

BlackBerry Z3 Smartphone

Version: 10.2.1



# User Guide



# Contents

<b>Setup and basics.....</b>	<b>6</b>
New in this release.....	6
Your device at a glance.....	7
Introducing your BlackBerry smartphone.....	8
What's different about BlackBerry 10?.....	8
Home screen at a glance.....	15
Application icons.....	16
Notification icons.....	19
Menu icons.....	20
Inserting the micro SIM card and media card.....	20
Set up your device using the Setup app.....	22
Using the touch screen.....	23
Personalizing your device.....	28
Where do I find customer support?.....	28
Device Switch.....	29
BlackBerry ID.....	34
<b>Phone and voice.....</b>	<b>38</b>
Phone basics.....	38
Notifications and ring tones.....	47
Voicemail.....	51
Voice Control.....	53
<b>BlackBerry Hub and email.....</b>	<b>59</b>
The BlackBerry Hub at a glance.....	59
BlackBerry Hub and email.....	59
BBM.....	84
Facebook.....	84
Twitter.....	84
LinkedIn.....	84

joyn.....	84
<b>Media.....</b>	<b>88</b>
Change the media volume.....	88
Supported audio and video file extensions, formats, and codecs.....	88
Camera.....	89
Pictures.....	95
Music.....	99
Videos.....	103
BlackBerry Story Maker.....	105
Media sharing.....	107
Games.....	108
<b>Settings.....</b>	<b>111</b>
Customize your device settings.....	111
How do I update the software on my BlackBerry 10 device?.....	114
Battery and power.....	115
Connections.....	122
BlackBerry Keyboard and typing.....	140
Language.....	149
Screen display.....	150
Accessibility.....	151
Media cards and storage.....	161
BlackBerry Link features on your device.....	166
<b>Applications and features.....</b>	<b>169</b>
Organizing your apps.....	169
Calendar.....	171
Contacts.....	180
Clock.....	188
BlackBerry World.....	194
Android apps .....	198
Maps and GPS.....	199
Browser.....	204

The Smart Tags application explained.....	212
Search your device.....	214
File Manager.....	215
Calculator.....	220
BlackBerry Virtual Expert.....	221
<b>Productivity and work.....</b>	<b>223</b>
Switch between your personal space and work space.....	223
About BlackBerry Balance and your work space .....	223
Remember.....	228
Documents To Go.....	233
Print To Go.....	233
BlackBerry World for Work.....	234
Enterprise IM.....	234
Enterprise IM for Cisco.....	234
BlackBerry Bridge.....	234
BlackBerry Travel.....	234
BlackBerry Work Drives.....	235
Salesforce.....	235
Adobe Reader.....	235
<b>Security and backup.....</b>	<b>236</b>
Passwords and locking.....	236
Backing up your device data.....	241
BlackBerry Protect.....	241
Password Keeper.....	242
Security settings.....	246
<b>Legal notice.....</b>	<b>251</b>

# Setup and basics

## New in this release

### Introducing BlackBerry 10 OS version 10.2.1

This software update introduces great new features to help you be more productive, and more in control. Discover more ways to prioritize your communications, read web content offline, customize menus, download Android apps, and monitor the battery power level so you can be more productive for longer.



#### **BlackBerry Hub**

The BlackBerry Hub now features customizable notifications, the ability to filter the message list using a pinch gesture, and the ability to compose messages in plain text or rich text.



#### **BlackBerry Keyboard**

A floating action bar above the keyboard helps you easily complete or cancel common actions.



#### **Calendar**

You can view a specific date in the calendar by tapping the top of the screen and selecting a date. You can use existing calendar information to create follow-up meetings, and with the Cisco WebEx Meetings app installed, you can schedule WebEx meetings.



#### **Contacts**

When you save a contact, you can select the account that you want to save it to, and you can move contacts between accounts. You can create groups within your contacts so that you can easily send messages to everyone in the group, set up meetings, and share files. For each of your contacts, you can set unique notifications for phone calls and different types of messages, including BBM, email, text, and other social feeds.

## Phone

You can answer a call on your device by touching and holding the circle at the bottom of the screen and sliding your finger to the left. Slide your finger to the right to decline a call. You can assign speed dial keys to your contacts and call them directly from the home screen, and you can make calls by typing the contact's name.

## BlackBerry Browser

Save a webpage to your device so that you can read it at a later time, whether you are connected to a network or not. You can also go to your favorite Android app website and download apps to your device. If you use BlackBerry Balance, apps are downloaded to your personal space and can't access the data in your work space. Download apps that you trust. Your device doesn't check the integrity of the APK files that you download.

## Settings

You can set up your device to use a picture password instead of a traditional password. You can specify which options appear in the Quick Settings menu that appears when you swipe down from the top of the home screen. You can also specify the order of these options, and switch between your personal space and work space from the Quick Settings menu.

From the Device Monitor screen, you can view how much storage space and battery power each of your apps is using. You can see information about CPU, memory, and mobile network or Wi-Fi network usage.

### **Related information**

[The BlackBerry Hub at a glance](#),59

[BlackBerry Keyboard and typing](#),140

[Notifications and ring tones](#),47

[Calendar](#),171

[Contacts](#),180

[Phone basics](#),38

[Browser](#),204

[BlackBerry World](#),194

[Customize your device settings](#),111

[Battery and power](#),115

# Your device at a glance



- 1 **Headset jack**
- 2 **Notification LED**
- 3 **Front camera**
- 4 **Lock screen** (Press)  
**Power on/off** (Press and hold)  
**Reset** (Press and hold for 10 seconds)
- 5 **Media card slot**
- 6 **Micro SIM card slot**
- 7 **Volume up**
- 8 **Mute** (Press)  
**Voice Control** (Press and hold)
- 9 **Volume down**
- 10 **Microphone**
- 11 **USB port**

## Introducing your BlackBerry smartphone

In this web-based training, learn about your BlackBerry smartphone's hardware features and specifications, see a comparison of your smartphone with other smartphones, and learn about using the touch screen.

**Note:** This training is available in English only.


[Start the training](#)

## What's different about BlackBerry 10?

If you're new to a BlackBerry 10 device, you might be eager to learn more about what makes it different from other BlackBerry devices. Find information about the home screen, menus, settings, messages, notifications, and apps. Learn where to find your phone number and PIN and find out how to cut, copy, and paste text.




## How do I get back to the home screen?

- In many apps, you can tap  **Back** to return to the previous screen.
- To minimize an app and return to the home screen, swipe up from the bottom of the screen.






## How do I get to the menu?

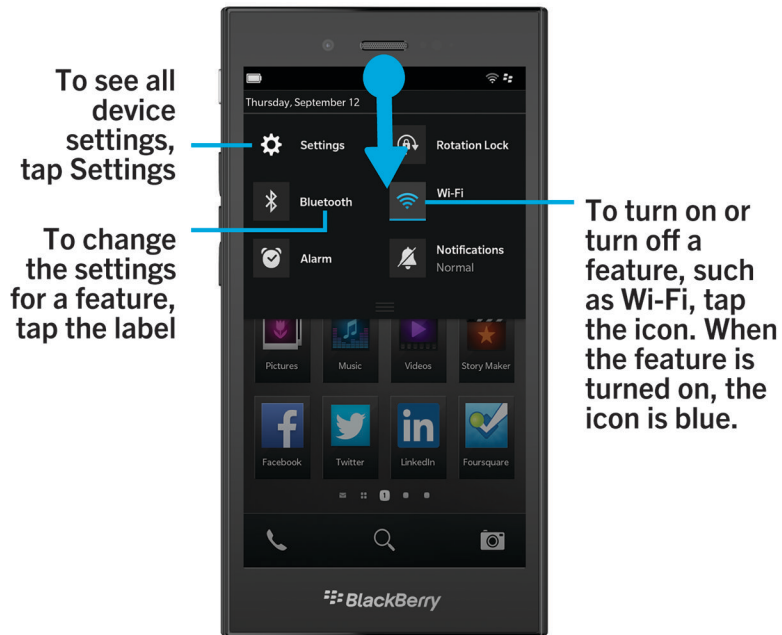
There is no  Menu key on BlackBerry 10 devices. You can open menus by tapping the icons at the bottom of the screen, and by touching and holding items on the screen.



## How do I change my settings and options?

Do any of the following:

- To change the settings in an app, swipe down from the top of the screen. Tap .
- To see other options in many apps, tap .
- To change your BlackBerry device settings and connect to mobile and Wi-Fi networks, on the home screen, swipe down from the top of the screen. Tap  **Settings**.

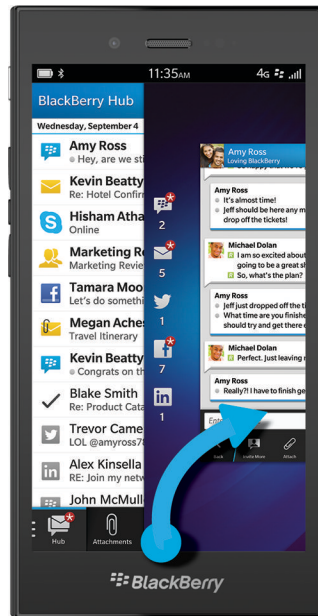


## Where is my email or other messages?




All of your email, text messages, social networking notifications, missed calls, and voice mail messages can be found in the BlackBerry Hub. The BlackBerry Hub isn't like other apps on your BlackBerry device. It's at the core of the BlackBerry 10 experience, and it's always running so that you stay connected no matter what you're doing on your device.

To get to the BlackBerry Hub, on the home screen, slide your finger right.


You can also peek at the BlackBerry Hub or open it from anywhere on your device using a simple gesture:



## Where are the phone keys and my notification profiles?

- BlackBerry 10 OS includes the following built-in notification modes: Normal, Phone Calls Only, Vibrate Only, Silent, and All Alerts Off.
- You can quickly turn on Silent mode by swiping down from the top of the home screen and tapping .
- You can set custom ring tones for contacts in the Contacts app.
- To set notifications for particular types of messages, on the home screen, swipe down from the top of the screen and tap  **Settings > Notifications**.
- To answer a call, touch and hold the circle at the bottom of the screen and slide your finger to the left. Release your finger from the screen once the circle covers .



- To decline a call, touch and hold the circle at the bottom of the screen and slide your finger to the right. Release your finger from the screen once the circle covers .



## Where are my apps?

Some of the apps that you used on your old BlackBerry device might not be available on your BlackBerry 10 device. In the BlackBerry World storefront, you can check if your old apps are available for download on the **My World** screen or find new apps.

## How do I edit or move text?

There's no need for a trackpad or trackball on a BlackBerry 10 device! Just touch and hold your finger on text to show a menu with options to select, cut, copy, and paste text. You can move the cursor or insert text into a specific location using fine cursor control.

### Select text

Touch and hold a character or word.

- To cancel your selection, tap anywhere on the screen.
- To change your text selection, drag the handles.



### Move text

1. Touch and hold your finger on a word or in a text field.
2. Release your finger from the screen. A menu with text editing options appears.
3. Tap an option.

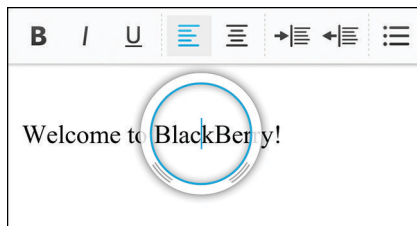
**Tip:** If you aren't sure what a menu icon means, touch and hold the icon to see what it does. Slide your finger off the icon to avoid selecting it.



## Insert the cursor

1. Tap a word or text field to show the cursor.
2. Do any of the following:
  - To move the cursor to another spot, drag the circle.
  - To move the cursor one character at a time, tap the top, bottom, left or right of the circle.
3. Insert text where you place the cursor.

**Tip:** Make sure that you place your finger on the outer part of the circle so that you can still see the cursor.



## Where are my tasks, memos, and voice notes?

- If you used BlackBerry Link to transfer the files from your old BlackBerry device to your new device, your tasks, memos, and voice notes should be in the new BlackBerry Remember app.
- If you previously used tasks in BBM Groups, you still have access to those tasks in BBM.

## Where do I find my files?


You can find your files in the File Manager app. If you added a work account to your BlackBerry device and your administrator turned on BlackBerry Balance technology, your device data, apps, and network access are divided into a work space and a personal space. The separate spaces help you to avoid accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. To switch between your work space and personal space, drag your finger down on the middle of the home screen and tap **Personal** or **Work**.

# Where can I find my device info and passwords?

## Where can I find my PIN?

In BBM, tap your profile picture. On your profile page, your PIN appears under your barcode. In an email or text message, you can also type **mypin** to display your PIN.


## How do I find my own phone number?

On the home screen, tap the  icon. In the **Calls** or **Contact** view, in the center of the screen, swipe down, and your phone number appears at the top of the screen. In an email or text message, you can also type **mynumber** to display your phone number.

## Where is Password Keeper?


The Password Keeper app is available for download in the BlackBerry World storefront. If you used BlackBerry Link or a media card to transfer your data from a BlackBerry device running BlackBerry Device Software 5.0 or later, you can restore your Password Keeper passwords from your old device after you download and open the Password Keeper app.

## Where can I find details about my device software version and hardware?

On the home screen, swipe down from the top of the screen. Tap  **Settings** > **About**. To change the type of information displayed, tap an option in the drop-down list.

In a message, note, or task, you can type **myver** followed by a space, to see your device model and the BlackBerry 10 OS version it is running. This feature might not be supported by your input language.

# How do I search?

If you are looking for something on your BlackBerry device or the Internet, at the bottom of the home screen, tap .

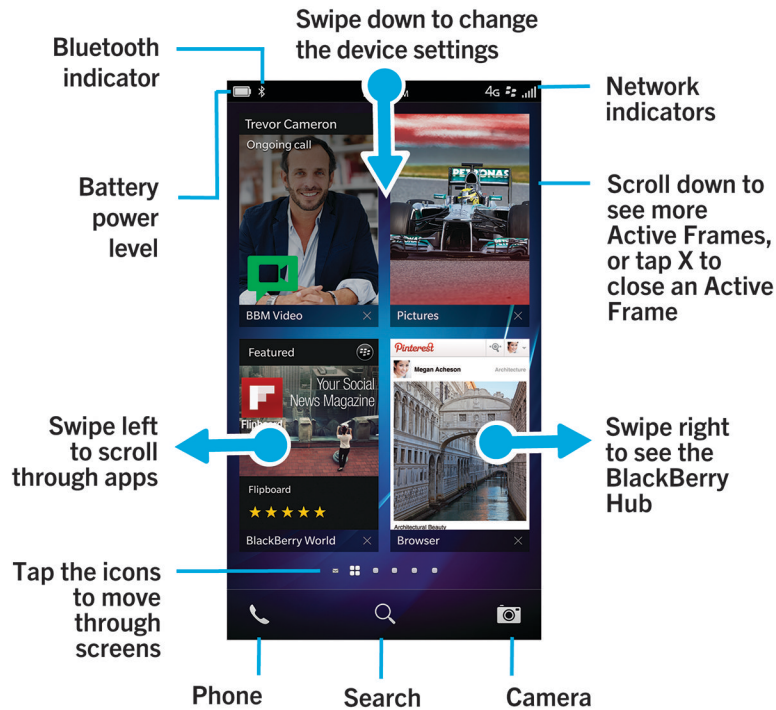
# What is BlackBerry Link?

BlackBerry Link is the latest version of BlackBerry Desktop Software and can be used with your BlackBerry 10 device. You can use BlackBerry Desktop Software with devices that are running BlackBerry 7.1 and earlier.





BlackBerry Link is software that you can install on your computer to link data, media files, and applications on your BlackBerry device to your desktop computer.

To download BlackBerry Link, on your computer, visit [www.blackberry.com/BlackBerryLink](http://www.blackberry.com/BlackBerryLink) and select the Windows or Mac option.

# Home screen at a glance





# Application icons

Icon	Description
	<p><b>BlackBerry Hub</b></p> <p>Access all of the messages and notifications that you receive from your different accounts from one convenient location.</p>
	<p><b>Contacts</b></p> <p>Access the contacts from all of your accounts, as well as their updates and your shared activities, in a single app.</p>
	<p><b>Browser</b></p> <p>View webpages more easily using the reader mode, and share webpages quickly with your contacts.</p>
	<p><b>Calendar</b></p>













Icon	Description
	View all your events in one place, including events you added from your email accounts and social networking accounts. You can filter events according to your account.
	<b>BBM</b> Type, talk, or post. You decide the best way to communicate with your BBM contacts in real-time.
	<b>Text Messages</b> Send and receive text messages and text messages with an attachment, if provided as part of your wireless service plan.
	<b>BlackBerry World</b> Download, buy, rate, and review apps, games, music, and videos.
	<b>Remember</b> A productivity app for collecting and categorizing the information you want to remember.
	<b>Docs To Go</b> Create, edit, and format Microsoft Word documents and Microsoft Excel spreadsheets. Edit, view, and present Microsoft PowerPoint presentations.
	<b>Pictures</b> View, edit, and share pictures that you take with the camera or that are saved on your device.
	<b>Music</b> Share your music quickly and easily with your contacts. Play your music on home entertainment equipment over the wireless network.
	<b>Videos</b> View, edit, and share videos that you take with the camera or that are saved on your device. Play your videos on home entertainment equipment over the wireless network.
	<b>Story Maker</b> Create and share a movie that you make using pictures, videos, and music on your device.
	<b>Facebook</b> View your Facebook notifications, upload photos and videos, and check in to Places.
	<b>Twitter</b> Follow the stories, ideas, and opinions that interest you by sending and receiving short messages known as tweets.

Icon	Description
	<b>LinkedIn</b> Build and connect with your professional network and get access to ideas and opportunities for your career.
	<b>Maps</b> Search for places, get turn-by-turn directions, and save favorite places.
	<b>Games</b> Find games to download and play. Add your friends so that you can view their games or challenge them to a game.
	<b>YouTube</b> Share your videos with friends, family, and the world.
	<b>Voice Control</b> Speak your commands to make a call, send messages, search the Internet, and more.
	<b>Clock</b> Track the time using a world clock, stopwatch, timer, and alarm clock.
	<b>Calculator</b> Perform calculations using a standard and scientific calculator, tip calculator, and unit converter.
	<b>File Manager</b> View, save, and share files that are stored on your device, on a media card, or on devices or networks that your device is connected to.
	<b>Smart Tags</b> Store and create tags that contain info such as text, phone numbers, and links that you can share with others.
	<b>Settings</b> Change the settings for network connections, accounts, display, language, and more.
	<b>Adobe Reader</b> View PDF files on your device and share them with others over email, BBM, and more.
	<b>Phone</b> Place conference calls, check voicemail, or move a call to BBM Video.
	<b>Camera</b> Includes front and rear cameras, and a Time Shift mode to help you capture the perfect picture.

Icon	Description
	<p><b>Setup</b></p> <p>Set up your accounts, personalize your device, and watch tutorials about using BlackBerry 10 OS.</p>
	<p><b>Help</b></p> <p>Find out how to do things quickly on your device, read FAQs, and learn tips that can help increase your productivity.</p>

## Notification icons












The notification icons show you that you have new or unopened items for your accounts in the BlackBerry Hub. When you have a new item, the  indicator appears on the notification icon. You can peek at your notification icons by sliding your finger up from the bottom of the screen from anywhere on the device.

Icon	Description
	Email message
	Text message
	BBM message
	Facebook message
	Twitter message
	LinkedIn message
	Phone call
	Voice mail message
	Notification messages from apps and services such as BlackBerry World

# Menu icons

**Tip:** If you aren't sure what a menu icon means, touch and hold the icon to see what it does. Slide your finger off the icon to avoid selecting it.

Here's a description of the most common menu icons:

Icon	Description
	Open a menu of actions
	Open a list of ways to navigate or filter information
	Compose a message
	View attachments
	Share an item, such as a picture, with someone
	Reply to an email
	Reply to all recipients of an email
	Forward an email
	Record a voice note
	Add a new entry in the Remember app
	Add a new entry in the Calendar app

## Inserting the micro SIM card and media card

Learn how to insert the micro SIM card and the optional media card (microSD card).

### Insert the micro SIM card

**CAUTION:** Your BlackBerry device is designed for use with a micro SIM card. To avoid possible damage to your device, do not insert a SIM card adapter into your device.

1. With the back of your BlackBerry device facing you, open the door on the left side of the device.



2. With the metal contacts facing you, insert the micro SIM card into the bottom slot.



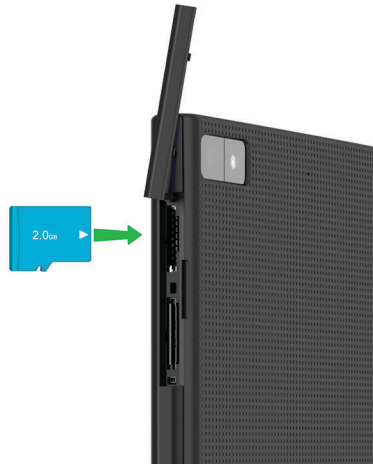
3. Close the door.

## Insert a media card

**Tip:** You can insert or remove a media card while your BlackBerry device is turned on. You don't need to turn off or restart your device.


A media card (microSD card) is optional. If a media card is included, it might already be inserted.

1. With the back of your BlackBerry device facing you, open the door on the left side of the device.
2. With the metal contacts facing away from you, insert the media card into the top slot.



3. Close the door.

## Set up your device using the Setup app

The first time your BlackBerry device starts, the Setup app opens. The Setup app needs a network connection, so make sure your device is connected to a mobile network or is within range of a Wi-Fi network. After the initial setup, you can open the Setup app by tapping the  **Setup** icon on the home screen.

The Setup app prompts you to enter an existing BlackBerry ID or create a new one. If you are not sure if you already have a BlackBerry ID, on your computer, visit [www.blackberry.com/blackberryid](http://www.blackberry.com/blackberryid).

You can use the Setup app to:

- Add your email, BBM, instant messaging, and social networking accounts
- Set up your payment options for purchases you make from the BlackBerry World storefront
- Transfer data from a device running BlackBerry 7 or 7.1
- Customize and personalize your device settings
- Watch tutorials or open the Help app to learn more about BlackBerry 10 OS

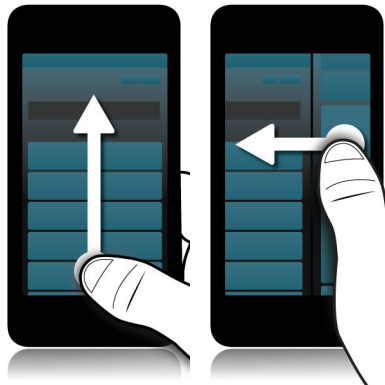
# Using the touch screen

Take a moment to check out how to navigate your BlackBerry device using these basic gestures.

## Scroll and move between items

Slide your finger to scroll through a list, pan a webpage, or move between pictures. You can also slide your finger to view the home screen. For example, if you're looking at the BlackBerry Hub, you can slide your finger to the left to see the home screen and your minimized apps. Slide your finger to the left again to see all your apps.

- To scroll, slide your finger up and down.
- To move between the BlackBerry Hub and the home screen, slide your finger left and right.



## Use a slider


If a slider appears on your screen, you can use the slider to progress through a file, such as a song or video, or scroll through multiple pages, such as the pages of an eBook.

On the slider, drag the slider handle.



## Select items

Do any of the following:

- To select an item, simply tap it. If the item can be opened it will open, if not it will be highlighted.
- To highlight an item without opening it, touch and hold the item.
- To highlight multiple items, such as pictures or songs that you want to share, touch and hold one item. Tap  and tap additional items. To clear an item, tap it again.

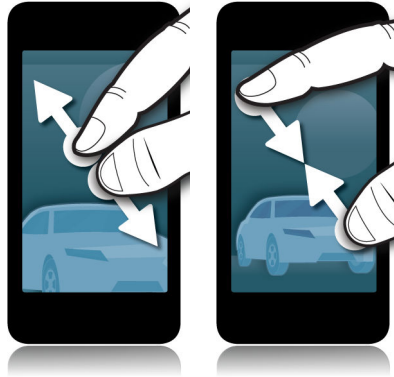




## Zoom in to or zoom out from the screen

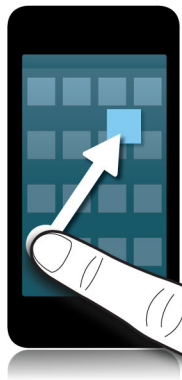
If you want a closer view of a detail in an image, or if you're having trouble reading words that are too small, you can magnify the screen by zooming in. To see more of the screen, zoom out.

Slide your fingers apart to zoom in, or slide your fingers together to zoom out.



## Move items from one place to another

1. On the home screen, touch and hold the item you want to move.
2. When the item starts to pulsate, slide your finger to where you want the item to be.




## Minimize apps and show your Active Frames

When you minimize an app it appears as an Active Frame on the home screen. This is great for multitasking as you don't need to do things like save and close documents before you use the browser, or restart your browser session after you check your email.

Swipe up from the bottom of the screen.



**Tip:** When you're done using your app, you can close it by tapping  in the lower-right corner of the app.

## View the BlackBerry Hub

You can peek at or open the BlackBerry Hub from anywhere on your BlackBerry device.

From the bottom of the screen, slide your finger up and to the right.





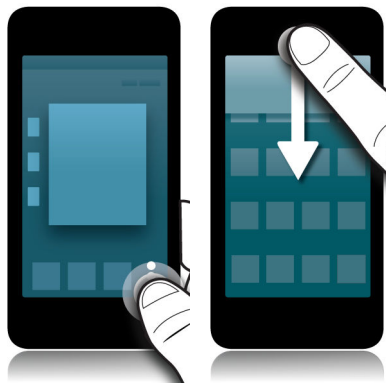
**Tip:** Keep your finger on the screen while you peek at the BlackBerry Hub. To go back to what you were doing, slide your finger back down.

## Show the menus

You can find additional features, options, and help by exploring the menus.

Do any of the following:

- To see the additional actions you can perform in an app, tap  or .
- To see the additional actions for a specific item within an app, such as a song or a picture, touch and hold the item. To see the names of the menu items that appear on the right side of the screen, slide your finger over them.
- To find the settings and help, swipe down from the top of the screen. In an app, you can see the settings for that particular app. If you are not in an app, you can see the device settings.



## Personalizing your device

Learn how to personalize your device and make it uniquely yours. For example, you can change settings, download apps, change your ring tone, and set a picture for your wallpaper.

### Related information

[Customize your device settings](#), 111

[Customize your Quick Settings](#), 111

[Download and buy apps, games, music, and videos](#), 196

[Downloading and installing Android apps on your BlackBerry device](#), 198

[Move an app around the home screen](#), 169

[Change your notifications or ring tones](#), 47

[Change your font size](#), 151

[Set a picture as your wallpaper](#), 151

[Set an alarm](#), 188

[Bookmark a favorite webpage](#), 208

[Add a signature to an email account](#), 79

## Where do I find customer support?

Get support for your BlackBerry smartphone by clicking one of the links below.



Visit [blackberry.com/support](http://blackberry.com/support) for self-help resources such as manuals and knowledge base articles. Watch videos to learn how to set up or use features on your device. Find answers or post your own question on community forums. Share tips and solutions on social networks and BlackBerry blogs.



Visit [blackberry.com/contact](http://blackberry.com/contact) for information about who to call for warranty information, billing, repairs, or technical support.

# Device Switch

Using your BlackBerry device, you can switch from one device to another and transfer your contacts, calendar entries, pictures, videos, notes, memos, and more.

## Before you switch devices

For information about how to switch to a BlackBerry device from an older BlackBerry device or a third-party device, visit [www.blackberry.com/devicesswitch](http://www.blackberry.com/devicesswitch).

## Learn what transfer options are available to you

The types of data transferred depends on the transfer method you use and the type of smartphone you're transferring data from. Data transferred might include some settings, phone history, pictures, music, browser bookmarks, and so on. For a list of the type of data that is transferred, visit [www.blackberry.com/devicesswitch](http://www.blackberry.com/devicesswitch).

- Switching from BlackBerry Device Software 5.0 or later? On a computer, you can use BlackBerry Link to switch devices.
- Switching from BlackBerry 7.0 or BlackBerry 7.1? You can use a media card on your device to switch devices.
- Switching from a BlackBerry device that has BlackBerry Protect installed? You can use BlackBerry Protect to transfer supported data, such as contacts, from your current device's backup file to your new device.
- Switching from an iPhone or Android device? You can download the device switch app from BlackBerry World.

**Tip:** If you're switching from a BlackBerry device, to see what version of software you're currently running, on the home screen of your old device, do one of the following:

- Click **Options > About**.
- Click **Options > Device > About Device Versions**.

## Make note of your usernames and passwords

Before you switch BlackBerry devices, make sure that you have the following:

- If you have saved usernames and passwords in Password Keeper, consider temporarily writing this information down so that you have it when you're ready to add accounts to your new device.
- If you have a device running BlackBerry Device Software 5.0 or later, you might have created a BlackBerry ID that you used to log in to your device and the BlackBerry World storefront. If you log in to your BlackBerry 10 device with your BlackBerry ID, you might be able to reinstall apps that you downloaded previously from BlackBerry App World and access BlackBerry products that use your BlackBerry ID, such as BBM and BlackBerry Protect.

**Note:** BlackBerry App World is called BlackBerry World on BlackBerry 10 devices.

### Related information

[How do I reset my lost or forgotten BlackBerry ID password?](#),37

## Update BBM

Although it's not required to switch BlackBerry devices, you should update to the latest available version of BBM and associate BBM with your BlackBerry ID before you switch devices.



1. To see which version of BBM you're running on your old device, look for **BlackBerry Messenger** in your list of installed applications.
2. To download BBM 7.0 or later on your old device, visit the BlackBerry World storefront or [www.bbm.com](http://www.bbm.com).

If you can't update your version of BBM, in BBM, press the  key > **Options** > **Back Up**. Select a backup option.

## What if I have contacts on my SIM card?

Your BlackBerry 10 device uses a micro SIM card. To get a micro SIM card for your device, contact your service provider.

If you saved contacts to your old SIM card, to make sure that those contacts aren't lost, you might need to copy those contacts to your old device before you back up your device data.

**Tip:** To copy contacts from your SIM card to your old device's built-in media storage, in your contact list on your old device, press the  key > **Micro SIM Phone Book**. Press the  key > **Copy All To Contacts**.

## Transfer data to a new device using a computer and BlackBerry Link

If your current BlackBerry device is running BlackBerry Device Software 5.0 or later, you can use BlackBerry Link to transfer supported data and settings such as device settings, phone history, media files, browser bookmarks, and so on to your new BlackBerry 10 device. This feature is designed to move personal data but not work data.



1. On your computer, download and install BlackBerry Link from [www.blackberry.com/BlackBerryLink](http://www.blackberry.com/BlackBerryLink).
2. Open BlackBerry Link.
3. Connect your current BlackBerry device to your computer using a USB cable.
4. Complete the instructions on the screen.
5. When prompted, connect your new BlackBerry 10 device using a USB cable.
6. Complete the instructions on the screen.

**Note:** Email accounts and unsupported applications aren't transferred to your new device. You can set up your email accounts on your new device in the BlackBerry Hub. To download applications that weren't transferred to your new device, visit the BlackBerry World storefront.

## Transfer data from a BlackBerry 7 device using a media card

This transfer option is only available if you're switching from a BlackBerry 7 device or later. To see what version of software you're running, on your previous device's home screen, click **Options > About**, or click **Options > Device > About Device Versions**.

When you switch to a new BlackBerry device using the Device Switch feature in the Setup application, you can move alarm settings, BBM contacts, browser bookmarks, text messages, phone history, and wireless connection profiles between BlackBerry devices. This feature is designed to move personal data but not work data.

1. On your BlackBerry 7 device, click **Setup > Device Switch**.
2. Click **Using a Media Card > Save Data**.
3. Complete the instructions on the screen.
4. When the backup is complete, remove the media card from your BlackBerry 7 device and insert it into your BlackBerry 10 device.
5. On your BlackBerry 10 device, on the home screen, tap  > .
6. Complete the instructions on the screen.

**Note:** Email accounts and unsupported applications aren't transferred to your new device. You can set up your email accounts on your new device in the BlackBerry Hub. To download applications that weren't transferred to your new device, visit the BlackBerry World storefront.

## Transfer data to a new device using BlackBerry Protect

To use this feature, the BlackBerry Protect app must be installed on your previous BlackBerry device. Your previous device must be running BlackBerry 7.1 or earlier.

You can use BlackBerry Protect to move supported data from your previous device to your new BlackBerry 10 device.

1. On your previous device or using the BlackBerry Protect website, back up your data.
2. On your new device, swipe down from the top of the home screen. Tap **Settings > BlackBerry Protect**.
3. If necessary, set the **BlackBerry Protect** switch to **On**. Complete the setup process.
4. Tap **Restore**. Select your previous device as the device that you want to restore data from.
5. Tap **Restore**.

## Transfer data from an iPhone or Android device

You must be connected to a Wi-Fi network on both your old device and on your BlackBerry device.

You can use the device switch app to transfer contacts, pictures, and other personal data from your iPhone or Android device to your new BlackBerry device. For more information about the device switch app, visit [www.blackberry.com/deviceswitchapp](http://www.blackberry.com/deviceswitchapp).

1. On your BlackBerry 10 device, visit [www.blackberry.com/deviceswitchapp](http://www.blackberry.com/deviceswitchapp) and download the device switch app.
2. Open the device switch app.
3. Complete the instructions on the screen.

## Tutorial: Switching to a BlackBerry 10 device using a media card

This tutorial provides you with the opportunity to see and then practice switching from a BlackBerry 7 device to a BlackBerry 10 device using a media card.

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/switchingdevices/help/en>

## After you switch devices

For information about returning your previous device to BlackBerry for recycling and safe disposal, visit [www.blackberry.com/recycling](http://www.blackberry.com/recycling). The recycling and trade-up program is only available in certain areas.

## Restoring BBM

The first time that you open BBM, you are prompted for your BlackBerry ID. If you have used BBM before, consider the following:

- If you are switching BlackBerry devices, you can use the Device Switch feature in BlackBerry Link on your computer or on a device running BlackBerry 7 or later to transfer your device data, including your contacts and groups from BBM 6.2 or earlier, to a new device.
- If you previously associated BBM with your BlackBerry ID (for example, on your current device), you can sign in with the same BlackBerry ID to restore your BBM data over the wireless network.

Your BBM data, such as your contacts, are automatically backed up over the wireless network based on your BlackBerry ID. It's still a good idea to regularly save a backup file for your device on a computer using BlackBerry Link in case your device is lost, stolen, or corrupted.

## Tips after switching devices

After you have finished switching BlackBerry devices, consider doing the following:



- If you have a media card, move it from your old device to your new device.
- To receive all of your messages and updates, add email and social networking accounts to your new device.
- Wipe your old device to delete all of your data. To delete all of your device data, if necessary, set a device password and then enter the password incorrectly ten times.
- Download apps from the BlackBerry World storefront.
- Explore the Help app on your device and discover tips and tricks.

## Troubleshooting: Device Switch

### I can't switch my SIM card to my new BlackBerry 10 device

The BlackBerry 10 device uses a micro SIM card. To get a micro SIM card for your new device, contact your service provider.

### Some of the data from my previous device isn't on my new device

The type of device you transferred data from and the version of device software on your previous device determines what data can be transferred to your new device. For a list of the type of data that is transferred, visit [www.blackberry.com/deviceswitch](http://www.blackberry.com/deviceswitch).

Try any of the following:

- Check that your personal email accounts have been set up. Email accounts aren't transferred and need to be set up in the BlackBerry Hub on the device.
- Check that your work email accounts have been set up. For a Microsoft Exchange ActiveSync email account on a BlackBerry Enterprise Server, contact your administrator for the information required to activate the account.
- Look for memos and tasks in the BlackBerry Remember app.
- Transfer apps by downloading them from the BlackBerry World storefront.

### I can't transfer items using my media card

Try any of the following:

- Back up items from your media card to another source, such as your BlackBerry device built-in media storage or your desktop computer. Format your media card or purchase a new media card. Save the items that you backed up to the media card and then try transferring the items again.
- Use BlackBerry Link to transfer your info from one device to another. To download BlackBerry Link, on your computer, visit [www.blackberry.com/BlackBerryLink](http://www.blackberry.com/BlackBerryLink) and select the Windows or Mac option.

## Troubleshooting wizard: I'm having trouble switching to my BlackBerry 10 device

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your device switch issue.

[Start the troubleshooting wizard](#)

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

**Note:** This troubleshooting wizard is available in English only.

## BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry World storefront and download the apps when you switch devices. You should sign in with the same BlackBerry ID on all of your BlackBerry devices.


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

## Set up a new BlackBerry ID

**Tip:** It's important to choose a password that you can remember. For your BlackBerry ID username, be sure to use an email address that you use frequently. Recovery details can be sent to the email address that you use as your BlackBerry ID username if you forget your BlackBerry ID password. The email address that you use as a BlackBerry ID username doesn't have to be associated with your BlackBerry device.



1. To create a new BlackBerry ID when you set up your BlackBerry device, on the **BlackBerry ID** screen, tap **Create New**.
2. Complete the instructions on the screen.

## Change your BlackBerry ID password

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > BlackBerry ID**.
3. Tap **Change Password**.

## Change your BlackBerry ID information

You can change your username, screen name, first name, or last name.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings** > **BlackBerry ID**.
3. Tap .

## Tutorial: Creating a BlackBerry ID on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice creating a BlackBerry ID on a BlackBerry 10 device.

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/blackberryID/en>

## Tutorial: Signing in with a BlackBerry ID on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice signing in with a BlackBerry ID on a BlackBerry 10 device.

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

[http://docs.blackberry.com/tutorials/bbid\\_signin/en](http://docs.blackberry.com/tutorials/bbid_signin/en)

## Using your BlackBerry ID to switch devices

### Using your BlackBerry ID on a new device

When you switch to a new BlackBerry device, during setup, you will be prompted to enter your BlackBerry ID username and password. It's important to use the same BlackBerry ID that you used on your previous device, since many of your apps and settings are associated with your BlackBerry ID.

For instance, when you use your existing BlackBerry ID on your new device, you can reