protected Setup, check that the Wi-Fi router uses Wi-Fi Protected Setup, and that it is set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one Wi-Fi router within range is set to send its profile. For more information, see the information that came with your router.

- If you use PEAP, EAP-TLS, EAP-FAST, or EAP-TTLS to connect to a Wi-Fi network, check that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The root certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.

- If you use EAP-TLS to connect to a Wi-Fi network, check that you installed your authentication certificate on your device. The authentication certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.

- If you need to contact a support representative, you can access diagnostic information by tapping ![icon] on the **Wi-Fi** settings screen. To copy the log information to send to your support representative, in the **Diagnostic Information** drop-down list, tap **Logs**. Tap **Copy Logs**.

Mobile Hotspot

When you use Mobile Hotspot mode your BlackBerry device creates a Wi-Fi network that other Wi-Fi enabled devices can connect to so that they can use the Internet through your mobile network connection.

Sharing your Internet connection using Mobile Hotspot mode

This feature lets you connect your devices to the Internet anywhere that your BlackBerry device has a mobile network connection, but because this feature uses the mobile network, you might incur high data charges.

On some mobile networks, services such as email and BBM might not be available while the Mobile Hotspot mode is turned on.

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.

Use Mobile Hotspot mode to share your Internet connection

Before you turn on Mobile Hotspot mode, check that your BlackBerry device's connection to the mobile network is turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. If you've never used Mobile Hotspot mode before, complete the instructions on the screen. Read the screens carefully as they provide important information about the Mobile Hotspot feature. Remember your Mobile Hotspot password for later.
4. Set the **Mobile Hotspot** switch to **On**.
5. On the device that you want to connect to the mobile hotspot, proceed as you would if you were connecting the device to any other Wi-Fi network. You need to know the name of the mobile hotspot and the password you set during the setup process.

Find your Mobile Hotspot mode settings

You set most of the settings for your mobile hotspot the first time you turn on Mobile Hotspot mode. You can change these settings later when you aren't in an active mobile hotspot session.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. Tap ![icon] .

Disconnect a device from your mobile hotspot

After you disconnect a device from your mobile hotspot, if you want to connect the device again you must start a new session in Mobile Hotspot mode.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. Tap the name of the device that you want to disconnect from your mobile hotspot.
4. Tap ![x icon] .

Troubleshooting: Mobile Hotspot mode

I can't use my device as a mobile hotspot

- Check that you're connected to the mobile network. If ![icon] appears in the upper-right corner of the home screen, then the mobile network is on and connected.
- Check that your wireless service plan is set up to use Mobile Hotspot mode. If not, you need to change your service plan before Mobile Hotspot mode can work on your BlackBerry device.
- Your wireless service provider might not allow the use of Mobile Hotspot mode while roaming. For more information, check your service plan or contact your wireless service provider.
- If you're using your device for work, your organization might not allow the use of Mobile Hotspot mode. For more information, check with your administrator.
- While roaming, if your wireless service plan supports the use of Mobile Hotspot mode while roaming, on the **Mobile Network** settings screen, check that **Data services while roaming** is turned on.

I can't connect multiple devices to my mobile hotspot

Depending on your wireless service plan, you might not be able to connect multiple devices to your mobile hotspot, or the number of devices you can connect might be less than eight.

Internet tethering

Internet tethering allows you to share your BlackBerry device's connection to the mobile network with one other device, such as a laptop or tablet, so that you can access the Internet on your other device anywhere that your BlackBerry device can connect to the mobile network. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Sharing your mobile network connection using Internet tethering

Additional charges might apply for using Internet tethering. On some networks you can't use some services on your BlackBerry device, such as email and BlackBerry Messenger, while you use Internet tethering.

Use Internet tethering to share your Internet connection

You can tether your BlackBerry device using either a USB cable or a Bluetooth connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![icon] **Settings** > **Networks and Connections** > **Internet Tethering**.
3. If you've never used Internet tethering before, complete the instructions on the screen. Read the setup screens carefully as they provide important information about the Internet tethering feature.
4. In the **Connect using** drop-down list, select **USB** or **Bluetooth**.

5.   Set the **Internet Tethering** switch to **On**.

6.   Connect your BlackBerry device to a laptop or tablet using a USB cable or Bluetooth connection.

Troubleshooting: Internet tethering

I can't use Internet tethering

- Check that your BlackBerry device is connected to the mobile network. If appears in the upper-right corner of the home screen, then your device is connected to the mobile network.

- Check that your wireless service plan is set up to use Internet tethering. If not, you need to change your service plan before you can use Internet tethering.

- If you're using your device for work, your organization might not allow the use of Internet tethering. For more information, check with your administrator.

- While roaming, on the **Mobile Network** settings screen, check that **Data services while roaming** is turned on.

Bluetooth connections

Bluetooth wireless technology allows you to create a direct connection between your BlackBerry device and another Bluetooth enabled device. Bluetooth connections are commonly used for actions such as playing the music on your BlackBerry device through a separate speaker or making calls on a headset.

Turn on Bluetooth technology

1.   On the home screen, swipe down from the top of the screen.

2.   Tap **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Set the **Bluetooth** switch to **On**.

When Bluetooth technology is on, turns blue and appears in the upper-left corner of the screen.

To turn off Bluetooth technology, tap again.

Pair and connect with a Bluetooth enabled device

Make sure that you turn on Bluetooth technology on the devices that you want to connect to.

Before you can connect your BlackBerry device with another Bluetooth enabled device, you must pair them.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Make sure that Bluetooth technology is turned on.
     Your BlackBerry device automatically detects any discoverable devices within range.

4.   If necessary, to scan again for nearby Bluetooth enabled devices, tap **Refresh**.

5.   Do one of the following:

- If the device that you want to connect to appears in the **Devices** list, tap the device name. Complete the instructions on the screen.

- If the device doesn't appear in the **Devices** list, it might not be discoverable. Check that the device is discoverable then try again. If you don't know how to check that the device is discoverable, consult the documentation that came with the device.

- If the device doesn't appear in the **Devices** list and you can't connect by making it discoverable, you might need to initiate pairing from the device. On your BlackBerry device, in the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

Your devices are now ready to share and communicate over the Bluetooth connection. Depending on the device you paired with, your devices are either connected or ready to connect when you initiate a Bluetooth related action such as sharing a file.

Rename a paired or saved Bluetooth enabled device

You can change the name of a paired or saved Bluetooth enabled device as it appears on your BlackBerry device.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Make sure that Bluetooth technology is turned on.

4.   Touch and hold the device you want to rename.

5.   Tap ![menu icon] .

6.   In the **Device Name** field, enter the new name for the device.

Disconnect from a paired Bluetooth enabled device

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Touch and hold the device you want to disconnect.

4.   Tap ![disconnect icon] .

Delete a saved Bluetooth enabled device

If you have a long list of saved Bluetooth enabled devices on your BlackBerry device, you can delete the ones you no longer use to make it easier to find the ones that you do use.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Tap and hold a device.

4.   Tap 🗑 .

Pairing your device with a car

The My Car feature lets you connect your BlackBerry device with your car using Bluetooth technology. When your car and your device are connected, your device might display a customized home screen and lock screen. Also, special applications might appear in the Car Channel in BlackBerry World.

The first time your device detects a connection with a Bluetooth enabled car, your device prompts you to set the car as your car. After you pair the device with your car, the lock screen indicates that the device is connected to your car, and displays the features that are available.

Turn off the My Car feature

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Bluetooth**.

3.   Touch and hold your car's name.

4.   Tap **Unset as My Car**.

Set how Bluetooth enabled car kits access your messages

Some Bluetooth enabled car kits that support the Message Access Profile (MAP) can allow you to send and receive messages using voice commands.

For more information about using Bluetooth technology with your car, see the documentation that came with your car kit.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Bluetooth** > ▤ .

- To change how long your BlackBerry device tries to send messages to the car kit before it times out, adjust the **Message Download Timeout** slider.
- To change which accounts your car kit can access, in the **Message Access Accounts** section, select or clear the checkbox beside each account.

Let your car kit use your device's network credentials

In order to use some car kits, you need to turn on rSAP Mode to allow your car kit to use your BlackBerry device's network credentials.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Networks and Connections** > **Bluetooth** > ▤ .

3.   Set the **rSAP Mode** switch to **On**.

Automatically establish a Bluetooth connection when you turn on your device

You might like to keep your BlackBerry device always connected to a Bluetooth enabled device, such as a headset. You can set your BlackBerry device so that whenever you turn on your BlackBerry device it automatically reconnects to the last Bluetooth enabled device that it was connected to.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Networks and Connections** > **Bluetooth** > ![icon] .

3.   Select the **Connect to the last device when turned on** checkbox.

Supported Bluetooth profiles

Your BlackBerry device is a Bluetooth Smart Ready device, and supports the profiles that follow. If your device is associated with a work account, your administrator might disable use of a profile.

Profile	Description
Advanced Audio Distribution Profile (A2DP)	This profile allows you to stream audio files from your BlackBerry device to Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
Audio/Video Remote Control Profile (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.
Generic Audio/Video Distribution Profile (GAVDP)	This profile allows you to stream audio and video content from your BlackBerry device to Bluetooth enabled devices such as music players, stereo headphones, stereo speakers, laptops and desktop computers.
Generic Object Exchange Profile (GOEP)	This profile allows you to share files between your BlackBerry device and a Bluetooth enabled device.
Human Interface Device (HID)	This profile allows you to connect your BlackBerry device to Bluetooth enabled devices such as a keyboard or mouse.
Hands-Free Profile (HFP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets that support the Hands-Free profile. This profile can support voice dialing.

Profile	Description
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry device to notify you of new messages. This profile can also help you read, delete, browse, compose, and send messages.
Object Push Profile (OPP)	This profile allows you to send files, such as pictures, contacts, or events, to a Bluetooth enabled device.
Personal Area Networking - User/Network Access Point (PAN - U/NAP)	This profile allows you to use your BlackBerry device as a modem when it's connected to a Bluetooth enabled computer.
Phonebook Access Profile (PBAP)	This profile allows you to use a Bluetooth enabled car kit to access contact information on your BlackBerry device, for example, to allow the car kit to place a call to a contact or display a caller name.
Micro SIM Access Profile (MSAP)	This profile allows you to connect your device to devices that run on a GSM network, such as a car phone, and extend micro SIM card functionality to the device.
Serial Port Profile (SPP)	This profile allows you to connect your device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
Device Identification Profile (DIP)	This profile allows Bluetooth enabled devices to access information about your BlackBerry device model to support plug and play features, such as automatically downloading required drivers.

Troubleshooting: Bluetooth

I can't pair with a Bluetooth enabled device

- Check that your BlackBerry device is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If your Bluetooth enabled device requires a passkey and you don't know what the passkey is, check the documentation that came with your Bluetooth enabled device. Sometimes the passkey is set to **0000** until you change it. If you don't know what the passkey is, try **0000**.
- If your BlackBerry device doesn't detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. On the home screen, swipe down from the top of the screen. Tap ![settings icon] **Settings** > **Networks and Connections** > **Bluetooth**. In the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If

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necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

- If the Bluetooth enabled device uses a battery, connect the device to a power source and then try again. Depending on the device, if the battery power level is too low the device might still operate but be unable to pair.
- If Mobile Hotspot mode is turned on, verify that you're trying to connect to a Bluetooth enabled device that uses the Handsfree, Serial Port, or Personal Area Network profiles.

I keep losing the connection with my Bluetooth enabled car kit

- Check that your car kit is using the latest software version that is available. For more information about your car kit's software version, see the documentation that came with your car kit.
- Move your BlackBerry device to another location in your vehicle or turn your device to face another direction. The location of your device's antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.
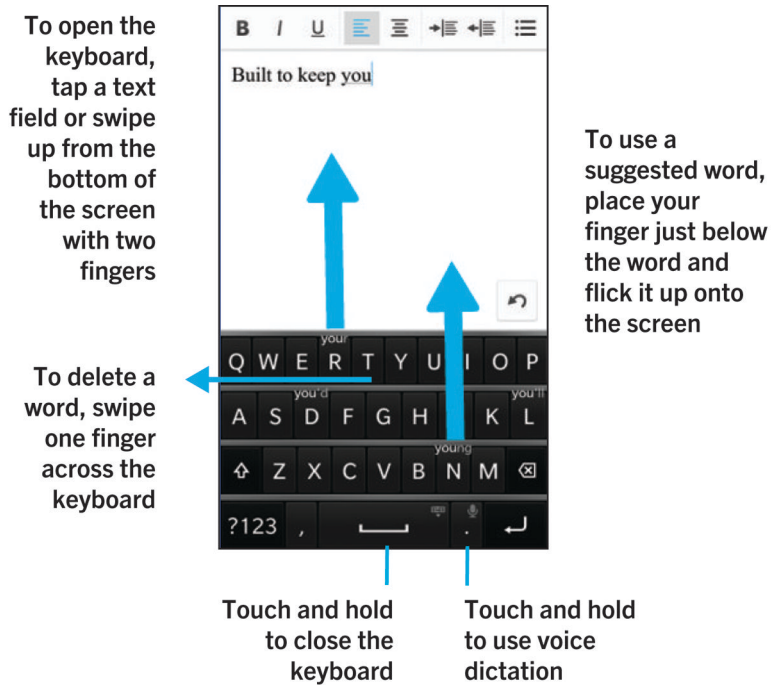
BlackBerry Keyboard and typing

Communicate with the world by typing messages, email, and documents with the BlackBerry Keyboard. You can type efficiently by creating custom text shortcuts and turning on prediction, correction, and spell check. After you set up your keyboard preferences, learn how to cut, copy, and paste text, and delete words. If you turn on prediction, you can select word suggestions that appear while you type. You can also set up or change your display, typing, keyboard, and voice input languages.

Keyboard and typing at a glance

There are several ways you can use the BlackBerry Keyboard to interact with your BlackBerry device. Use the At a Glance image to familiarize yourself with the keyboard capabilities.

User Guide   Settings

To open the keyboard, tap a text field or swipe up from the bottom of the screen with two fingers

To use a suggested word, place your finger just below the word and flick it up onto the screen

To delete a word, swipe one finger across the keyboard

Touch and hold to close the keyboard

Touch and hold to use voice dictation

Home screen shortcuts

You can use your BlackBerry Keyboard with Instant Action to quickly perform a number of tasks when you type certain commands in the search field. You can use home screen shortcuts to make a call, send email or text messages, start a BBM chat, update your Facebook status, post a tweet or a LinkedIn update, find a location in the Maps app, play music, or add notes and tasks to BlackBerry Remember.

Make a call

1. On the home screen, tap .
2. Type **call** and the name or number of the person that you want to call. For example, you can type **call Ian** or **call 5195550100**.
3. Beneath **Actions**, tap the action that you want to perform.

Send an email

1. On the home screen, tap .

2. Type **email** and the name of the contact that you want to send your email to. For example, you can type **email Tanya McPherson**.

3. Beneath **Actions**, tap the action that you want to perform.

Send a text message

1. On the home screen, tap .

2. Type **text** and the name or number of the person that you want to send a text message to. For example, you can type **text Blake** or **text 5195550100**.

3. Beneath **Actions**, tap the action that you want to perform.

Start a BBM chat

1. On the home screen, tap .

2. Type **BBM** and the name of the person that you want to start a chat with. For example, you can type **BBM Megan Ball**.

3. Beneath **Actions**, tap the action that you want to perform.

Update your Facebook status

1. On the home screen, tap .

2. Type **Facebook** and your status update. For example, you can type **Facebook heading to the car show today**.

3. Beneath **Actions**, tap the action that you want to perform.

Post a tweet

1. On the home screen, tap .

2. Type **tweet** and your tweet. For example, you can type **tweet loving the weather lately**.

3. Beneath **Actions**, tap the action that you want to perform.

Post a LinkedIn update

1. On the home screen, tap .

2. Type **LinkedIn** and your update. For example, you can type **LinkedIn really enjoyed the training session today**.

3. Beneath **Actions**, tap the action that you want to perform.

Add a note to BlackBerry Remember

1. On the home screen, tap 🔍 .
2. Type **note** and the contents of your note. For example, you can type **note pick up milk on the way home**.
3. Beneath **Actions**, tap the action that you want to perform.

Add a task to BlackBerry Remember

1. On the home screen, tap 🔍 .
2. Type **task** and the contents of your task. For example, you can type **task prepare for the meeting tomorrow**.
3. Beneath **Actions**, tap the action that you want to perform.

Find a location in the Maps app

1. On the home screen, tap 🔍 .
2. Type **Map** and type any of the following:

    - A favorite place that you've added to the Maps app. For example, you can type **Map home**.
    - A contact's name. For example, you can type **Map Megan Ball**.
    - A point of interest. For example, you can type **Map coffee shop**.
    - An address. For example, you can type **Map 175 Columbia St. West, Waterloo, Ontario**.
    - A city name. For example, you can type **Map New York City**

3. Beneath **Actions**, tap the action that you want to perform.

Play music

1. On the home screen, tap 🔍 .
2. Type **Play** and a song name, album name, artist, or playlist name. For example, type **Play classic rock playlist** .
3. Beneath **Actions**, tap the action that you want to perform.

Creating custom text shortcuts

Word substitution lets you create your own text shortcuts so that when you enter a shortcut your BlackBerry device replaces the shortcut with a full word or phrase.

Tip: Word substitution is sometimes known as autotext.

Turn on word predictions

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input** > **Prediction and Correction**.
3. Set the **Show Predictions** switch to **On**.

Add a new text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. Tap ![plus icon] .

Clear the learned words list

The BlackBerry Keyboard learns words and phrasing based on your usage to predict the next word you write. You can clear the word list used for word suggestions with the following steps:

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input** > **Prediction and Correction**.
3. Tap **Clear Learned Words**.

Note: As you continue to type, the learned word list is regenerated unless you set the **Learn New Words** switch to **Off** on the **Prediction and Correction** screen.

Change or delete a text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. In the **Substitution List** section, tap a word substitution entry.

Show the keyboard

Using two fingers, swipe up from the bottom of the screen.
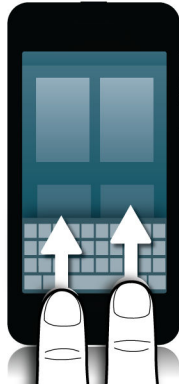
Tip: To hide the keyboard, tap the screen outside a text entry field. If you want to hide the keyboard and there's nowhere to tap on the screen, swipe two fingers down from the top of the keyboard.

Delete a word

Swipe one finger back across the keyboard.

Note: If you type in a right-to-left language, swipe from left to right.

Typing on the Keyboard

Type an accented character

1. On the BlackBerry Keyboard, touch and hold the letter that you want to add the accent to.
2. When accented characters appear above the letter, slide your finger onto the accented character that you want to type.
3. Lift your finger.

Tip: To type an uppercase accented character, tap ⬆ first. Or, when your finger is on the accented character that you want to type, if you pause before you lift your finger the accented character changes to uppercase.

Type a symbol or number

1. On the lower-left side of the BlackBerry Keyboard, tap the **Symbol** key. The appearance of this key varies depending on the language that you're typing in.
2. Tap the symbol or number that you want to type.
3. If you don't see the symbol you want, touch and hold a related symbol. Slide your finger onto the symbol you want to type or tap **&%** to see all the remaining symbols.

Type an uppercase character

1. On the BlackBerry Keyboard, tap ⬆ .
2. Tap a letter.

Tip: To turn on CAP lock, touch and hold ⬆ .

Type faster with automated assistance settings

You can change your typing settings to help you type faster on your BlackBerry Keyboard. Keyboard feedback provides an audible indication of your typing progress. In addition, you can change your settings so that your device automatically capitalizes new sentences, or so that tapping the ▭ key twice inserts a period.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Language and Input** > **Prediction and Correction**.
3. Tap the settings that you want to change.

Cut, copy, and paste text

1. To highlight text, touch and hold the text. To change your selection, move the cursor indicators.
2. Do one of the following:

    - To copy the text, touch and hold the highlighted text. Tap .
    - To cut the text, touch and hold the highlighted text. Tap .

3. To paste the text, touch and hold where you want to paste the text. Tap .

Selecting word suggestions that appear while you type

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next and displays suggested words on the BlackBerry Keyboard. You can then use flick typing to quickly select a suggested word, by placing your finger just below the word and flicking it up towards the message screen.

Select a suggested word

To use a word that appears on the BlackBerry Keyboard, place your finger just below the word and flick it up onto the screen.

Change where word suggestions appear

By default, word suggestions appear on the BlackBerry Keyboard so that you don't have to look above where you're typing to see the suggestions. If you have difficulty selecting the suggestions, or you find the Keyboard looks cluttered, you can set the suggestions to appear above the Keyboard instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **On-Screen Keyboard**.
3. In the **Portrait Mode** and **Landscape Mode** drop-down lists, choose how you want the word suggestions to appear.

    - To have word suggestions appear above the Keyboard, tap **In-Column**.
    - To have word suggestions appear on the Keyboard, tap **In-Letter**.
    - To turn off word suggestions, tap **Off**.

When you set word suggestions to appear above your Keyboard, you can use the suggestion by flicking up from anywhere directly beneath the word you want to use.

Spell check

Turn on spell check

1.   On the home screen, swipe down from the top of the screen.

2.   Tap **Settings** > **Language and Input** > **Spell Check**.

3.   Set the **Spell Check** switch to **On**.

Accept spelling suggestions

If spell check is turned on, spelling mistakes are underlined in red as you type.

Tap the underlined word.

•   To accept a spelling suggestion, tap the suggested word.

•   To add the word to your personal dictionary, tap **Add to Dictionary**.

Change spell check settings

You can change spell check settings, such as whether to check the spelling of acronyms, whether to correct the casing of words, and so on.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap **Settings** > **Language and Input** > **Spell Check**.

3.   Tap the settings that you want to change.

Edit your personal dictionary

When you use spell check you can add words that are marked as incorrect to a custom dictionary on your BlackBerry device so that spell check recognizes them as being correct. The words that you add to your personal dictionary can be edited at any time.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap **Settings** > **Language and Input** > **Spell Check** > **Edit Personal Dictionary**.

•   To add a new word to your personal dictionary, tap .

•   To edit a word that's already in your personal dictionary, tap the word.

•   To delete a word from your personal dictionary, tap . Tap next to the word that you want to delete.

Change your device's regional settings

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ![settings icon] **Settings** > **Language and Input**.
3.   In the **Region** drop-down list, tap the region that you want to use to set your device's date format, default currency, and number format.

Change Keyboard, input, or typing settings

You can personalize your typing experience by changing the BlackBerry Keyboard, input, or typing settings on your BlackBerry device.

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ![settings icon] **Settings** > **Language and Input**.

Troubleshooting: Keyboard and typing

I can't show the Keyboard

If your BlackBerry device is connected to another input device such as a Bluetooth enabled keyboard then you might not be able to show the BlackBerry Keyboard.

To show the Keyboard, disconnect the other input device and try again.

Language

If you speak more than one language, you can use the language settings to change your display, typing, voice input, or BlackBerry Keyboard language. You can also switch to another typing language while you type.

Change your display language

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ![settings icon] **Settings** > **Language and Input**.
3.   In the **Language** drop-down list, tap the language that you want to use.

Change your typing language

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input**.
3. Tap **Input Languages** > **Add/Remove Languages**.
4. Select the checkbox beside the languages that you want to enable.

Tip: If you need to switch input languages often, try turning on **Language detection** on the **Input Languages** screen. When you enable this option, your device will automatically detect which of up to three different languages you're using.

Change your voice input language

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Language and Input**.
3. Tap **Voice Dictation**.
4. In the **Language** drop-down list, tap the language you want to use.

Change your keyboard language

1. On the keyboard, touch and hold ![globe icon] .
2. Tap the language you want to type in on your keyboard.

Screen display

You can set preferences for your screen display, such as font size and wallpaper, as well as connect your device to an external display.

Change your backlighting

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Display**.
3. To adjust the brightness, move the slider back and forth.

Tip: After you swipe down from the top of the screen, if you see [icon] in the quick settings, you can tap [icon] to display the slider without going into the Display screen.

Change your font size

1. On the home screen, swipe down from the top of the screen.
2. Tap [icon] **Settings** > **Display**.
3. In the **Font Size** drop-down list, tap the size of font that you want to use.

Set a picture as your wallpaper

1. Open a picture.
2. Tap [icon] > [icon] > **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.

Turn on rotation lock

1. On the home screen, swipe down from the top of the screen.
2. Tap [icon] .

Accessibility

Your BlackBerry 10 device uses several well-established accessibility aids for people with disabilities. These aids include magnify mode, hearing aid mode, TTY support, closed captions, text size adjustment, and the BlackBerry Screen Reader.

Customize your accessibility settings

You can customize your BlackBerry device to help suit your needs. For example, you can magnify the screen, use your hearing aid with your device, and change the font size.

1. On the home screen, swipe down from the top of the screen.
2. Tap [icon] **Settings** > **Accessibility**.
3. Change your settings.

Turn on Magnify mode

You can use Magnify mode to enlarge the information on your BlackBerry device screen. You can zoom in to or zoom out from the screen, even if you use an application that doesn't normally support zooming.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![icon] **Settings** > **Accessibility**.
3. Set the **Magnify Mode** switch to **On**.
   The information on the screen immediately appears larger.
4. To move around the magnified screen, use two fingers to move the screen in whatever direction you want to go.
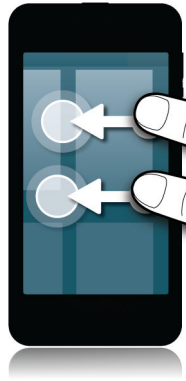
Customize the magnification level

When you use Magnify mode, you can customize the level of magnification on the screen. To adjust the magnification without leaving your current screen, in magnification mode do one of the following:

- To increase the magnification, zoom in by sliding your fingers apart.
- To decrease the magnification, zoom out by sliding your fingers together.

If you reach the maximum magnification, your BlackBerry device vibrates.
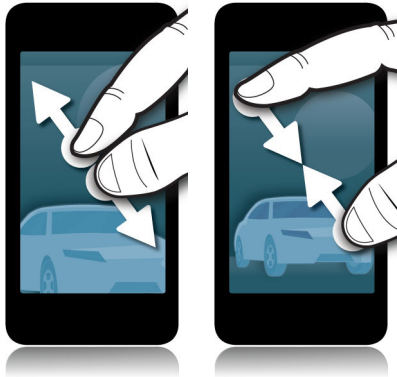
Temporarily turn off Magnify mode

There may be times when you want to temporarily turn off the magnification of your screen to see the whole screen at once, and then turn on Magnify mode again to continue what you were doing. To temporarily turn off Magnify mode:

- Using two fingers, swipe down from the top of the screen.
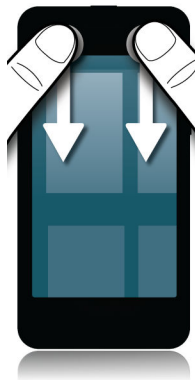
To turn on Magnify mode again, repeat the above step

Turn on Hearing Aid mode

This feature might not be supported depending on your BlackBerry device model.

Hearing Aid mode is designed to improve the compatibility of your device with your hearing aid. When you have Hearing Aid mode turned on, appears on the Status bar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility** > **Hearing Aid Settings**.
3. Set the **Hearing Aid Mode** switch to **On**.

Turn on TTY support

The TTY device that you want to connect to your BlackBerry device must operate at 45.45 bps.

TTY support is designed to allow your device to connect with an external TTY device that converts received calls to text.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your device. To get an adapter accessory that BlackBerry has approved for use with your device, visit www.shopblackberry.com.

1. Connect a TTY device to your device according to the instructions that came with your TTY device.
2. In the Phone app, swipe down from the top of the screen.
3. Tap > **TTY**.
4. Set the **TTY** switch to **On**.

Turn on Closed Captions

Closed Captions displays text on your BlackBerry device screen when you play video files that support closed captioning.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Set the **Closed Captions** switch to **On**.

BlackBerry Screen Reader

The BlackBerry Screen Reader is an assistive technology that lets users with vision impairment interact with their BlackBerry 10 device using speech output. The BlackBerry Screen Reader uses text to speech (TTS) to read screen content, such as documents, email messages, text messages (SMS), titles and properties of media files, and other text-

based information. The BlackBerry Screen Reader also provides navigation cues by reading screen layout information, such as menu titles, page numbers, and links.

Turn on or turn off the BlackBerry Screen Reader

The BlackBerry Screen Reader provides text-to-speech (TTS) interaction with the display on your BlackBerry smartphone.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Set the **Screen Reader** switch to **On**.
5. Tap to select **Continue**, then double tap to proceed.

    If you don't want to see this verification message each time you turn on the BlackBerry Screen Reader, turn off the **Confirmation Message** option in the screen reader settings.

You can also quickly turn on the BlackBerry Screen Reader by triple-pressing the Power key. If you don't want to be able to turn on the BlackBerry Screen Reader in this way, you can turn off the **Enable using triple tap** option in the screen reader settings.

To turn off the BlackBerry Screen Reader, triple-press the **Power** key.

Turn on or turn off the Dark Screen mode

If you are using the BlackBerry Screen Reader, you can add privacy and conserve battery life using Dark Screen mode. This mode turns the screen display backlighting down to 10% brightness.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Set the **Dark Screen Mode** switch to **On**.

Change the language that the BlackBerry Screen Reader uses

If you speak more than one language, your BlackBerry Screen Reader can, too. You can quickly change the TTS language if you're reading web content or email in a different language than the preferred language that you set for your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. In the **TTS Language** drop-down list, tap a language.

Turn on or turn off Keyboard Echo

Make sure you're saying what you think you are saying. The Keyboard Echo feature reads information back to you when you're typing in a text field.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Tap **Keyboard Echo**.
5. In the drop-down list, tap **None**, **Characters**, **Words**, or **Characters and Words**.

Turn on the Silent on Calls setting

No one wants to be interrupted when on a phone call. The Silent on Calls setting prevents the BlackBerry Screen Reader from reading back information while you're on a call.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Set the **Silent on Calls** switch to **On**.

Adjust the verbosity

There are times when you need all the information you can get. In those instances, set the verbosity of BlackBerry Screen Reader to high. Once you get more familiar with the device, you can change the verbosity to low to include less information.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Tap **Verbosity**.
5. In the drop-down list, tap **High** or **Low**.

Adjust the volume, speed, and pitch

You may want to increase the speed of the BlackBerry Screen Reader when you're surfing the Internet, or slow it down when you're getting instructions. You might want to increase the volume when you're outside, or decrease it when you're at home or in a quieter space. You might also want to adjust the pitch to make the reader easier to understand. The BlackBerry Screen Reader lets you adjust the volume, speed, and pitch of the reader to provide a personalized experience for any situation.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![gear] **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Move the **Volume**, **Speed**, and **Pitch** sliders.

BlackBerry Screen Reader gestures

The BlackBerry Screen Reader uses a combination of gestures that are used in other apps on your BlackBerry device and gestures that are specific to the BlackBerry Screen Reader. Gestures that start at the edges of the screen (such as swiping down from the top to access Settings or swiping up from the bottom to minimize an app) are the same in the Screen Reader app as they are in all other apps. However, there are additional gestures that help you navigate when the BlackBerry Screen Reader is turned on.

Task	Gesture
Set and speak the point of regard **Note:** A point of regard can be a field, button, selection area, link, application, paragraph, sentence, word, title, image, or any other display feature.	Tap with one finger.
Access Discovery mode **Note:** Discovery mode enables you to interact with points of regard, such as letters, words, buttons, links, menu items, and pictures. These points of regard are highlighted on the display.	Tap and hold with one finger, then move your finger. The point of regard is set to the object under your finger.
Read description of the point of regard	Tap with two fingers.
Activate a point of regard **Note:** When you activate a point of regard, you are indicating that you want to interact with that part of the display.	Double-tap with one finger.
Select an item	Triple-tap with one finger.
Press and hold	Double-tap and hold.
Navigate to the previous or next point of regard	Swipe left with one finger to go to the next point; swipe right with one finger to go to the previous point.
Pan or scroll a list	Swipe up with two fingers to scroll toward the top; swipe down with two fingers to scroll toward the bottom. This action sets a new point of regard.

Task	Gesture
Go to the top or bottom of a display area	Swipe up with two fingers and hold to go to the top; swipe down and hold with two fingers to scroll to the bottom. This action sets a new point of regard.
Change slider value	Swipe up with one finger to increase the slider value; swipe down with one finger to decrease the slider value.
Move to the previous or next section of text (such as a character, word, line, sentence, or paragraph) or web content (such as headings and links).	Swipe left with one finger to go to the previous text or content; swipe right with one finger to go to the next text or content.
Change size of text, such as character, word, line, sentence, and paragraph, or web content such as headings and links.	Swipe up with one finger while in the content to increase the size; swipe down with one finger while in the content to decrease the size.
Move left, right, up, or down	Swipe left, right, up, or down with three fingers.
Stop the BlackBerry Screen Reader from reading that point of focus	Swipe down and then to the left with one finger.
Perform the default action of the application (such as take a picture with the Camera app, or start and stop a video in the Video app)	Double-tap with two fingers.
Mute the BlackBerry Screen Reader	Swipe down and to the left with two fingers.
Read the time and date **Note:** The status bar containing the time and date information is very close to the top edge of the display. As a result, when you interact with the status bar, it may cause the settings menu to appear.	Quickly swipe down and then slide up with one finger.
Read the status bar information (including battery and radio connectivity) **Note:** The status bar is very close to the top edge of the display. As a result, when you interact with the status bar, it may cause the settings menu to appear.	Quickly swipe up and then slide down with one finger.

Gestures for the Quick Tasks mode

With the Quick Tasks mode, you can change frequently changed settings and access additional BlackBerry Screen Reader features. When you enter Quick Tasks mode, you have 3 seconds to complete a task. If you don't complete a task, the device automatically exits the mode and vibrates briefly to notify you. When you enter Quick Tasks mode, a vertical list of tasks appears. You can use the following gestures to interact with the list:

Task	Gesture
Access Quick Tasks mode	Swipe down and to the right with one finger
Select an item	Tap with one finger. After the selection is made, the device exits Quick Settings mode.
Switch on or switch off an item	Tap with one finger to turn on or turn off the switch. After 3 seconds, the device automatically exits Quick Tasks mode.
Select an item from a list	Tap with one finger to move between the choices. Each tap moves you to the next choice. When you get to the last item in the list, the next tap returns to the top of the list. After 3 seconds, the device automatically exits Quick Tasks mode.
Select an item from a list using Discovery mode	Tap and hold with one finger. Drag the finger up or down the list, then tap with a second finger to select a list item. The device does not automatically exit Quick Tasks mode.
Change speech volume	Swipe up with one finger to increase the volume. Swipe down with one finger to decrease the volume.
Change speech verbosity	Tap with one finger to change the verbosity level. Levels to choose from are either High or Low.
Change speech speed	Swipe left with one finger to decrease the speech rate. Swipe right with one finger to increase the speech rate.
Rewind speech	Swipe up and down to replay the last ten spoken items.
Spell the word	Swipe left to spell the last item spoken letter by letter. Swipe right to phonetically spell the last item (for example, Alpha, Bravo, and so on). Spelling can also be used with Rewind to spell the last ten spoken items.

Gestures for the BlackBerry Calendar

Task	Gesture
Move to the next day, week, or month	Swipe to the right with three fingers.
Move to the previous day, week, or month	Swipe to the left with three fingers.

Gestures for the Home screen

Task	Gesture
Switch between the work and personal workspaces	Swipe down from the top of the screen using three fingers. Tap once with one finger to set the focus of regard on the workspace, then double tap with one finger to select the workspace.
Minimize the application and show your Active Frames	Swipe up from the bottom. This is the same as the gesture used outside the BlackBerry Screen Reader.
Close an Active Frame	Tap and hold with one finger, then move your finger to the app. The point of regard is set under your finger. Then, double-tap with two fingers to close the app.

Gestures for the BlackBerry Keyboard

Task	Gesture
Switch the keyboard layout	Swipe down with one finger.
Accept word prediction	Swipe up with one finger.
Delete a word (for languages that read left to right)	Swipe from right to left with two fingers.
Delete a word (for languages that read right to left)	Swipe from left to right with two fingers.

Gestures for the BlackBerry Phone app

Task	Gesture
Answer a call	Double tap with two fingers on the Incoming Call screen
Reject a call	Double tap and hold with two fingers on the Incoming Call screen.
End a call	Double tap and hold with two fingers anywhere on the display.

Gestures for the BlackBerry Hub

Task	Gesture
Delete a notification or message	Swipe left with three fingers.
Expand an email folder	Triple tap with one finger. In Discovery mode, you can tap and hold with one finger and double tap with a second finger.
Collapse an email folder	Triple tap with one finger. In Discovery mode, you can tap and hold with one finger and double tap with a second finger.

Media cards and storage

A media card lets you store more pictures, videos, music, and documents on your BlackBerry device! The files that you store on your device can be transferred between your device and your computer in just a few steps.

Moving or copying media files and documents

You can drag and drop documents, pictures, videos, music, and other files by using your BlackBerry device as a drive on your computer.

You can also use BlackBerry Link to keep your media files and documents in sync between your device and your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option. For more information about synchronizing media files and documents, see the Help in BlackBerry Link.

Tip: To locate files on your device, if you know the file or folder name, tap to search for it.

Transfer files between your computer and device using a USB connection

1. Using a USB cable, connect your BlackBerry device to your computer.

2.   If necessary, enter your device password.
     Your device and media card appear as drives on your computer.

3.   Go to the files or folders that you want to copy.

4.   Drag and drop the files or folders.

Transfer files between your computer and device using a Wi-Fi connection

You must set a new storage access password each time that you turn on access to storage using a Wi-Fi network. Before files are moved over a Wi-Fi network, you are prompted to enter the storage access password.

1.   On the home screen of your BlackBerry device, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **About**.

3.   At the top of the screen, in the drop-down list, tap **Network** and make note of the **IPv4** address.

4.   Tap ![back icon] .

5.   Tap **Storage and Access**.

6.   Set the **Access using Wi-Fi** switch to **On**.

7.   Type a storage access password.

8.   Tap **Identification on Network** and make note of the **Username**.

9.   On your computer, do one of the following:

     •   If your computer uses a Windows operating system, in a Run command, type the IP address using the following format: \\xxx.xxx.xxx.xxx.

     •   If your computer uses a Mac operating system, click **Go** > **Connect to Server**. Type the IP address using the following format: smb://xxx.xxx.xxx.xxx.

10. Go to the files or folders that you want to copy.

11. When prompted, enter the username and storage access password.

12. Drag and drop the files or folders.

Turn on USB mass storage

1. On the home screen, swipe down from the top of the screen.

2. Tap ![settings icon] **Settings** > **Storage and Access**.

3. Set the **USB Mass Storage** switch to **On**.

To stop using USB mass storage, disconnect your USB cable.

Using a media card

Want more space to store your ring tones, videos, pictures, and songs? For additional space to save documents and media files, you can insert a microSD card into your BlackBerry device. Using a media card can help to increase the performance and power efficiency of your device.

You might be able to move large amounts of data by simply moving the media card into another device that supports the microSD card.

Supported media cards

Your BlackBerry device supports media card sizes up to 64 GB. Only microSD cards are supported.

To use a media card larger than 32 GB, you may need to format the media card to FAT32 format. You can use your device to format your media card.

Format your media card

You can format your media card to help resolve an issue with the media card. When you format your media card, all of your media card data is deleted.

1. On the home screen, swipe down from the top of the screen.

2. Tap ![settings icon] **Settings** > **Storage and Access**.

3. Tap **Format Media Card**.

Wipe data from your media card

To help protect your privacy, you can permanently delete all of your media card data. Depending on the amount of data, this process might take some time.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Storage and Access**.

3.   Tap **Erase Media Card**.

To use the media card again, you must format it.

Turn on encryption

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Security and Privacy** > **Encryption**.

3.   Do any of the following:

      •   Set the **Device Encryption** switch to **On**.
      •   Set the **Media Card Encryption** switch to **On**.

CAUTION: Try to decrypt or back up your encrypted media card files before a security wipe, which is designed to delete your BlackBerry device data including the encryption key. You can't access encrypted media card files without this encryption key.

Check how much storage space is free

You can view the amount of used and free storage space available on your BlackBerry device and your media card. You can also see a breakdown of what types of files are taking up space.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ![settings icon] **Settings** > **Storage and Access**.

3.   Tap **Device Storage Details** or **Media Card Details**.

Tip: The amount of available storage space displays when you minimize the **File Manager** app.

How do I free up storage space?

To make room for more files and apps, try any of the following:

•   Save documents and media files on your media card. To automatically save camera pictures and videos on your media card, on the home screen, tap ![camera icon] . Swipe down from the top of the screen and tap ![settings icon] .

•   Reduce the size of pictures that you take and videos that you record. To change the ratio option for your pictures, on the home screen, tap ![camera icon] > ![menu icon] . To change the size of your videos, on the home screen, tap ![camera icon] > ![video icon] > ![menu icon] .

•   Transfer some of your data to your computer using a USB connection, Wi-Fi connection, or BlackBerry Link . To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

- Delete files that you don't need. To delete multiple items, in an app, tap [icon] > [icon] . Select items and tap [icon] .
- Delete apps that you don't use. To delete an app, on the home screen, touch and hold an app icon until the icons begin to blink. On the icon for the app that you want to delete, tap [icon] . If you don't see [icon] on the app icon, the app can't be deleted.

Optimize your device's performance

If you find that your BlackBerry device is running unusally slow, try any of the following:

- Close any apps that you aren't using.
- Delete messages that you don't need to keep.
- In your browser privacy settings, clear your history, cookies, and other website data.

Error messages: Media card

If your BlackBerry device detects a possible problem or issue with your media card, you can view more details about the error in your Storage and Access settings.

Your media card isn't recognized

The media card might be in an unreadable format. Consider formatting the media card.

CAUTION: Media card data is deleted when you format a media card.

Media card is password protected

A password is blocking access to the media card and data stored on it. Insert a media card into your BlackBerry device that isn't password protected.

Your media card is read-only

You can view and open files on the media card. You can't move, delete, or modify the files on the media card.

Your media card isn't responding

The media card isn't communicating with your BlackBerry device. Consider using a different media card.

No media card was found

Make sure that there is a media card in your BlackBerry device and that it's inserted properly.

Troubleshooting: Storage space

My device isn't recognized when I connect it to my computer

If your computer doesn't automatically detect your BlackBerry device, try the following:

- Check the USB cable and points of connection.
- On the home screen, swipe down from the top of the screen. Tap ![settings icon] **Settings** > **Storage and Access**. Depending on the operating system on your computer, change **USB Connection** to **Connect to Windows** or **Connect to Mac**.
- Consider updating or installing device drivers on your computer. The drivers you need are automatically installed when you download BlackBerry Link. To download BlackBerry Link, on your computer, visit www.blackberry.com/ BlackBerryLink and select the Windows or Mac option.

BlackBerry Link features on your device

If you have BlackBerry Link on your computer, you can use your BlackBerry device to:

- View and delete files that are stored on your computer.
- Sync your music, pictures, videos, and documents between your device and your computer.

To download the latest version of BlackBerry Link to your computer or to transfer data to a new device, visit www.blackberry.com/BlackBerryLink.

Working with files stored on your computer

Access files stored on your computer

If you are running the latest version of BlackBerry 10 OS, you can use your BlackBerry device to view and delete music, pictures, videos, and documents on your computer. To use this feature, BlackBerry Link must be open on your computer, and associated with your BlackBerry ID.

In BlackBerry Link on your computer, you can specify the folders that you want to access.

1. Connect your device to a wireless network. For example, a Wi-Fi network.
2. In the File Manager app, tap ![icon] . If BlackBerry Balance is enabled on your device, use the File Manager app in your personal space.
3. Tap the computer that you want to access.

Tip: Check your computer settings or connect your computer to a power source to prevent your computer from entering sleep mode or turning off.

Edit or delete a file

Do one of the following:

- To edit a file that's stored on your computer, tap the file. If your BlackBerry device supports editing the file, tap ![edit icon] .

   Tip: If you save your changes in the default location, the ![sync icon] icon indicates when BlackBerry Link is syncing the file and overwriting the original version on your computer.

- To permanently delete a file that's stored on your computer, touch and hold a file. Tap ![delete icon] .

Copy a file to your device

After you save a file that's stored on your computer to your BlackBerry device, you can view the file even when you're not connected to the Internet.

1. Touch and hold a file that's stored on your computer.
2. Tap ![copy icon] .
3. Navigate to where you want to save the file. For example, on your media card.
4. Tap **Paste**.

If BlackBerry Link syncs your device and computer files, you might have two versions of the file on your computer (the original file and the version that you saved to your device). Make sure that you open the version that you last edited before making additional updates to the file.

View paired computers

Your BlackBerry device can be connected to up to ten computers using BlackBerry Link.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **BlackBerry Link**.

Tip: To access your computer files over the mobile network, change the **Use Mobile Network** switch to **On**.

To remove a computer from the list, touch and hold a computer. Tap ![delete icon] .

Troubleshooting: BlackBerry Link

I can't access files on my computer

To access your computer files using your BlackBerry device, BlackBerry Link must be open on a computer that's connected to the Internet.

If you don't see your computer as a source in the File Manager app, try the following:

1. Minimize File Manager and verify that you don't see ▢ on the app. If you see this icon, use the File Manager app in your personal space.
2. On the home screen, swipe down from the top of the screen.
3. Verify that your device is connected to a wireless network.
4. Tap ⚙ **Settings**. Do the following:

- In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
- If your device is connected to a mobile network instead of a Wi-Fi network, in the **BlackBerry Link** section, change the **Use Mobile Network** switch to **On**.
- In the **BlackBerry Link** section, verify that the **BlackBerry Link** switch is set to **On**.

If you still can't see your computer files, try any of the following from your computer:

- Verify that your computer is turned on and not in sleep mode.
- Verify that the files you want to access are in the location that is specified in BlackBerry Link.
- Some work or public networks might prevent you from accessing your files on your device. Try connecting to a different network and try again.

For more troubleshooting information, see the help in BlackBerry Link on your computer.

Applications and features

Organizing your apps

To keep all of your apps organized, you can move apps around on the home screen, create folders for your apps, or delete apps that you no longer use.

Leave an app or close an app

Instead of closing an app when you're done using it, you can make multitasking easier by minimizing an app. You can see your open apps arranged as Active Frames on the home screen, and you can tap an Active Frame to return the app to full screen. Once you minimize an app, you can close it from the home screen.

1. To minimize an app, swipe up from the bottom of the screen. The app is arranged as an Active Frame on the home screen.
2. To close an app after you minimize it, on the home screen, on an Active Frame, tap .

Move an app around the home screen

You can move the app icons to different places on the home screen so they are where you want them to be. For instance, if you're right-handed, you can arrange your frequently used apps on the right side of the screen. Then when you're using your BlackBerry device with one hand, it's easier to open those apps.

1. On the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the icon to a different location on the home screen and release your finger.

Add folders to the home screen

You can organize your apps by adding folders to the home screen. For example, you can add a folder for all of the games that you download and a folder for all of your business and productivity apps.

1. Touch and hold an app icon until all of the icons start to blink.
2. Drag the app icon on top of another app icon that you want to include in the same folder.
3. Type the name of the folder.
4. Tap **Create**.

Move an app out of a folder

1. In a folder on the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the app icon to the bottom of the screen and release.

Rename a folder

1. On the home screen, tap a folder.
2. At the bottom of the screen, touch and hold the folder name.
3. Type the new name of the folder.
4. Tap **Rename**.

Deleting apps

You can delete apps from the home screen of your BlackBerry device, or you can delete the apps that you download from the BlackBerry World storefront.

Delete a downloaded item from BlackBerry World

1. On the BlackBerry World home screen, tap ![icon] > **My World**.
2. Tap **My Apps & Games**, **My Video**, or **My Music**.
3. Tap **Downloaded**.
4. Touch and hold an item, and tap ![icon] .

    - If you think that you might want to reinstall the app later, tap **Uninstall**.
    - If you want to permanently delete the app, tap **Delete**.

Uninstalled apps and games are listed on your **My World** screen. To see this list, tap **My Apps & Games** > **Available**.

Delete an app from your home screen

1. On the home screen of your BlackBerry device, touch and hold an app icon until the icons begin to blink.
2. On an app icon, tap ![icon] .

Tip: Some app icons on your home screen are part of the core BlackBerry experience. These apps can't be deleted, and the delete icon will not appear on these app icons.

Reinstall an app or game

1. On the BlackBerry World home screen, tap ![] > **My World** > **My Apps & Games**.
2. Tap **Available**.

    - To reinstall one app or game, tap ![] next to the app or game that you want to install.
    - To reinstall all of your uninstalled apps and games, at the bottom of the screen, tap ![] .

Calendar

The BlackBerry Calendar app on your BlackBerry device combines the calendar info from the email and social networking accounts that you add to your device. The Calendar app presents the info so that you can view all your meetings, appointments, tasks, alarms, and events in one place.

About the Calendar app

If you subscribe to public calendars, such as movie theater calendars or school calendars, the events from those calendars can also appear in the Calendar app.

Even if you don't add any accounts to your device, you can still use the Calendar app to create and manage meetings, appointments, and events.

The Calendar app at a glance

Swipe down to
change settings
and select
which calendars
to display

Friday, November 8, 2013
Week 45

Tap to go to a
date

9 AM

10 AM

Team meeting
Room 101

11 AM

12 PM

Lunch with mom
Steakhouse

Tap an event
for details,
including the
attendees and
related emails

1 PM

Sales presentation
Room 234

Colors indicate
which calendar
the event
belongs to

2 PM

Dentist appointment

3 PM

4 PM

Add a new
event

Month   Week   Day
view   view   view

Subscribe to a public calendar on your device

Make sure you have the address for the public calendar in iCalShare (ICS) format.

You can add a public calendar that uses the ICS format to your BlackBerry device so that you can see that calendar in the Calendar app. When the owner of the calendar makes changes to events, the changes are synced to your device. Only the owner can change events in a public calendar.

1.   On the home screen, swipe down from the top of the screen.
2.   Tap   > **Accounts** >   > **Subscribed Calendar**.
3.   In the **Calendar Name** field, enter a name for the calendar.
4.   In the **Server Address** field, enter the address for the public calendar in ICS format.
5.   Tap **Done**.

View your events

You can view your events by day, week, or month.

In the Calendar app, do one of the following:

- To view events for a single day, tap [icon] .

- To view events for a week, tap [icon] . Try using the pinch gesture to zoom in and see a more detailed view.

- To view events for a month, tap [icon] . 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.

- To see an agenda view, tap the icon in the lower-left corner. Tap [icon] .

- To go to a particlar date in any calendar view, tap [icon] .

Tip: To see a 6-month view of the calendar, in the month view, at the top of the screen, touch the month and drag your finger down.

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 app, tap an event.

2. Tap **Emails**.

Create an event in the Calendar app

1. In the Calendar app, tap [icon] .

2. Enter the information for the event.

3. Tap **Save**.

Tip: In any schedule view (for example, in the day schedule view or in the week view), you can create an event by just tapping a spot on the schedule. Tap the **New Event** block that appears, to change the event.

Invite people to an event

If your account supports adding participants to events, then you can add participants either when you create the event, or after. If you added a Microsoft Exchange work account, you can connect to the remote server to add people who aren't in your contact list.

When you create or change an event, tap the **Participants** field.

- If the person that you want to add is in your contact list, start typing a name. Tap the name from the list.

- If the person that you want to add is in your organization, and you added your work account to your device, type the name. Tap **Look up**.

Tip: Some accounts might let you view the participants' availability. After you add all the participants to the event, tap the event time near the top of the screen. If any of the participants have a schedule conflict, the time slider at the top of the screen is red. To find a time that works for everyone, move the slider until it turns green.

Add a location to an event

When you create or change an event, do one of the following:

- To type a location manually, in the **Location** field, type a location.
- To open the Maps app and choose a location, in the **Location** field, tap ⬤ . Choose a location.

Schedule a recurring event

1. When you create or change an event, tap the time for the event.
2. In the **Repeats** drop-down list, tap an option.
3. When you're finished, tap ◀ .

Change the availability status or reminder time for an event

When you create an event, to save you time, the BlackBerry Calendar app uses your default settings for the event's availability status and the reminder time. You can change these settings.

1. When you create or change an event, tap any of the icons at the top of the screen.

    - To change the availability status, in the **Status** drop-down list, tap **Busy**, **Out of Office**, or **Free**.
    - To change the reminder time, in the **Reminder** drop-down list, tap an option.
2. Tap **Save**.

Add conference call details to an event

When you add conference call details to a meeting or event, participants with BlackBerry devices can use the Join Now feature to join the conference call without dialing the various numbers and conference call bridges.

Tip: You can save your conference call details in the BlackBerry Calendar app settings so that you don't have to manually add the details to each conference call meeting.

1. When you create or change an event, tap any of the icons at the top of the screen.
2. In the **Conference** drop-down list, do one of the following:

    - To add new conference call details to your event, tap **Add Bridge**. Enter a name for the conference call, and the phone numbers and access codes. Tap **Save**.
    - If you have conference call details saved in your Calendar app settings, tap a conference call bridge.

Hide a calendar

You can temporarily hide calendars from the main view in your Calendar app.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap .
3. Clear the check box beside the calendar that you want to hide.

Change or delete an event

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

In the Calendar app, touch and hold an event.

- To change an event, tap . Make your changes. Tap **Save**.
- To delete an event, tap .

Create a follow-up meeting

When you create a follow-up meeting, the meeting details such as the participants, subject, and notes from the original event are added to the follow-up meeting. Follow-up meetings can be created from past and future calendar events.

1. Open a calendar event.
2. Tap   > .
3. Enter the information for the follow-up meeting.
4. Tap **Save**.

Join a conference call from a meeting reminder

If a meeting in your calendar includes conference call info, you might be able to join the call with one tap instead of dialing the conference call numbers manually.

In the meeting reminder, tap **Join Now**.

Save conference call details in the Calendar app

You can save the conference call bridge info in your BlackBerry Calendar app so that you can quickly add that info to your meeting invitations.

1. In the Calendar app, swipe down from the top of the screen.

2. Tap ![settings icon] > **Mobile Conferencing** > ![plus icon] .

3. Enter the conference call bridge information, such as phone numbers and access codes.

4. Tap **Save**.

Add WebEx details to an event

If you download the Cisco WebEx Meetings app, and have a valid account that allows the scheduling of WebEx meetings, you can add WebEx details to the calendar events that you organize that have at least one participant.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your BlackBerry device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you create a calendar event, tap any of the icons at the top of the screen.

2. Set the **Add WebEx** switch to **On**.

3. Tap **Save**.

4. On the **Create WebEx** screen, enter your WebEx account information.

5. Tap **Create**.

WebEx details are added to the notes section of the event.

Add WebEx details to an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can add WebEx details to the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change an event, tap ![menu icon] .

2. Tap ![globe icon] .

3. On the **Create WebEx** screen, enter your WebEx account information.

4. Tap **Create**.

When you add WebEx details to an existing event, an update with the details is sent to the event participants.

Edit WebEx details for an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can edit the WebEx details for the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change your event, enter the updated information such as the event time or participants, and tap **Save**.
2. On the **Edit WebEx** screen, change the details to match the updated information in the event.
3. Tap **Save**.

When you edit the WebEx details for an existing event, an update with the details is sent to the event participants.

Join a WebEx event

To join an event, you must have the Cisco WebEx Meetings app installed on your BlackBerry device.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

To join a calendar event that includes WebEx details, do one of the following:

• In a calendar reminder, tap **Start WebEx**.
• In a calendar event, on the event screen, tap **Start WebEx**, or tap > .

Send an "I will be late" message

If you will be late for a meeting or event, you can quickly send a message to let other participants know.

1. Open the event, either from the BlackBerry Calendar app or from the event reminder.
2. Tap > .
3. In the dialog box, move the slider to indicate how late you will be.
4. Tap **Email All** or **Email Organizer**.

Share a file with meeting participants

You can use email to share the files on your BlackBerry device with other meeting participants.

1. Touch and hold a file.
2. Tap > **Meeting Participants**.
3. Tap a meeting.
4. On the **Compose** screen, type a message.
5. Tap **Send**.

Customizing Calendar app settings

You can customize your calendar settings to help you manage your schedule as productively as possible.

Change your default calendar

When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap ![icon] **Settings** > **Accounts**.
3. Tap ![icon] .
4. To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Change the email address to use with each calendar

If you have multiple calendars on your BlackBerry device, you can set a different email address for each calendar. When you create an event in a specific calendar, invitations are sent using the email address that you assigned to that calendar.

The email address that you use must already be added to your device. Some accounts don't allow you to change the email address (for example, your work account).

1. In the Calendar app, swipe down from the top of the screen.
2. Tap ![icon] > **Meeting Invitation Settings**.
3. Beneath a calendar, in the drop-down list, tap an email address.

Change default settings for events

You can change the default length, reminder times, and snooze intervals for your events or meetings.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap ![icon] **Settings** > **General**.

    - To change how long your meetings are scheduled for, in the **Meeting Duration** drop-down list, tap a new duration.
    - To change the default reminder time for events, in the **Meeting Reminder** or **All-Day Meeting Reminder** drop-down list, tap a new time.
    - To change the snooze intervals, in the **Snooze Interval** drop-down list, tap a new snooze time.

Change how your calendar is displayed

1. In the Calendar app, swipe down from the top of the screen.

2. Tap ![settings icon] **Settings** > **General**.

- • To change the view (day, week, or month) that you see when you open the calendar, in the **Default Calendar View** drop-down list, tap a view.
- • To change the day that the week starts on, in the **First Day of the Week** drop-down list, tap an option.
- • To change your working hours, in the **Working Hours** section, in the **Start** and **End** drop-down lists, tap an option.
- • To use growing numbers to indicate the busyness of a day, set the **Growing Numbers** switch to **On**.

Troubleshooting: Calendar app

I can't sync my calendar

Try the following:

- • If your calendar is associated with one of your accounts (for example, your Gmail calendar), check that synchronization for the calendar is turned on. On the home screen, swipe down from the top of the screen. Tap ![settings icon] > **Accounts**. Tap an account. Check that the **Sync Calendar** switch is set to **On**.
- • If the calendar is saved on your computer in Microsoft Outlook or Apple iCal, try using BlackBerry Link to sync the calendar info on your computer with your BlackBerry device. For more information, see the BlackBerry Link help.
- • If your calendar still isn't in sync, try removing and re-adding the account that the calendar is associated with.

I can't reply to or send meeting invitations

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

New or updated events aren't appearing in my calendar

You might need to refresh your calendars. In the Calendar app, swipe down from the top of the screen. Tap ![refresh icon] .

I have duplicate calendar entries

If you imported calendar entries using BlackBerry Link, you might see duplicate entries on your device after syncing your device and computer.

You can remove duplicates by deleting duplicates in your address book, or by clearing your local data on your device.

To remove duplicate calendar entries by deleting your local device data, do the following:

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accounts**.
3. Tap ⋮ .
4. Tap **Clear Local Calendar**.

CAUTION: Clearing your local data will permanently delete any calendar entries that you saved just locally to your device.

Contacts

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

About the Contacts app

If you 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 names, email addresses, or mobile phone numbers.

Contacts app at a glance

Favorites

Swipe down
to change
settings

Tap a contact
for details,
social updates,
and shared
activities

Press and hold a
contact, for
options such as
sharing

Filter contact
types, such
as BBM,
Facebook,
and Twitter

Search   Add a   Add a
contacts   group   contact
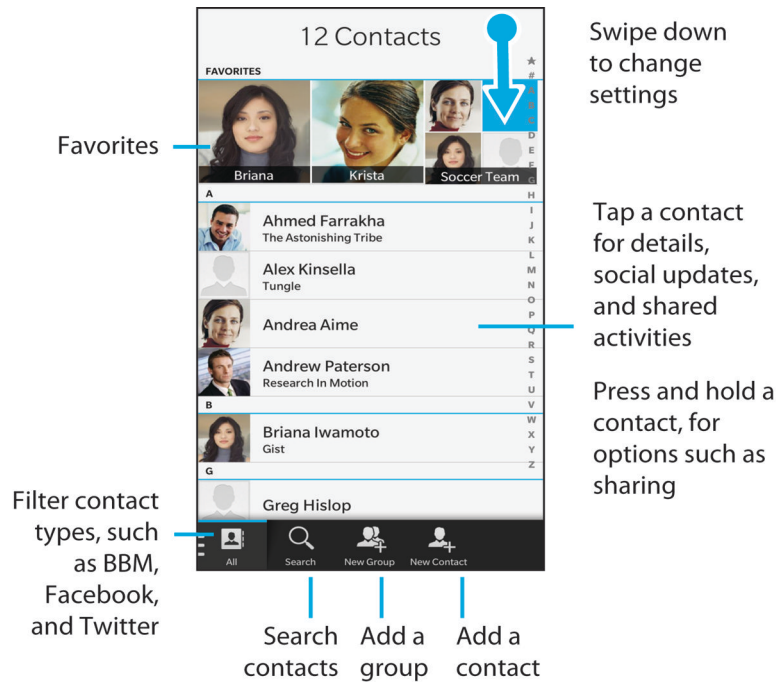
Adding contacts to the Contacts app

There are a variety of ways that you can add contacts to the Contacts app.

Add a contact to the Contacts app

1. In the Contacts app, tap .

2. Enter the information for the contact. For additional fields, tap .

3. If you have a work account and BlackBerry Balance is set up on your BlackBerry device, to save the contact in your work space, at the top of the screen, tap **Work**. After you start adding the contact information, you can't save the contact in your personal space.

4. Tap **Save**.

Tip: To choose the account or storage location for a contact, tap the **Save to** button at the top of the screen. Select the checkbox beside an account or storage location.

Copy contacts to and from your micro SIM card

Your micro SIM card can store contact names and phone numbers. Copying contacts to and from your micro SIM card allows you to easily transfer contacts from one device to another. When you insert a micro SIM card in your BlackBerry device, you can view contacts that are stored on the micro SIM card in your contact list. You can copy the micro SIM card contacts to your device memory so that the contacts are available to you even if the micro SIM card is removed.

You can also use BlackBerry Link to back up your contacts on a computer.

Note: If you added a work account to your device and your administrator turned on BlackBerry Balance, you can't copy work contacts to your micro SIM card.

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

    * To copy all of the contacts from your SIM card to your device memory, tap **Import Contacts from SIM Card**.
    * To copy all contacts from your device memory to your SIM card, tap **Copy Contacts from Device to SIM Card**.
    * To view your SIM card contacts and decide which ones you want to copy to your device, tap **Manage SIM Card Contacts**.

Add a contact from the Calls screen

1. In the Phone app, tap ![icon].
2. Touch and hold a phone number.
3. Tap ![icon].

    * To add the phone number to an existing contact entry, tap a contact from the list.
    * To add the contact as a new contact, tap ![icon].
4. Tap **Save**.

Import contact card information to your contact list

If someone shares a contact card with you (also known as a vCard or .vcf file), you can add that contact information to the contact list on your BlackBerry device.

1. Tap the contact card.
2. Do one of the following:

    * If the contact card contains one contact only, tap ![icon].
    * If the contact card contains multiple contacts, tap **Import**.

Contact views

When you tap a contact in the Contacts app, your BlackBerry device shows you lots of details about the person. Some info, like a contact's birthday, the company the person works for, and the person's picture, is pulled from social networking accounts that you added to your device, like Twitter or LinkedIn. Other info can be added by you. 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 birthdays, 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 added a contact's company name, the Updates view also shows you news about that company. Tap on an update to see it in a social networking app or the browser.

Activity

This view shows you upcoming and past interactions with your contacts. Tap on any activity to go directly to that event on your device.

Changing contacts in the Contacts app

Add or change a picture for a contact

1. In the Contacts app, tap a contact > ✎ .

   - To use a picture from a social networking account that you added, tap one of the available pictures at the top of the screen.

   - To use a saved picture from your picture library, in the picture area, tap 👤. Browse to the picture.

   - To take a picture with the camera, in the picture area, tap 👤. Tap 📷 . Take a picture. If necessary, crop or edit the picture. Tap **Done**.

2. Tap **Save**.

Change info for a contact

1. In the Contacts app, tap a contact > ✎ .
2. Make your changes. For additional fields, tap 🔲 .
3. Tap **Save**.

Delete a contact

1. Touch and hold a contact.
2. Tap 🗑 .

Copy a contact to another account or storage location

If you have multiple accounts on your BlackBerry device, you might be able to copy a contact to one of those accounts, or to your micro SIM card.

1. In the Contacts app, touch and hold a contact.
2. Tap 📄 .
3. Select the checkbox beside an account or storage location.
4. Tap **Done**.

Create a contact group in the Contacts app

You can group contacts together so that you can easily send messages to everyone in the group, set up meetings, and share files. You can find your groups in the contact list or filter your contact list to show just your contact groups.

1. In the Contacts app, tap 👥 .
2. In the **Group Name** field, type a name for the contact group.
3. Tap 👤 .
4. Select the contacts to add to the group.
5. Tap **Done**.
6. Tap **Save**.

Add a contact to a contact group

1. In the Contacts app, tap a contact group.
2. Tap ✏ > 👤 .
3. Select the contacts to add to the group.
4. Tap **Done**.
5. Tap **Save**.

Remove a contact from a contact group

1.   In the Contacts app, tap a contact group.
2.   Tap ✏ .
3.   Beside the contact's name, tap ✕ .
4.   Tap **Save**.

Rename a contact group

1.   In the Contacts app, tap a contact group.
2.   Tap ✏ .
3.   In the **Group Name** field, type a new name for the group.
4.   Tap **Save**.

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.

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

Related information

Contact someone

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

Set a custom ring tone for a contact

1.   In the Contacts app, tap a contact.
2.   Tap ✏ .
3.   At the bottom of the **Edit Contact** screen, tap **Ring Tone and Notifications**.
4.   Tap a notification type, and make your changes.

5. Tap **Back**.

6. 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.

In the Contacts app, tap ![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 **Remote Search**.

Filtering contacts

There are different ways to change which contacts you see in your contact list.

View contacts by account or type

You can quickly filter your contact list, to see only specific contacts (for example, BBM or contact groups).

1. In the Contacts app, tap ![icon] .

2. Tap the type of contacts that you want to see.

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 of the screen.

2. Tap ![icon] .

3. In the **Show Account in Contact List** section, set the switch that appears beside an account to **Off**.

Sort your contacts in the Contacts app

By default, your contacts are sorted by first name, but you can also sort by last name or company name.

1. In the Contacts app, swipe down from the top of the screen.

2. Tap ![icon] .

3.   In the **Sort Contacts by** drop-down list, tap a sort option.

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 ![icon] .

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.   In the Contacts app, touch and hold a contact.
2.   Tap ![icon] .
3.   Tap the contacts that you want to merge.
4.   Tap ![icon] .

My contacts' pictures change sometimes

If you added a social networking account to your BlackBerry device and you're using a profile picture as a contact's picture, then the picture changes when your contact changes his or her profile picture.

I have duplicate contact entries

If you imported contact entries using BlackBerry Link, you might see duplicate entries on your device after syncing your device and computer.

You can remove duplicates by merging contacts on your device, or by clearing your local data on your device.

To remove duplicate contact entries by deleting your local device data, do the following:

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ![icon] **Settings** > **Accounts**.
3.   Tap ![icon] .
4.   Tap **Clear Local Contacts**.

CAUTION: Clearing your local data will permanently delete any contact entries that you saved just locally to your device.

Clock
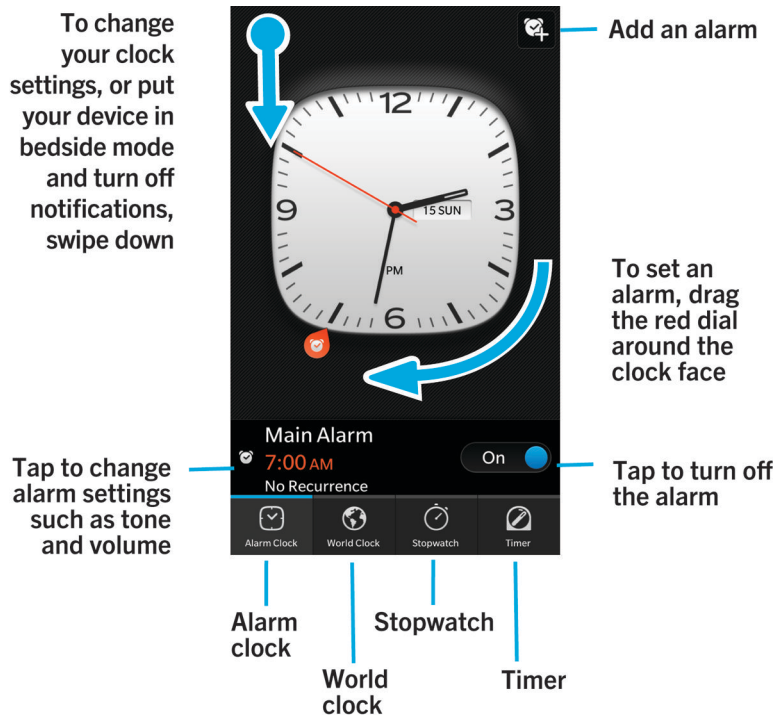
The Clock app is made up of four screens. On the Alarm Clock screen, you can turn your alarm on or off, set your alarm time, and add multiple alarms. On the World Clock screen, you can view the time in other parts of the world. You can also use the stopwatch and set a timer from the Clock app.

Setting the alarm clock

Set an alarm

1. Tap .
2. Set the **Alarm** switch to **On**.
3. Touch and hold the dial outside of the clock face.

4.   Slide the dial around the clock face to your desired time.

5.   To save the alarm time, tap anywhere on the screen.

Tip: The dial allows you to set the alarm for five-minute increments. To set the alarm for a specific minute, tap the alarm time at the bottom of the screen. Tap the **Alarm Time** drop-down list and scroll up or down to adjust the time that the alarm is set for.

Set additional alarms

You can set multiple alarms to go off on the same day, or you can set additional alarms to go off on different days at different times. You can keep track of all the alarms you set by naming them, and you can set a different alarm tone, recurrence, and snooze duration for each alarm.

1.   Tap .

2.   Do one of the following:

- If you only have one alarm set, tap .
- If you already have two or more alarms set, tap   > .

3.   Type an alarm name.

4.   Set an alarm time, recurrence, tone, and snooze duration.

5.   Tap **Save**.

Tip: Once you've set multiple alarms, you can quickly adjust the different alarm times by touching and holding any of the dials outside of the clock face and sliding the dial around the clock face to your desired time.

Manage your additional alarms

1.   Tap   > .

2.   Do any of the following:

- To turn on or off an alarm, next to the alarm, set the switch to **On** or **Off**.
- To change the alarm name, time, tone, recurrence, or snooze duration, tap an alarm.
- To delete an alarm, touch and hold an alarm. Tap .

Change your alarm tone

1.   Do one of the following:

- If you have one alarm set, tap .
- If you have multiple alarms set, tap .

2.   Tap an alarm.

3.   Tap **Alarm Tone**.

4.   Select one of the alarm tone options.

Tip: To use music you have added or downloaded to your BlackBerry device, tap ![plus icon].

Set an alarm for multiple days

1.   Do one of the following:

     - If you have one alarm set, tap ![icon].

     - If you have multiple alarms set, tap ![icon].

2.   Tap an alarm.

3.   Tap **Recurrence**.

     - To set a daily alarm, set the **Daily** switch to **On**.

     - To set an alarm to recur on specific days, select the checkbox next to one or more days.

Set the snooze

1.   Do one of the following:

     - If you have one alarm set, tap ![icon].

     - If you have multiple alarms set, tap ![icon].

2.   Tap an alarm.

3.   Tap **Snooze**.

4.   Select a length of time.

Stopwatch

1.   Tap ![icon].

2.   Tap **Start**.

3.   To start a new lap, tap **Lap**.

Timer

Set the timer

1. Tap ⬤ .
2. Touch and hold the dial outside of the clock face.
3. Slide the dial around the clock face to your desired time.
4. Tap **Start**.

Tip: The dial allows you to set the timer in one-minute increments. To set the timer for a specific minute and second, tap the time that appears in the middle of the clock face. Scroll up or down to adjust the hours, minutes, and seconds that the timer is set for.

Change your timer tone

1. Tap ⬤ .
2. In the middle of the clock face, tap the time.
3. Tap **Timer Tone**.
4. Tap a timer tone.

Tip: To use music you have added or downloaded to your BlackBerry device, tap **Add Music**.

World clock

If you're a frequent traveller or if you have friends and family in different parts of the world, you can add cities to the world clock screen to quickly see the time in a variety of cities around the world.

Add a city to the world clock screen

1. Tap 🌐 .
2. Tap **Add**.
3. Enter a location.
4. Tap a city.

Tip: After you add a city to the world clock screen, tap the city name to check the weather in that city.

Delete a city from the world clock screen

1.   Tap ![globe icon] .
2.   Touch and hold a city.
3.   Beside a city, tap ![trash icon] .

Turn on bedside mode

When bedside mode is on, you are not notified or new messages, but any alarms that you have set will sound and your BlackBerry device displays the time, dimly lit. You can also set the option to hear only phone calls when in bedside mode.

1.   In the Clock app, swipe down from the top of the screen.
2.   Tap ![bedside icon] .

Tip: When your alarm goes off in bedside mode, you can tap anywhere on the screen to snooze the alarm. To turn off the alarm in bedside mode, swipe up from the bottom of the screen.
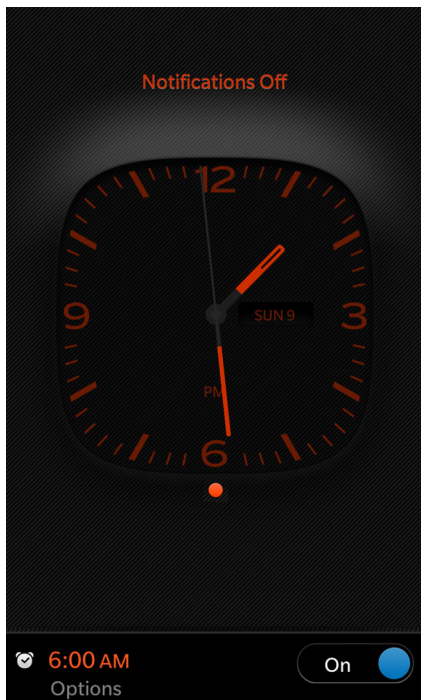
Change your bedside mode settings

By default, all of your notifications are set to silent in bedside mode, and your wireless connections stay turned on. When in bedside mode, you can choose to hear only phone calls, or you can choose to turn off all wireless connections.

1. In the Clock app, swipe down from the top of the screen.
2. Tap ![settings icon] .
3. Do any of the following:

    * To turn on only your phone while in bedside mode, set the **Phone Calls in Bedside Mode** switch to **On**.
    * To turn off all wireless connections in bedside mode, set the **Wireless Connections in Bedside Mode** switch to **Off**.

Change the clock face

1. In the Clock app, swipe down from the top of the screen.
2. Tap ![settings icon] .
3. Tap the **Clock Face** drop-down list.
4. Tap a clock face type.

BlackBerry World

Swipe down to change settings (parental controls, download, data, network, and payment options)

Tap to select what type of content to view, then filter for games, apps, music, and videos, or select My World to view your downloads

Scroll down to view top apps, games, albums, movies, and TV episodes

Tap an item for details and reviews, then download the item or share it over email, BBM, and more

Search

Find and download your favorite apps, games, music, and videos with BlackBerry World! You can browse featured and top downloaded items, browse items by category, and search by keyword. You can also read and write reviews and recommend apps to others.

For more information on BlackBerry World, see the BlackBerry World User Guide.

Search for apps, games, music, or videos

You can search the entire BlackBerry World storefront, or you can choose to search for a specific type of item. For example, you can choose to only search for games, apps, music, or videos.

- To search the entire BlackBerry World storefront, on the BlackBerry World home screen, tap ⌕ .

- To search in a specific section (apps, games, music, or videos), tap ⊞ . Tap a section. Tap ⌕ .

- To search using a recent search term, tap ⌕ . Tap a recent search term.

Browse categories

The BlackBerry World storefront is divided into four sections: games, apps, music, and videos. Within each section is a list of categories or genres. For example, in the games section, you can find categories such as arcade games, card games, and sports games.

1. On the BlackBerry World home screen, tap [ ] .
2. Tap **Games**, **Apps**, **Music**, or **Video**.
3. Tap [ ] .
4. Tap a category or genre.

Tip: After you browse to a category of apps or games, you can filter the list of apps or games to show only free items, items for sale, or items with a specific star rating. You can also sort the list by name, price, rating, or popularity. To sort or filter the apps or games in a category, touch and hold the name of a list, drag your finger down, and tap any of the drop-down lists.

Scan a QR code

If you see a QR code, you can scan it to find a specific item in the BlackBerry World storefront. QR codes commonly appear on websites, posters, or other promotional materials.

1. In the BlackBerry World storefront, swipe down from the top of the screen.
2. Tap [ ] .

Clear your search history

1. On the BlackBerry World storefront home screen, tap [ ] .
2. Tap [ ] > [ ] .

Turn on private browsing

You can turn on private browsing if you don't want your recent search terms to appear on your Search screen or you don't want your recently viewed items displayed on the My World screen.

1. In the BlackBerry World storefront, swipe down from the top of the screen.
2. Tap [ ] > **General**.
3. Set the **Private Browsing** switch to **On**.

Note: After you turn on private browsing, your saved searches and recently viewed items aren't displayed. However, when private browsing is turned off, your saved searches and recently viewed items are restored.

Download and buy apps, games, music, and videos

Apps, games, and music that you buy can be deleted and downloaded again as many times as you want to on the same BlackBerry device, and on up to four additional devices without your having to pay for the items again.

1. In the BlackBerry World storefront, tap an item.
2. In the upper-right corner of the screen, tap the button with the price displayed on it.
3. To change your payment method before you pay for an item, in the **Bill Through:** drop-down list, tap a payment method.
4. Tap **Purchase**.

Tip: To share an app, game, album, song, or video, tap [icon]. To share an app with someone using NFC technology, on the **Details** screen of the app that you want to share, align the backs of your devices.

Buy a subscription to an app or a game

You might be required to pay a recurring subscription fee for some apps and games, or for certain features and additional items within an app or game that you have already downloaded. Your subscription automatically renews until you cancel it. The BlackBerry World storefront is designed to send you a reminder email before and after each subscription is renewed.

On the **Details** screen for an app, a game, or an item, tap the button with the price displayed on it.

Cancel a subscription

1. On the BlackBerry World storefront home screen, tap [icon] > **My World** > **My Apps & Games**.
2. At the top of the screen, if necessary, tap the **Apps & Games** drop-down list.
3. Tap **Subscriptions**.
4. Tap an app, a game, or an item.
5. Tap **Unsubscribe**.

Rent a video

Some videos are available to rent from the BlackBerry World storefront. When you download a rented video, you have 30 days to start watching it before the rented video expires. Once you start watching it, depending on the video, you have 24 to 48 hours to finish watching it before the rented video expires. You can only watch a rented video on the BlackBerry device that you downloaded it on.

On the **Details** screen for a video, tap **Rent**.

Redeem a promo code

1. In BlackBerry World, swipe down from the top of the screen.
2. Tap .
3. Enter the promo code.
4. Complete the instructions on the screen.

Change your payment options

1. In the BlackBerry World storefront, swipe down from the top of the screen.
2. Tap > **Payment Options**.
3. Enter your BlackBerry ID password.
4. Select a payment option.
5. Complete the instructions on the screen.

Tip: To edit your payment information, tap .

Tutorial: Setting up a credit card on a BlackBerry 10 device

This tutorial provides you with the opportunity to see how to set up a credit card on a BlackBerry 10 device, and then practice doing so.

Note: This tutorial is available in English only.

Start the tutorial for devices with a touch screen keyboard.

Start the tutorial for devices with a physical keyboard.

http://docs.blackberry.com/tutorials/creditcard/en

Tutorial: Setting up a PayPal account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see how to set up a PayPal Account on a BlackBerry 10 device, and then practice doing so.

Note: This tutorial is available in English only.

Start the tutorial for devices with a touch screen keyboard.

Start the tutorial for devices with a physical keyboard.

http://docs.blackberry.com/tutorials/paypal/en

Android apps

You can now get apps and games designed for Android smartphones and install them on your BlackBerry device!

Downloading and installing Android apps on your BlackBerry device

You can find and download Android apps and games from various third-party websites and mobile market apps. Most websites and mobile market apps include an installation button that appears after you download an Android app file. You can also install an app file by opening it in the File Manager app on your BlackBerry device.

If you can't find an app file that you downloaded, you can search for the app name in the File Manager app. Most Android apps include the file name extension .apk. To search for all the Android app files that you downloaded, try searching the File Manager app for **.apk**.

CAUTION:

Apps that you install from sources other than BlackBerry World have not been reviewed by BlackBerry. These apps might pose a risk to your device and personal data. You should only install apps from trusted sources.

While most apps designed for Android smartphones can be installed and opened on BlackBerry devices, some apps might make use of services that are not supported by BlackBerry 10 OS. BlackBerry 10 OS might also replace these services with alternate services (such as mapping services).

If you don't want to accept these potential risks and limitations, you should not install apps from sources other than BlackBerry World.

Navigating within an Android app

Some of the apps and games that are available in the BlackBerry World storefront are Android apps that were converted to be used on BlackBerry devices. In these apps, you can show or hide an action bar at the bottom of the screen or you can quickly go back to the previous screen.

Do any of the following:

- To see the additional actions that you can perform, in an app, swipe down from the top of the screen.
- To go back to the previous screen, place your finger below and halfway across the screen. Slide your finger diagonally up and to the left.

Maps and GPS

Keep moving in the right direction with BlackBerry Maps, GPS, and the Compass app. You can search for points of interest, get turn-by-turn directions, and much more.

Find a place on a map

You can use the GPS feature on your BlackBerry device to search for a location and then view it on a map to see how to get there.

1. In the Maps app, on the **Map** tab, enter an address or a descriptive word, such as "coffee" or "hospital" in the **search** field.
2. Do one of the following:
   - To view all of the search results as pins on the map, tap **Search**.
   - To view a specific search result as a pin on the map, tap a search result.

Pin a place on a map

Add pins to your map to keep track of where you're going or to mark points of interest.

In the Maps app, on the **Map** tab, touch and hold the place that you want to pin.

To clear all of the pins from a map, on the **Map** tab, tap ⋮ > ✕ .

Start turn-by-turn directions

Verify that location services are turned on and that your BlackBerry device has established a GPS connection.

1. In the Maps app, find a place by doing one of the following:

    - On the **Map** tab, search for an address or a place using the **Search** field. In the search results, tap a place.
    - On the **Map** tab, locate a pin on the map. Tap the pin.
    - On the **My Places** tab, tap a place or contact.

2. Tap ▲ .

3. To begin receiving turn-by-turn directions, tap ▲ .

To stop turn-by-turn directions in the map view or detail view, tap ✕ . To stop turn-by-turn directions in the street-level view, tap anywhere on the screen > ✕ .

Switch to the map or detail view for turn-by-turn directions

By default, turn-by-turn directions start with the street-level view of the route.

To switch to one of the high-level views, do one of the following:

- To view a list of directions to your destination, tap ▦ .
- To view an overview of the route on a map, tap ⬡ .

To return to the street-level view of the route, tap ◁ .

Show or hide traffic

If traffic data is available, you can display it as you view a map, or view or listen to turn-by-turn directions in the street-level view.

Do one of the following:

- On the **Map** tab, tap ⋮ > ▨ .
- When viewing or listening to turn-by-turn directions in the street-level view, tap ⋮ > ▨ .

To hide traffic data, tap ⋮ > ▨ .

Mute voice-guided directions

By default, voice-guided directions are turned on.

1.   If you are in the map view or the detail list view, to return to the street-level view, tap ![icon] .
2.   To turn off voice-guided directions, tap ![icon] .

Avoid toll roads, highways, or ferries on your route

You can change your route preferences while viewing or listening to turn-by-turn directions in BlackBerry Maps.

1.   In the Maps app, swipe down from the top of the screen.
2.   Tap ![icon] > **Route Options**.
3.   Set the switches for the types of things that you want to avoid.

Recalculate routes

While viewing or listening to turn-by-turn directions, you can manually recalculate your directions when you make a wrong turn or would like alternative directions.

1.   If you are in the street-level view, to show the navigation bar, tap the screen.
2.   Tap ![icon] > ![icon] .

My places

You can find your favorites, recent places, and contacts' places on the **My Places** tab.

Add a place to your favorites

1.   In the Maps app, on the **My Places** tab, tap ![icon] > ![icon] .
2.   On the **Add Favorite** screen, complete the **Place Name** and **Address** fields and confirm that the location is found.
3.   If necessary, enter any additional information.
4.   Tap **Save**.

     Tip: You can also add places to your favorites by touching and holding a search result or contact name and tapping
     ![icon] .

To remove a place from your favorites, on the **My Places** tab, tap **Favorites**. Touch and hold the place that you want to remove. Tap ![icon] .

Change the details for a place

1.   In your search results or in a list, tap a place.
2.   Tap ⋮ > ✎ .
3.   Change any fields that require updating.
4.   Tap **Save**.

View your recent places

BlackBerry Maps remembers and organizes the last 100 places that you searched for so that you can quickly access them again.

In the Maps app, on the **My Places** tab, tap **Recents**.

Clear your recent places

You can clear the list of recently viewed places in BlackBerry Maps.

Tip: If you have places that you want to keep so that you don't have to search for them again, add them as a favorite before you permanently clear the list.

1.   In the Maps app, swipe down from the top of the screen.
2.   Tap ⚙ > **Clear History**.
3.   Tap **Clear Recents**.

View a contact's address on a map

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

1.   On the **My Places** tab, tap **Contacts**.
2.   Touch and hold a contact's name.
3.   Tap 🌐 .

Changing settings for Maps

Switch between kilometers or miles

BlackBerry Maps displays distances using either imperial (feet/yards and miles) or metric (meters and kilometers) measurements, as set in your device settings.

1. In the Maps app, swipe down from the top of the screen.

2. Tap ![gear] > **Units of Measure**.

3. Tap **Change Device Settings**.

Change default route settings

If you always want BlackBerry Maps to show you the fastest or shortest route, or want to avoid certain things on your route, such as highways, toll roads, car-sharing lanes, or ferries, you can change your default settings.

1. In the Maps app, swipe down from the top of the screen.

2. Tap ![gear] > **Route Options**.

Switch between voice-guided prompts and tones

BlackBerry Maps can prompt you about upcoming turns using voice directions or tones.

1. In the Maps app, swipe down from the top of the screen.

2. Tap ![gear] > **Navigation Audio**.

3. Tap an option.

About location services

You can turn on location services so that location-based applications and services, like BlackBerry Maps, can find your location. Location-based applications can use GPS technology and other information to provide you with information, such as driving directions.

Turn on or turn off location services

Some apps require GPS location information to work as expected.

1. On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Location Services**.

3.   Tap the **Location Services** switch.

Change location permissions for apps

You can review and remove any GPS location-related permissions that individual apps have requested. Some apps require specific permissions to work as expected.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Security and Privacy** > **Application Permissions**.

3.   Tap an app.

4.   Tap a switch.

Turn on or turn off location-based ads

If location-based ads are turned on, apps using the Advertising Service can use your GPS location to present more relevant promotional content or deals. No data that personally identifies you is ever shared with third-party advertisers.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Location Services**.

3.   Tap the **Location-based Ads** switch.

Turn on or turn off traffic data

If traffic data is turned on, your BlackBerry device sends anonymous GPS location information to provide traffic data to BlackBerry applications.

1.   On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Location Services**.

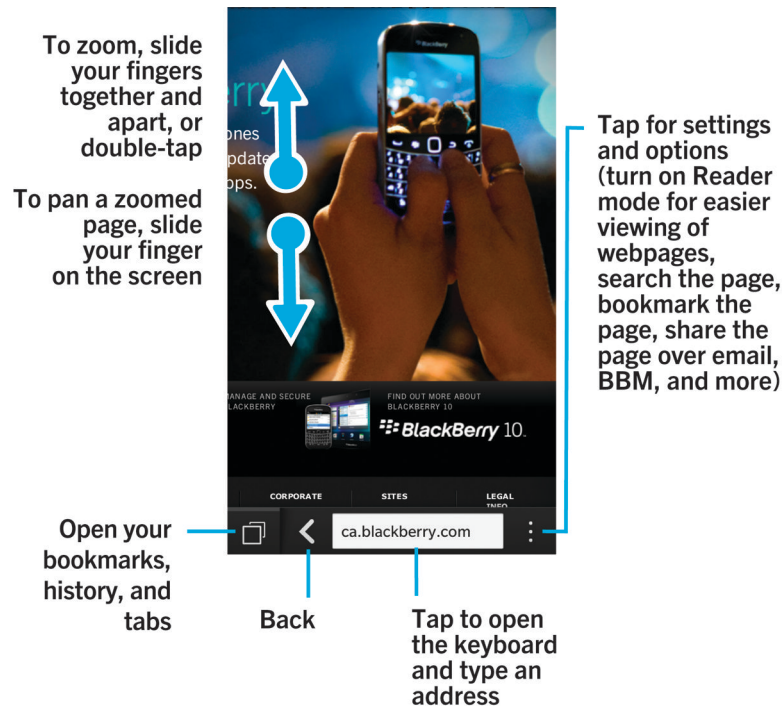3.   Tap the **Traffic Data Collection** switch.

Browser

With the BlackBerry Browser, you can browse the Internet, stream video, switch between multiple tabs, download files, share links to webpages, and more.

Browsing the Internet

Use the BlackBerry Browser to browse the Internet quickly and conveniently on your BlackBerry device.

Browser at a glance

To zoom, slide your fingers together and apart, or double-tap

To pan a zoomed page, slide your finger on the screen

Tap for settings and options (turn on Reader mode for easier viewing of webpages, search the page, bookmark the page, share the page over email, BBM, and more)

Open your bookmarks, history, and tabs

Back

Tap to open the keyboard and type an address

Go to a website

1. Type a web address or search term into the address bar at the bottom of the Browser.
2. Tap **Go**.

Change the current search engine

After you change the search engine, the BlackBerry Browser continues to use the new search engine until you change it again.

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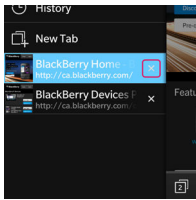2. Tap the search engine that you want to use.

Using Browser tabs

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

Open, switch between, or close tabs

In the BlackBerry Browser, tap [ ] .

- To open a tab, tap [ ] .
- To switch between tabs, tap a tab.
- To close a tab, on the tab that you want to close, tap [X] .

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

Open a link in a new tab

1. In the Browser, touch and hold a link.
2. Tap [ ] .

Share a link or picture

You can share items on the web through an email, a text message, Facebook, Twitter, BBM, and more.

In the BlackBerry Browser, do one of the following:

- To share the webpage that you're looking at, tap [ ] > [ ] .
- To share a link or a picture, touch and hold the link or picture. Tap [ ] .

Search for text on a webpage

On a webpage, tap [ ] > [Q] .

View webpages in a reader-friendly format

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

On a webpage, tap ⋮ > ▤ .

Change text size in reader mode

Do one of the following:

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

Change the background color in reader mode

Tap ⋮ > Ab .

Find files that you downloaded

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

In the Browser, tap ⋮ > 📥 .

Clear your list of downloaded files

In the Browser, tap ⋮ > 📥 > 🗑 .

Add a website to your home screen

You can 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 ⋮ > 🏠₊ .

Save a webpage

You can save a webpage in HTML format so that you can access the webpage when you're offline, or send the webpage as an attachment.

1. On a webpage, tap ⋮ > 🖹 .

2. Choose the location that you want to save the webpage in.

Changing your Browser settings

Customize the Browser start screen

You can change what you see when your first open the BlackBerry Browser. You can set a specific home page, show thumbnails of the webpages that you visited recently or frequently, or open the webpages that were open in your previous Browser session.

1. In the Browser, tap ⋮ > ⚙ > **Display and Actions**.

2. Tap the **On Startup Show** drop-down list.

   - To set a specific home page, tap **My Home Page**. Type a web address.
   - To show thumbnails of the webpages that you visited recently or frequently, tap **New Tab Page**.
   - To open the webpages from your previous Browser session, tap **My Tabs From Last Time**.

Turn on Adobe Flash support

1. In the Browser, tap ⋮ > ⚙ > **Display and Actions**.

2. Set the **Adobe Flash** switch to **On**.

Bookmarks and browsing history

Bookmark your favorite webpages so that you can easily access them the next time you use the BlackBerry Browser.

Bookmark a favorite webpage

On a webpage, tap ⋮ > ★ .

View your Browser bookmarks

In the BlackBerry Browser, tap ▢ > ★ .

View your bookmarks by tags or in a list

1. In the Browser, tap ▢ > ★ .

2. Tap ◀ or ▦ .

Organizing your bookmarks

It's a good idea to keep your bookmarks organized so that you can more easily find the webpages that you're looking for.

Change your bookmarks

You can change the name or web address of a bookmark.

1. In the Browser, tap ☐ > ★ .
2. Touch and hold a bookmark.
3. Tap ★ .
4. Type a new name or web address.

Add, rename, or delete a bookmark tag

Tags help you 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 ☐ > ★ .

- To add a tag, touch and hold a bookmark. Tap ★ . In the **Add tags** field, type a tag name.
- To rename a tag, tap ◀ . Touch and hold a tag. Tap ✎ . Type a new name for the tag.
- To remove a tag from a bookmark, touch and hold a bookmark. Tap ★ . Tap a tag.
- To delete all instances of a tag, tap ◀ . Touch and hold a tag. Tap 🗑 .

Delete a bookmark

1. In the Browser, tap ☐ > ★ .
2. Touch and hold a bookmark.
3. Tap 🗑 .

View your browsing history

1. In the Browser, on a webpage, tap ☐ .
2. Tap 🕐 .

To close your browsing history, tap ❮ .

Tip: To view a webpage in your history, on a webpage, touch and hold ❮ until your history appears.

Delete your browsing history

1. In the Browser, tap ⬚ .

2. Tap 🕐 .

    - To delete all of your browsing history, tap 🗑 .
    - To delete a specific webpage from your browsing history, touch and hold the thumbnail for the webpage. Tap 🗑 .

Browsing safely

To help you browse safely, you can check the certificates for a website, change the security settings, and change permissions for specific websites in the BlackBerry Browser.

About website certificates

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

Website certificate icons

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

Change Browser security settings

In the Browser, tap ⋮ > ⚙ > **Privacy and Security**.

Security settings

Remove History Items

Specify how often your BlackBerry device automatically deletes the browsing information from your BlackBerry Browser history.

Private Browsing

Keep your browsing information (your history, cached files, cookies, and so on) only while a browsing session is open. When you close the Browser, the information is automatically deleted.

Block Pop-ups

Choose whether or not to allow pop-up windows to appear in your browsing session.

Accept Cookies

Let websites use cookies to send and receive information between the website and the Browser. Cookies can be helpful because websites can use them to remember information about your preferences and user information, but cookies can pose a privacy risk as well.

Clear Cookies and Other Data

Clear all of your saved Browser information.

Clear History

Clear your Browser history.

Change permissions for specific websites

As you browse the Internet, you might grant permissions to allow websites to access information, such as your location. You can remove those permissions at any time.

1. In the Browser, tap [icon] > [icon] > **Site Permissions**.
2. Tap a website. Tap **Edit**.
3. Tap [icon] beside the permissions that you want to remove.
4. Tap **Done**.

Troubleshooting: Browser

I can't watch a video online

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

The Smart Tags application explained

The Smart Tags app takes bits of information and transforms the info into a smart tag that you can share as a QR Code. Info can include text, websites and other URIs, phone numbers, and email addresses. The Smart Tags app allows you to store the smart tags that you receive and use them or pass them on later.

Instead of handing out business cards, try creating a smart tag that contains your contact information so that with just a click, recipients can call, text, or send you an email.

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

Scan a QR Code or barcode

When you scan a QR Code by using the Smart Tags app, your BlackBerry device saves the information as a smart tag.

1. In the Smart Tags app, tap [icon] .
2. Tap [icon] or [icon] . Hold your device so that all four corners of the QR Code or barcode appear on your screen.

Delete a smart tag from your device

1. In the Smart Tags app, highlight one or more tags that you want to delete.
2. Tap [icon] .

Create your own smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can create your own smart tag to share with other devices or display as a QR Code.

1. In the Smart Tags app, tap [icon] .
2. Tap a tag type.
3. In the fields that appear on the screen, enter the necessary information.

Tip: You can group multiple tags together. Press and hold an existing tag. Tap **Add**. Repeat Steps 2 and 3 to create a tag.

Smart tag types

Web

Use to create a smart tag that, when opened, takes you to a webpage.

Contact

Use to create a smart tag that, when opened, adds the contact information in the Contacts app.

Event

Use to create a smart tag that, when opened, creates an appointment in the Calendar app.

Geo Location

Use to create a smart tag that, when opened, searches for directions in the Maps application.

Phone

Use to create a smart tag that, when opened, calls a phone number.

Email

Use to create a smart tag that, when opened, composes an email. When you create the tag you can fill in the Subject and Message fields to prepopulate these fields when the tag is opened, or you can leave these fields blank.

Text Message

Use to create a smart tag that, when opened, composes a text message. When you create the tag you can fill in the Message field to prepopulate this field when the tag is opened, or you can leave this field blank.

Text

Use to create a smart tag that displays a message.

Other

Use to create a smart tag that identifies a resource by using your own URI (Uniform Resource Identifier). For example, if you create your own application for the BlackBerry device, you can use this tag type to create a smart tag for your app.

Favorite a smart tag

You can make smart tags easier to find if you mark them as favorites.

1. In the Smart Tags app, find and highlight the tag that you want to favorite.
2. Tap ![star icon].

View your favorite smart tags

In the Smart Tags app, tap ![grid icon] > ![star icon].

Share a smart tag

In the Smart Tags app, highlight a tag.

- To display the smart tag as a QR Code for another device to scan, tap $\quad$.

- To share the smart tag through a message, such as an email or text message, or to share the smart tag with an application, such as BlackBerry Remember, tap $\quad$. Tap a message type or application.

Change a smart tag title

1. In the Smart Tags app, press and hold a smart tag.

2. Tap $\quad$.

3. Enter a title.

4. Tap **Save**

Search your device

When you search your BlackBerry device from the home screen, your results are categorized by file type and application type. If you search from within an application, your results are limited to items within the application.

1. Tap $\quad$.

2. Enter your search terms.

3. To see all of the results for a particular category, in the lower-right corner of the category, tap $\quad$.

Tip: You can search your device by speaking instead of typing by using the Voice Control app.

Filter your search results

If 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.The filter is cleared the next time you enter search terms.

1. In the Search application, tap the icon that appears beside the text entry field.

2. Tap the category that you want search results for.

Tip: If you want to find an email that you received from a particular person, instead of searching from the home screen and using the search filter for the **Email** category, try searching from the BlackBerry Hub and selecting the **From** category.

Do more with your search results

There are a variety of actions you can perform with items in your search results right in the search results screen. The actions available to you depend on what the item is. For example, if one of the search results is an email, you can reply, forward, flag, and so on without opening the email.

1. Touch and hold a search result.

2. Tap an action.

Tip: The actions you can perform appear as icons on the right side of your screen. To see the names of the icons, slide your finger over them.

Change your search settings

You can specify whether your BlackBerry device stores your search history, which categories to include in searches, and which search engines to use to extend your searches to the Internet. You can also clear your search history from this screen.

1. On the home screen, swipe down from the top of the screen.

2. Tap ⚙ **Settings** > **Search**.

3. Tap the settings you want to change.

4. Change your search settings.

File Manager

You can use File Manager to view, save, zip, and share files and folders on your BlackBerry device. You can also access files that are saved in the cloud.

Viewing files

View files on your device

File Manager helps you view, save and share files on your BlackBerry device. To view a file in File Manager:

1. Tap a folder.

2. Tap a file that you want to view.

To go back, tap ◁ .

Tip: If BlackBerry Balance is enabled on your device and you want to access your work files, on the home screen, swipe down from the top of the screen. Tap **Work** .

View files on connected devices or networks

You can view files on devices that are connected to your BlackBerry device, such as a media card or a device connected by a USB cable. If you are logged in to a cloud application on your device, you can also access files stored in the cloud. To access a file stored on another device:

1.   Tap [icon] .
2.   Tap a device.

Files and folders stored on the selected device appear in File Manager when opened or when viewed.

Managing your files

Rename a file or folder

File Manager allows you to make changes to file and folder names, such as fixing a typo or word. To rename a file or folder:

1.   Touch and hold a file or folder.
2.   Tap [icon] .

Tip: To change a file type, touch and hold a file. Tap [icon] > [icon] .

Add a folder

When you open File Manager, a list of pre-defined folders appears. To add a folder, do the following:

1.   Navigate to where you want to add a new folder.
2.   Tap [icon] .
3.   Tap [icon] .

Note: You might not have pre-defined folders on a connected device.

Search for an item in File Manager

1.   Tap [icon] .
2.   Enter all, or part, of the name of the item you are searching for.

Note: To search for an item on a connected device, you must perform the search when the device is open in File Manager.

Sort files and folders

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

Tip: To change the way you view your files and folders, tap ![icon] to view them as a list or ![icon] to view them as a grid.

Tap ![icon] > ![icon] .

- To change the way files and folders are sorted, tap **Sort** > **Name**, **Date**, **Type**, or **Size**.
- To change the order of your files and folders, tap **Order** > **Ascending**, or **Descending**.

Select multiple files

1. Tap ![icon] .
2. Tap ![icon] .
3. Tap the items that you want to select.

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

Transferring files

Share files

1. Touch and hold a file.
2. Tap ![icon] .
3. Choose a destination.

Tip: To share multiple files, tap ![icon] > ![icon] . Tap the files you want to share. Tap ![icon] .

Move a file

1. Touch and hold a file or folder.
2. Tap ![icon] .
3. Navigate to where you want to move the file.
4. Tap **Move**.

Copy a file

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

Working with files stored in the cloud

Retrieve files saved to the cloud

If you are logged in to a cloud application on your BlackBerry device, you can use File Manager to access files that you have stored in the cloud. To retrieve a file you have 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 that is stored in a cloud application.

- To pin a file, tap .
- To unpin a file, tap .

Synchronize a file with the cloud

If you have edited a pinned file while offline, you can use the Sync Now option when you reconnect to a wireless network to ensure that the file is synchronized with the cloud before other files are synchronized. To force the synchronization of a file:

1. Touch and hold a file.
2. Tap . If this option isn't available to you in the menu, your file is synchronized with the cloud.

Tip: To stop synchronizing, tap > **Pause Sync**. To start synchronizing again, tap > **Resume Sync**.

Create a link for a file

Instead of sending a file as an attachment, you can create a link to the file to share it.

1. Touch and hold a file.
2. Tap **Share Link**.
3. If you receive a prompt to select the access level, tap **Access** to limit who can open the link. Tap **Share Link**.
4. Tap a location or message type for sharing.

Change cloud application settings

You can change your settings for items like the back up options and network usage for your cloud applications. When you enable back up options, changes to files in the selected applications are automatically updated and stored in the cloud. To change your settings:

1. Tap ⋮ .
2. Tap ⚙ .

Tapping ⚙ launches the cloud application.

Working with zip files

Zip files and folders

Zip your files to help reduce memory space. You can zip a single file or folder, or zip multiple files or folders. You can also zip all of the files in a particular folder using the Zip All option.

Touch and hold a file or folder.

- To zip a single file or folder, tap ▯ .
- To zip multiple files or folders, tap ☑ . Tap the files or folders you want to zip, then tap ▯ .

Unzip a file

You can unzip files, and also preview their contents. When you unzip a file, a folder is created with the same name as the zip file. The unzipped contents can be viewed in this folder.

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

Calculator

The calculator on your BlackBerry device combines a scientific and standard calculator into one. You can also use the calculator to convert a unit of measurement, calculate a tip, and see previous calculations.

Calculator at a glance

Tap to use the tip calculator or unit converter

Tap to see previous calculations

To change from the standard calculator to the scientific calculator, swipe left or right
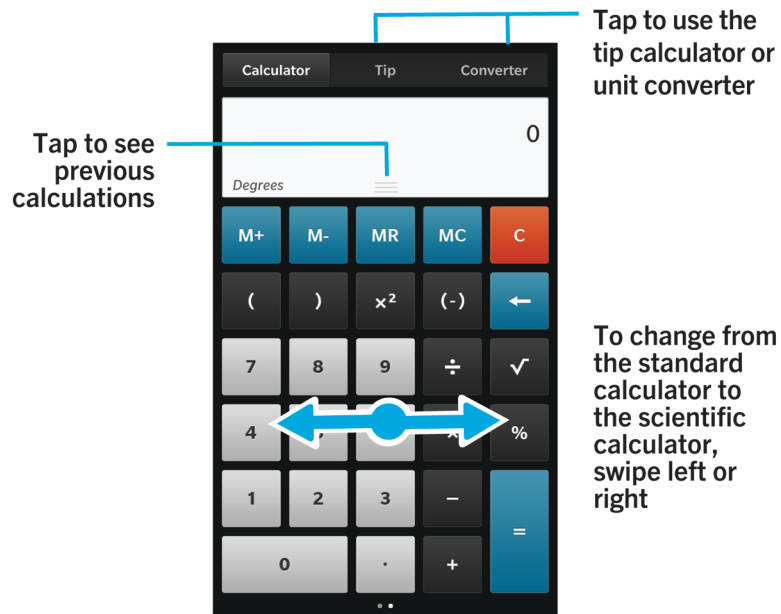
View your previous calculations

To view your previous calculations, slide your finger down in the answer field.

To clear all of your previous calculations, tap 🗑 .

Calculate a tip

When you're out at a restaurant, you can use the tip calculator to figure out how much to leave for a tip. You can customize your calculations to specify the number of people included on the bill and the percentage of the bill that you want to tip.

The tip calculator can also calculate how much each person owes on a bill, making it easy to divide up a bill amongst a table of people.

1. Tap **Tip**.
2. In **The Bill** field, enter the total amount of the bill.
3. If necessary, change any of the additional tip options.

Convert a unit of measurement

You can use the calculator on your BlackBerry device to convert one unit of measurement to another. The calculator includes many different types and units of measurement for the different kinds of scenarios that you find yourself in, so you don't need to stop what you're doing to convert measurements.

1. Tap **Converter**.
2. Choose a measurement type, the unit to convert from, and the unit to convert to.
3. Enter the value that you want to convert.

Switch to a scientific or standard calculator

You can switch the type of calculator that you are using by swiping left and right on your BlackBerry device.

On the calculator screen, swipe left or right on the keypad.

BlackBerry Virtual Expert

The BlackBerry Virtual Expert app guides you through troubleshooting tests that are designed to help you identify a hardware-related problem.

Testing your device hardware

You can check that your device hardware is working properly by using the BlackBerry Virtual Expert app. Download the BlackBerry Virtual Expert app from BlackBerry World now.

Before you use the app, keep the accessories you use with your device on hand, such as headphones, so that you can do a full assessment.

Depending on your device model, you can check the following components and functions on your device:

- Touch screen and LCD
- Volume keys, Mute key, and Power/Lock key
- Camera

- Speakers, microphone, and headphone jack
- LED and vibration notifications
- Bluetooth technology

Tip: For help with a specific issue, contact your service provider.

Test your device using the BlackBerry Virtual Expert app

1. In the BlackBerry Virtual Expert app, do one of the following:

    - To test a type of functionality, tap **Display Tests**, **Audio Tests**, or **Button Tests**.

    - To perform a specific test, such as a camera issue, tap . Tap the test you want to do.

2. Follow the instructions on the screen.

A BlackBerry Virtual Expert test failed

If the BlackBerry Virtual Expert app indicates a problem with your device, do the following:

- If possible, back up the data on your device. You can use BlackBerry Link to save a backup on your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.
- Note your device software version and PIN number. To find this information, from the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. In the **Category** drop-down list, tap **OS** or **Hardware**.
- Contact your wireless service provider or local repair center about the issue.

Productivity and work

Switch between your personal space and work space

When BlackBerry Balance technology is set up on your BlackBerry device, you can quickly switch between your personal space and work space.

Tip: To differentiate between your personal space and work space, you can set a different wallpaper for your personal space.

1. From the home screen, to switch between spaces, swipe down from the top of the screen. Tap **Switch to Personal** or **Switch to Work**.
2. From your personal space or work space, do any of the following:

    • To switch between your personal pictures and work pictures, in the Pictures app, tap [ ] . Tap **Open Personal Pictures** or **Open Work Pictures**.
    • To switch between your personal files and work files, in Adobe Reader, Documents To Go, or File Manager, tap [ ] . Tap **Personal Space** or **Work Space**.

    When you switch between personal files and work files, the app opens a second instance of the application in the personal space or work space you are currently in.

About BlackBerry Balance and your work space

BlackBerry Balance technology helps address corporate security concerns without limiting personal use of your BlackBerry device. If your administrator turns on BlackBerry Balance, the device data, apps, and network access are separated so that you have a work space and a personal space. The separate spaces help you avoid activities such as accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. If your administrator turns on BlackBerry Balance, your adminstrator can also specify security policies that turn on and turn off features on your device. For information about the security policies set on your device, contact your administrator.

By default, your device uses the personal space. You can it use for activities such as taking pictures, downloading videos, playing games online, saving files to a media card, and posting on a social network.

In your work space, you can access your work email, contacts, and calendar, create work documents, and browse to corporate intranet sites. Your work space can include a separate version of BlackBerry World that contains the applications

you are allowed to download and use at work. If your work space is protected with a password, you must unlock your work space to reveal the details about your work data.

You can access both personal data and work data from certain places, such as Search.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data in the personal space on your device.

1.   If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap ![settings] **Settings** > **BlackBerry Balance** > **Set Password**. Type a password.
2.   On the home screen, swipe down from the top of the screen.

   • To immediately lock your work space, tap ![icon] .

   • To automatically lock your work space after a set amount of time, tap ![settings] **Settings** > **BlackBerry Balance** > **Lock Work Space After**.

Take care to remember your work space password. If you forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Change your work space password

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ![settings] **Settings** > **BlackBerry Balance** > **Change Password**.
3.   To unlock your work space and BlackBerry device using the same password, set the **Use as my device password** switch to **On**.

Take care to remember your work space password. If you forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space will permanently erase all of the content and files stored within it, such as work files, messages, pictures, and videos. To add a work account back to your device, you will need to contact your adminstrator.

1.   On the home screen, swipe down from the top of the screen.

2. Tap   ⚙   **Settings** > **BlackBerry Balance** > **Delete**.

Does my device have BlackBerry Balance?

BlackBerry Balance is available only to BlackBerry devices associated with a BlackBerry Enterprise Server.

To confirm if your device uses BlackBerry Balance, do one of the following:

*   On the home screen, swipe down from the top of the screen. If you see **Switch to Work** or **Switch to Personal**, BlackBerry Balance is installed.

*   On the home screen, swipe down from the top of the screen. Tap   ⚙   **Settings** > **About**. In the **Category** drop-down list, scroll and look for **Work Space**. If you don't see that, or you see **Work Space Only**, your device isn't set up to use BlackBerry Balance.

How do I set up BlackBerry Balance?

Your administrator must set up BlackBerry Balance and associate your work account with BlackBerry Enterprise Service 10. After your admin sets up BlackBerry Balance, a work space is automatically added to your BlackBerry device and you are prompted to finish the activation.

For more information about the BlackBerry Enterprise Service, visit blackberry.com/business.html and docs.blackberry.com.

What content is in my work space and my personal space?

If your administrator turns on BlackBerry Balance technology, the device data, apps, and network access are separated so that you have a work space and a personal space on your BlackBerry device.

Work apps that are open appear with a   ▭   icon on the home screen.

Depending on the rules set by your administrator, some apps and features might be available in your work space, personal space, or both. The table below describes the default behavior for most apps.

Description	Apps
These apps and features are available only in your work space and display work data.	• BlackBerry World for Work
These apps and features are available only in your personal space and display personal data.	• BBM • BlackBerry Protect • BlackBerry Story Maker

Description	Apps
Depending on the rules set by your administrator, you might have access to work contacts in the Phone, BBM, and text messaging apps.	• BlackBerry World • Calculator • Camera • Clock • Compass • Facebook • Media card • Music • Phone • Micro SIM card • Smart Tags • Text messaging • Twitter • Video camera • Videos • Voice Activated Dialing • Weather • YouTube
These apps and features are available in your work space and personal space. Your work data and personal data are displayed together.	• BlackBerry Hub • BlackBerry Remember • Calendar • Contacts • Search
These apps are available in your work space and personal space. Depending on which space you open an app in, you can access either your work data or personal data. You can open two instances of these apps at the same time. Depending on the rules set by your administrator, some apps might not appear in your work space.	• BlackBerry Maps • Box • Browser • Documents To Go • Dropbox • File Manager • Password Keeper • Pictures • Voice Control

Can I use personal apps on my work's network?

If your administrator turns on BlackBerry Balance technology, you or your administrator can only allow work apps to access your organization's Wi-Fi or VPN network.

To set or view the networks that your personal apps can use, on the home screen, swipe down from the top of the screen. Tap ![settings icon] **Settings** > **BlackBerry Balance**. See the **Personal App Connections** section.

If personal apps aren't allowed to use your organization's networks and if a personal network isn't available, personal apps that need access to the Internet might not work.

Where is my picture that I just took?

If your BlackBerry device uses BlackBerry Balance technology, attachments saved from work email messages are only accessible in the work space. Any pictures taken using your device camera, whether you opened the Camera app from your work or personal space, are stored in your personal space. All of your media card files are also stored in your personal space.

For example, since BBM is a personal app, to create a profile picture, you can use a picture taken with your camera, but you can't use a picture that you downloaded from an email message sent to your work account.

What happens to my device data if I leave my organization?

If your administrator turns on BlackBerry Balance technology, your administrator can delete your work data from the work space on your BlackBerry device and leave your personal data and applications intact in the personal space. If you store personal data within work apps, for example you add a personal contact to the Contacts app in your work space, that personal data is deleted from your device when your administrator deletes your work space.

Your administrator can delete all of your device data, including your personal content. This feature helps to secure your device if your device was lost or stolen.

Troubleshooting: Work space and BlackBerry Balance

My device is quarantined

Your BlackBerry device might be quarantined if you add a work account that is associated with a BlackBerry Enterprise Server and the micro SIM card in your device doesn't have services activated correctly. Your device might also be quarantined if the BlackBerry Enterprise Server detects the security of your device has been compromised.

If your device is quarantined, you are notified by your administrator that your device can't access your work space until you resolve the issue. Your administrator might delete the data on your device, prevent access to unlock your device, or remove your device from your organization's network.

To leave quarantine, try using a different micro SIM card or changing your service plan. If the security of your device has been compromised, you might need to wipe your device to delete all the data. For further assistance, contact your administrator.

Remember

BlackBerry Remember is a productivity app for collecting, managing, and categorizing the information that you want to remember. With the Remember app, you can sort your information as entries in folders, categorize the entries with tags, record voice notes that are related to the entries, and add due dates to entries so that you don't forget to complete a task.

Collecting and organizing tasks, notes, and more with the Remember app

For example, if you're planning a trip to Paris, you can create a folder called "My Trip to Paris" in the Remember app. As you're browsing the Internet on your device, you can send trip-related websites to the folder. When you remember something you need to do before the trip, you can add a to-do item to the folder, and add a due date to the item so that you don't forget about it. Everything you need to remember about the trip is in one place.

The Remember app is designed to sync with the accounts that you add to your BlackBerry device. If you added a work email account to your device, your tasks and notes from your work account are kept in sync with the Remember app in the Tasks and Notes folders, and your flagged messages are synced in the Flagged Messages folder. If you added an Evernote account to your device, you can access your Evernote notebooks in the Remember app and sync your Remember folders to Evernote.

Adding a folder or an entry to the Remember app

Create folders or entries in the Remember app to help you stay organized. The more entries you add, the easier it is to track items on your to-do list.

Create a folder in the Remember app

1. In the Remember app, tap ![icon] > ![icon] .
2. Type a name for the folder.
3. To sync your folder with an account (for example, an Evernote account), choose an account from the **Save to** drop-down list.
4. To change the color of the folder, tap a different color swatch.

5.   Tap **Save**.

Add an entry to the Remember app

When you add an entry to BlackBerry Remember, you can choose between a note or task. Tasks include a completion checkbox and the option to add a due date or reminder.

If you add an entry to a folder that's synced with one of your accounts, you might not be able to choose whether the entry is a note or task.

1.   In a folder or on the Remember folder screen, tap ![icon].
2.   Tap **Note** or **Task**.
3.   Enter the information for the entry, such as a title, notes, and a due date.
4.   Tap **Save**.

Tip: To quickly create a list (for example, a grocery list in your "Groceries" folder), tap a folder. In the **Add an entry or search** field at the top of the screen, type an entry title. Tap **Submit** on the keyboard. Add more entries until your list is complete.

Add a due date and reminder time to an entry

When you add a due date to an entry in BlackBerry Remember, your BlackBerry device adds the entry to the Calendar app. To receive a reminder, you must add a specific reminder time to your entry.

1.   While you're adding or changing an entry, tap **Task**.

   - To add a due date, set the **Due Date** option to **On**. Tap **Date**. Select a date.
   - To add a reminder time, set the **Reminder** option to **On**. Tap **Date**. Select a reminder date and time.

2.   Tap **Save**.

Add tags to an entry

Tags help you to categorize your entries. For example, you can add the tag "recipe" to any entries containing recipes, and then filter your entries by that tag.

1.   In the Remember app, tap an entry.
2.   Tap ![icon] > ![icon] .

Format the text in an entry

Depending on the account that your entry is associated wtih, you might be able to apply formatting to italicize, bold, or underline text, create lists, or change the text size and color.

1.   In the Remember app, tap an entry.
2.   In the **Additional notes** field, tap ![icon] .

Hide synchronized folders in the Remember app

When you add an email account that is supported by Microsoft Exchange ActiveSync, by default, the tasks and notes from that account appear as synchronized folders in the Remember app. To hide these folders:

1. On the home screen, swipe down from the top of the screen.
2. Tap ![settings icon] **Settings** > **Accounts**.
3. Tap an account.
4. On the **Edit Account** screen, set the **Sync Tasks** switch to **Off**.

Record a voice note in the Remember app

You can use BlackBerry Remember to record voice notes.

1. In a folder or on the Remember folder screen, tap ![microphone icon] .
2. Tap ![record icon] .
3. Speak your voice note.
4. When you're finished, tap ![stop icon] > **Done**.

Tip: You can also take pictures without leaving the Remember app. To take a picture, in a folder or on the Remember folder screen, tap ![camera icon] .

Send something to the Remember app

Using the sharing capabilities of your BlackBerry device, you can send photos, videos, audio files, websites, or Documents To Go files to BlackBerry Remember.

1. In an app, touch and hold the item that you want to send to the Remember app.
2. Tap ![share icon] > **Remember**.
3. Edit the item if necessary.
4. Tap **Save**.

Changing a folder or entry in the Remember app

Change an entry

1. In the Remember app, tap an entry.
2. Make your changes.

3.   Tap **Save**.

Move an entry to a different folder

If you have BlackBerry Balance set up on your device, entries associated with a work account can't be moved to a non-work folder. Also, if a work folder is specifically meant for notes or tasks (for example, folders synced with an email account supported by Microsoft Exchange ActiveSync), you might not be able to move entries in that folder.

1.   In the Remember app, tap an entry.
2.   In the **Folder** drop-down list, tap a folder.
3.   Tap **Save**.

Change the color of a folder

1.   In the Remember app, touch and hold a folder.
2.   Tap .
3.   Tap a color.
4.   Tap **Save**.

Delete a folder or an entry in the Remember app

CAUTION: If you delete a folder, the entries inside the folder are also deleted.

1.   In the Remember app, touch and hold a folder or an entry.
2.   Tap .

Viewing and searching your entries in the Remember app

There are several ways to sort through or view your entries in the Remember app. You can use the search feature to easily find the entries you need.

Search for an entry in the Remember app

1.   Open a folder.
2.   In the **Add an entry or search** field at the top of the screen, start typing a search term.
3.   Tap a result.

Tip: You can use the **Add an entry or search** field to add an entry. Just start typing and tap **Submit**.

View Remember entries that have the same tag

If you added tags to your BlackBerry Remember entries, you can filter entries by tag.

In the Remember app, do one of the following:

- To view entries that have the same tags across all of your folders, on the Remember folder screen, tap ![icon] > ![icon] . In the **Entries** drop-down list at the top of the screen, tap a keyword that has been added as a tag.
- To view entries that have the same tags and are in the same folder, tap the folder. In the drop-down list at the top of the screen, tap a keyword that has been added as a tag.

Sort your Remember app entries

1. In a folder, tap ![icon] .
2. Tap ![icon] .
3. In the **Sort Order** drop-down list, select one of the following:

    - **Title**
    - **Creation Date**
    - **Due Date**

Change the default view in the Remember app

You can customize the default view so that when you open BlackBerry Remember, you see what's important to you.

1. In a folder or on the Remember folder screen, swipe down from the top of the screen.
2. Tap ![icon] .
3. In the **Default View** drop-down list, select one of the following:

    - **Folder View**
    - **Entries View**
    - **Most Recent**

Restart the app for the changes to take effect.

Troubleshooting: Remember app

I can't add due dates, tags, voice notes, or attachments to an entry

If your entry is in a folder that's synced with an email account or an Evernote account that you added to your BlackBerry device, you might not be able to add due dates, tags, or attachments to the entry. Try moving the entry into a new folder.

I can't send something to the Remember app

Some items can't be sent directly to BlackBerry Remember. You should be able to send photos, videos, audio files, websites, contacts, and Documents To Go files to the Remember app.

You might not be able to share certain items into folders that are synced with a work account.

I can't open a folder in the Remember app

If your device is set up to use BlackBerry Balance, you might need to enter your work space password to access all of your folders and entries.

1. In the Remember app, at the top of the screen, tap **Work Space is Locked**.
2. Enter your work space password.

Documents To Go

Using Documents To Go, you can create, edit, and format Microsoft Word documents and Microsoft Excel spreadsheets. You can also edit, view, and present Microsoft PowerPoint presentations on your BlackBerry device.

For more information on Documents To Go, see the Documents To Go User Guide.

Print To Go

Print To Go allows you to print various files from your computer to a BlackBerry device that is associated with your BlackBerry ID over the wireless network.

For more information on Print To Go, see the Print To Go User Guide.

BlackBerry World for Work

In the BlackBerry World for Work storefront, you can find apps that your company recommends and apps and games that your company allows you to install. Apps that are required or recommended by your company are found on the **Company Apps** screen, while the apps that your company allows you to install are on the **Public Apps** screen.

BlackBerry World for Work is located in the work space on your BlackBerry device. The apps and games that you download from BlackBerry World for Work can be used only in your work space. You can buy apps from BlackBerry World for Work using the same payment method that you selected in the BlackBerry World storefront.

For more information about BlackBerry World for Work, see the BlackBerry World for Work User Guide.

Enterprise IM

Enterprise IM on your BlackBerry 10 device provides you with access to your organization's instant messaging service. You can chat with other users to stay informed and connected between meetings, at lunch, and while you're on the go.

Enterprise IM User Guide

Enterprise IM for Cisco

Enterprise IM for Cisco on your BlackBerry 10 device provides you with access to your organization's instant messaging and presence services. You can chat with other users to stay informed and connected between meetings, at lunch, and while you're on the go.

Enterprise IM for Cisco User Guide

BlackBerry Bridge

Connect your BlackBerry 10 device to a BlackBerry PlayBook tablet to view items on your tablet's larger screen, use your smartphone as a remote control, and more.

For more information, see the BlackBerry Bridge User Guide.

BlackBerry Travel

The BlackBerry Travel app is your personal travel assistant. You can use the app to help you monitor your upcoming flights, create a travel itinerary, and book hotels, rental cars, and limousines. You can also use the BlackBerry Travel app while

you're traveling to find local points of interest, calculate currency exchange rates, and monitor the weather in the city you've traveled to.

For more information on BlackBerry Travel, see the BlackBerry Travel User Guide.

BlackBerry Work Drives

You can use the BlackBerry Work Drives app to connect to your organization's shared network drive with your BlackBerry 10 device.

BlackBerry Work Drives User Guide

Salesforce

Salesforce allows you to share posts with users and groups in your organization and collaborate with your colleagues.

For more information on Salesforce, see the Salesforce User Guide.

Adobe Reader

Adobe Reader lets you view, annotate, search, complete, and share PDF files on your BlackBerry device.

For more information on Adobe Reader, see the Adobe Reader User Guide.

Security and backup

Passwords and locking

There are several types of locks, PINs, and passwords that you can use to help to protect your BlackBerry device.

If you use your device for work, your organization might already have security settings in place, such as requiring a password to unlock your device.

BlackBerry ID

A BlackBerry ID is an email address and password that gives you access to BlackBerry websites, apps, and services. If you change your BlackBerry device, a BlackBerry ID helps you to transfer data to your new device. Make sure that you use the same BlackBerry ID for all of your BlackBerry devices.

Log in with your BlackBerry ID to do the following and much more:

* Keep track of your app purchases and payment options from the BlackBerry World storefront.
* Make the most of BBM features, such as backing up and moving BBM contacts to a new BlackBerry device.
* Start and stop BlackBerry Protect.

Password locking and screen locking

While your device is locked, you can still receive notifications of new email and text messages, make an emergency phone call, view your battery charge level, set an alarm, or take a picture.

To conserve battery power and avoid accidental key presses, lock the screen. To help to avoid unauthorized use of your device, you need to set a device password.

In your display and security settings, you can set your device to lock itself after a certain amount of inactivity. You can also write a custom message that displays on the locked screen.

If you forget your password, it can't be recovered. BlackBerry recommends that you back up your data regularly. By default, for security reasons your device data is deleted when an incorrect password is entered ten times.

BlackBerry Balance and the work space password

If you associate your device with your organization's network, your administrator might turn on BlackBerry Balance technology. BlackBerry Balance is designed to separate and secure areas of your device as work-only or personal-only.

Your administrator may require you to set a work space password to protect files, apps, and data associated with your organization, such as your work email account. You can use the same password for both your work space and device.

If you enter your work space password more than the allowed number of times, your work space and the contents within it are deleted. You can reduce or increase the number of allowed work password attempts in your Balance settings.

Note: Your administrator might not permit you to change some password lock options for your work space, such as the password requirement or the timeout duration.

Network lock and unlock code

To use a micro SIM card from another service provider, for example, if you're travelling and want to use a local service provider's network, you can request unlock codes (MEP codes) from your current service provider, and change the Phone Network Lock settings for your micro SIM card.

If you exceed the number of allowed attempts to enter an unlock code, your micro SIM card will allow emergency calls only. For assistance, you can contact your service provider.

Micro SIM card PINs

You can set two different PINs for the micro SIM card in your device. You can use a micro SIM card PIN to help to prevent unauthorized use of your micro SIM card in another device. For example, if you lost your micro SIM card and someone tried to use it in another device, the micro SIM card can't be used unless the PIN is entered correctly. If you exceed the number of allowed attempts to enter the micro SIM card PIN, your micro SIM card will stop functioning. To unblock your micro SIM card, contact your wireless service provider for a PUK code.

A micro SIM card PIN2 is designed to enable certain phone features like fixed dialing.

To get a micro SIM card PIN, contact your service provider and turn on micro SIM card security in your security settings.

Lock or unlock your device

Tip: A quick tap on the **Power/Lock** key will put your device to sleep. This should help you conserve battery power.

Related information
Lock your work space,224

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking the screen doesn't disable notifications for incoming calls or messages.

Press the **Power/Lock** key (above the volume keys on the side of your device).

To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a device password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password yet, on the home screen, swipe down from the top of the screen. Tap ![icon] **Settings** > **Security and Privacy** > **Device Password**. Do one of the following:

    - To set a device password composed of characters and numbers, set the **Device Password** switch to **On**. Enter a password.
    - To set a quick device password composed of numbers only, set the **Simple Password** switch to **On**. Enter a password.
2. To lock your device, do one of the following:

    - Press and hold the **Power/Lock** key. Tap ![icon] .
    - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap ![icon] **Settings** > **Security and Privacy** > **Device Password** > **Lock Device After**.
    - To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap ![icon] **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.
    - To allow an active app to override when your device locks, for example, so your device does not lock while you are watching a movie in the Videos app, on the home screen, swipe down from the top of the screen. Tap ![icon] **Settings** > **Security and Privacy** > **Device Password** > **Allow Apps to Extend Password Lock Time**.

To unlock your device, press the **Power/Lock** key. Swipe up from the bottom of the screen. When prompted, enter your device password.

Create a picture password

To turn on the picture password, you need to first set a device password. A device password is also needed in case you forget your picture password, or if you need to enter a password to access your BlackBerry device from a computer.

If your device uses BlackBerry Balance technology, in your **Balance** settings, make sure that you turned off **Use as my device password**.

Rather than type a password to unlock your device, you can use a secret picture and number gesture and unlock your device with one hand. Choose a picture, a number, and set up the combination. The number of combinations is nearly endless!

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ⚙ **Settings** > **Security and Privacy** > **Device Password**.
3.   Set the **Picture Password** switch to **On**.
4.   Enter your device password.
5.   Complete the instructions on the screen.

Tip: When your create your picture password or unlock your device, you can drag your finger anywhere on the screen so that you have a clear view of where the number is moved.

Unlock your device with a network unlock code

To obtain the unlock codes for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. If you plan to travel internationally and you want to use a micro SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider associated with your device, on the home screen, swipe down from the top of the screen. Tap ⚙ **Settings** > **About** > **SIM Card**.

1.   On the home screen, swipe down from the top of the screen.
2.   Tap ⚙ **Settings** > **Security and Privacy** > **SIM Card**.
3.   In the **Phone Network Lock** section, tap a locked item.
4.   When prompted, enter the unlock code.

CAUTION: For security reasons, each unlock code can only be entered incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock code, your micro SIM card will allow emergency calls only. For assistance, contact your service provider.

Change or remove your device password

CAUTION:

If you can't remember your password, the only way to change your password or regain access to your BlackBerry device is to delete all of your data by completing a security wipe.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **Device Password** > **Change Device Password**.

To stop using a password, set the **Device Password** switch to **Off**.
Related information
Change your work space password,224

How do I reset my device password if I forget it?

Your BlackBerry device password can't be recovered or changed if you don't enter your current password correctly. For security reasons, the only way that you can reset your password without knowing your current password is to delete all of your device data. You can do this by entering an incorrect device password multiple times.

BlackBerry recommends that you regularly create and save a backup file on your computer.

Protect your micro SIM card with a PIN

You can use a micro SIM card PIN to prevent unauthorized use of your micro SIM card in another device. For example, if you lost your micro SIM card and someone tries to use it in another device, the micro SIM card can't be used unless the PIN is entered correctly.

You can request the PIN for your micro SIM card from your service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **SIM Card**.
3. Set the **SIM Card PIN Lock** switch to **On**.
4. Type the micro SIM card PIN that your service provider gave you.

CAUTION: If you exceed the number of allowed attempts to enter the micro SIM card PIN, your micro SIM card will stop functioning. To unblock your micro SIM card, contact your service provider.

Change your micro SIM card PIN

1. On the home screen, swipe down from the top of the screen.

2.   Tap ⚙ **Settings** > **Security and Privacy** > **SIM Card**.

- To change the PIN that protects your micro SIM card, tap **Change PIN 1**.
- To change the PIN that controls access to calling features such as fixed dialing, tap **Change PIN 2**.

Backing up your device data

Using BlackBerry Link, you can back up and restore most of the data on your BlackBerry device. You can back up your settings, phone history, fonts, messages, organizer data, media files, and more. For more information about BlackBerry Link, see the BlackBerry Link User Guide.

To download and install BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink. BlackBerry Link supports BlackBerry smartphones running BlackBerry 10 and BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

BlackBerry Protect

BlackBerry Protect includes features designed to help you find your BlackBerry device and help protect your device's data if your device is ever lost or stolen. You can manage up to seven devices from your BlackBerry Protect account.

Finding and protecting a lost device

After you turn on BlackBerry Protect in your device settings, visit http://protect.blackberry.com and sign in with your BlackBerry ID. On the BlackBerry Protect website, you can view the current location of your device on a map, make it ring (even if it's 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.

If you add a work email account to your device, your administrator might disable BlackBerry Protect, or the ability to remotely change your password or locate your device.

Set up BlackBerry Protect on your device

To use BlackBerry Protect, your BlackBerry device must be connected to a wireless network.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **BlackBerry Protect**.
3. Set the **BlackBerry Protect** switch to **On**.
4. To be able to view the current location of your device on a map, tap **Location Services**. Set the **Location Services** switch to **On**.

Tip: To use BlackBerry Protect features, go to http://protect.blackberry.com and sign in with your BlackBerry ID.

Tutorial: Setting up BlackBerry Protect on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up BlackBerry Protect on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/blackberryprotect/en

Find more information about BlackBerry Protect

For more information on BlackBerry Protect, see the BlackBerry Protect User Guide.

Password Keeper

Password Keeper provides a location to store all of your passwords in one place on your BlackBerry device. Password Keeper encrypts your existing passwords to protect them, and can also generate new passwords and store them for you.

About Password Keeper

You can use the Password Keeper application to store all your passwords in one place on your BlackBerry device. You can also use Password Keeper to generate random passwords that contain numbers, letters, and symbols if you want a password that is difficult to guess.

Password Keeper is designed to encrypt your passwords to protect them. When you type your password for Password Keeper, Password Keeper decrypts your passwords, so you can see them.

Transfer passwords to Password Keeper

You can transfer the password data that you saved on your previous BlackBerry device to your BlackBerry 10 device. To transfer the passwords, you must have backed up the password data as part of the backup file during the device switch process, or created a backup of your current passwords on your BlackBerry 10 device. If you saved the password data to a media card, the device automatically detects this data on the media card. If you haven't saved your backup data to a media card, you can also use BlackBerry Link or BlackBerry Protect to transfer the backed up password data.

1. On your BlackBerry 10 device, download the Password Keeper app from BlackBerry World storefront.
2. On the home screen, tap **Password Keeper**.

3.   Enter your Password Keeper password.

4.   Swipe down from the top of the screen.

5.   Tap ⚙ **Settings** > **Import Passwords**.

6.   Enter your previous Password Keeper or BlackBerry Wallet password to transfer the passwords from a previous device
      to the Password Keeper app.

Note: Only credentials that are compatible between the BlackBerry Wallet app and the Password Keeper app are
imported. Credit card credentials are not imported.

After the Password Keeper data is imported, it is removed from the backup file; however, other personal data remains in
the backup file.

Manage passwords in Password Keeper

You can add, change, or delete password records in Password Keeper.

To manage your records perform any of the following actions:

- To add a record, tap ⊞ . Type the required information, and tap **Save**.

- To edit a record, select a record and tap ✎ . Edit the information, and tap **Save**.

- To delete a record, touch and hold a record and tap 🗑 .

Tip: You can multiselect records to delete by tapping ☑ .

Change the Password Keeper password

1.   In the Password Keeper application, swipe down from the top of the screen..

2.   Tap ⚙ > **Change Password Keeper Password**

3.   Type your current password for Password Keeper.

4.   Tap **Next**.

5.   Type a new password.

6.   Type the new password again to confirm.

7.   Tap **Save**.

Use a password or username from Password Keeper

You can copy a password or username and paste it into your login information on a website.

1.   In Password Keeper, select a password or username to copy.

2.   Tap **Copy Password** or **Copy Username**.

The message "Username/Password copied to clipboard successfully" appears.

3. To paste the password or username, do any of the following on the appropriate website:

- Tap the text field > ⋮ > **Paste**.
- Tap and hold the text field. Tap **Paste**.

Prevent password and username copying

You can turn on or turn off the password and username copying feature at any time.

1. In the Password Keeper application, swipe down from the top of the screen. Tap ⚙ .
2. Clear the **Allow Clipboard Copy** checkbox.

The **Copy Password** and **Copy Username** options are no longer available. You cannot copy and paste your passwords or usernames. You must type them manually instead.

Hide or show passwords in Password Keeper

To hide or show a password in the Password Keeper application, do any of the following:

- In Password Keeper, swipe down from the top of the screen. Tap ⚙ . Select or clear the **Show Password** checkbox.
- After entering a password in a password field, tap 👁 .

Generate a random password

You can change the criteria for generating random passwords in the Password Keeper application.

1. Tap ⚙ , and do any of the following:
   - Change the **Length** field.
   - Select or clear the **Include Letters**, **Include Numbers**, or **Include Symbols** checkboxes.
2. In the home screen of the Password Keeper application, tap ➕ .
3. Type the website and username information.
4. Tap **Generate a Password**.

Note: If password copying is turned off, you must type the generated password (letters, numbers, and symbols) when you want to use it.

Search in Password Keeper

1. In the Password Keeper application, tap .

2. Type the title, username, website name, or notes you are searching for.

3. Select the appropriate record.

If no results are found during your search, you can add a new password record by tapping **Add to Password Keeper**.

Lock Password Keeper

There are two ways to lock Password Keeper. You can lock it manually or set the option to have Password Keeper lock automatically when you minimize the application or lock the screen.

In the Password Keeper application, swipe down from the top of the screen, and do one of the following:

- To lock manually, tap .

- To lock automatically, tap . Select or clear the appropriate checkbox.

Create security questions and answers in Password Keeper

You can create personalized security questions and answers for Password Keeper records so that your passwords are difficult to guess.

1. Add a new record or select an existing record in Password Keeper and tap .

2. In the Add or Edit screen, tap .

3. Select a Generic security question from the list or create a personalized question by tapping .

4. Type in your security answer or tap **Generate an Answer**.

5. Tap **Save**.

Duplicate the password record

To create a new record based on existing information stored in the Password Keeper application, complete the following:

1. In Password Keeper, touch and hold a record.

2. Tap .

3.   Change or remove the existing information, and tap **Save**.

Add a password record to your favorites

You can list a record as a favorite. Favorites appear at the top of your records list in Password Keeper.

1.   In Password Keeper, touch and hold a record.
2.   Tap ![star icon] .

Share text and websites with Password Keeper

To add websites or text to your Password Keeper records, do all of the following:

1.   Open any application or browse to a website and select the information you want to share with Password Keeper.
2.   Tap ![menu icon] > ![share icon] .
3.   Tap **Password Keeper**.
4.   Add any additional information to your new record.
5.   Tap **Save**.

Security settings

You can set and change the security settings for applications on your BlackBerry device, and set up parental controls to restrict or limit access to features and content. You can use a smart card, and import certificates from your computer to increase the security of data on your device. And if you need to permanently delete all data from your device, you can wipe it.

Setting security permissions for apps

BlackBerry 10 OS includes application permissions that are designed to let you control the information and features that an application can access on your BlackBerry device. For example, you can control whether an app can access your email, contacts, pictures, or the location of your device. Keep in mind that some applications require specific permissions to work. You can also help safeguard your device by downloading apps only from trusted sources, such as the BlackBerry World storefront.

When you open an app for the first time, your device might display a list of the files and features that the app wants to access. If something doesn't seem right to you, you can reject the app's request to access an item. For example, you might download a game that requests access to your messages, which might make sense if the game includes a feature to share your game score. However, if you aren't comfortable with the game having the ability to compose and view your email messages, you can turn off access to messages or delete the app. You can view or change permissions for most apps in your device settings.

For some apps, when you install the app, you are prompted to accept or decline all of the requested permissions. If you decline, the prompt will appear again the first time you open the app. You can't change the application permissions later unless you delete and reinstall the app.

Change or view app permissions

In some apps, if you change the permissions to **Off** the app might not work as you expect. If an app isn't working as you expect it to, consider changing some or all of the app permissions to **On**.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **Application Permissions**.

    -   To view permissions for a particular app, tap an app.
    -   To view which apps use a particular permission, tap **All**. Tap the permission that you want.
3. To turn on or turn off a permission, tap the switch.
4. Restart your BlackBerry device for the change to take effect.

Related information
Turn off your device,115

Wipe your device to delete your data

Before you wipe your BlackBerry device, consider backing up your data on a computer. A security wipe is designed to permanently delete your data so it can't be recovered. This includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **Security Wipe**.
3. Type **blackberry**.
4. Tap **Delete Data**.
    When the security wipe is complete, your device is turned off automatically. To turn on your device, press the **Power/Lock** key.

Tip: If you are planning to give away or recycle your device, remember to also remove your micro SIM card and media card.

Related information
Delete your work space,224

Using Parental Controls

Parental Controls are designed to give you more control over how a BlackBerry device can be used and contacted. You can turn off access to certain apps, features, and content. You can also restrict incoming phone calls and messages to people in the Contacts app.

Parental Controls settings are protected with a password, making them difficult to change or turn off without your knowledge. You can set your device so that the Parental Controls password is required to add an email or social networking account, or to purchase an app from the BlackBerry World storefront.

Note: If BlackBerry Balance technology is turned on, the Parental Controls feature is not available.

Restrict or limit access to features and content

1. On the home screen, swipe down from the top of the screen.
2. Tap ![icon] **Settings** > **Security and Privacy** > **Parental Controls**.
3. Make sure that the **Parental Controls** switch is set to **On**.
4. Enter the Parental Controls password.
5. Tap to change the options.

Import a certificate from your computer

1. Do one of the following:

    - To import the certificate using a USB connection, connect your BlackBerry device to your computer using a USB cable. If necessary, on your computer, enter your device password.
    - To import the certificate using a Wi-Fi connection, on your device, swipe down from the top of the home screen. Tap ![icon] **Settings** > **Storage and Access**. Set the **Access using Wi-Fi** switch to **On**. Type a storage access password. Tap **Identification on Network** and make note of the **Username**.

2. On your device, on the home screen, swipe down from the top of the screen.
3. Tap ![icon] **Settings** > **About**.
4. In the drop-down list, tap **Network**.
5. In the **Wi-Fi** or **USB** section, make note of the **IPv4** address.
6. On your computer, navigate to and copy a certificate file.

    - If your computer uses a Windows operating system, in a Run command, type the IP address in the following format: \\xxx.xxx.xxx.xxx.
    - If your computer uses a Mac operating system, select **Go** > **Connect to Server**. Type the IP address in the following format: smb://xxx.xxx.xxx.xxx.

7. Do one of the following:

- If your computer uses a Windows operating system, open the **media\downloads** folder. If necessary, enter the username and storage access password.

- If your computer uses a Mac operating system, open the **media/downloads** folder. If necessary, enter the username and storage access password.

8. Paste the certificate into the **media\downloads** or **media/downloads** folder.

9. On your device, tap > **Security and Privacy** > **Certificates** > **Import**.

10. Follow the instructions on the screen.

About smart cards

You can use a smart card and your device password to unlock your BlackBerry device. You can also use smart card certificates to send S/MIME-protected messages.

Smart cards store certificates and private keys. You can import certificates from a smart card to your device by using the BlackBerry Smart Card Reader or a microSD smart card. Private key operations such as signing and decryption use the smart card. Public key operations such as verification and encryption use the public certificates on your device.

Use two-factor authentication

You can use a smart card and your BlackBerry device password to unlock your device.

1. On the home screen, swipe down from the top of the screen.

2. Tap ![settings] **Settings** > **Security and Privacy** > **Device Password** > **Authenticator Settings**.

   - To set your device to use a smart card to unlock your device or your work space, in the **Smart Card User Authenticator** drop-down list, tap **Device** or **Work**.

   - To set your device to remember the format of the password that you type in a password field (numeric or alphanumeric), set the **Smart Password Entry** switch to **On**.

   - To set your device to lock when you remove your smart card from your device or BlackBerry Smart Card Reader, set the **Lock on Card Removal** switch to **On**.

Import a certificate from a smart card

You can import a certificate from a microSD smart card inserted in your BlackBerry device, or a BlackBerry Smart Card Reader that is paired with your device using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.

2. Tap ![settings] **Settings** > **Security and Privacy** > **Smart Card** > **Import Certificates**.

3. Follow the instructions on the screen.

Store your smart card password on your device

You can set your BlackBerry device to temporarily store your smart card password, so that you don't have to enter it as often. To clear the cache, lock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **Smart Card**.
3. Set the **PIN Caching** switch to **On**.

Turn off LED notifications for a smart card

The red LED flashes when your BlackBerry device accesses data on a smart card. You can turn off this indicator.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Security and Privacy** > **Smart Card**.
3. Set the **LED Activity Indicator** switch to **Off**.

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STJ100-2 \ RHJ81UW

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada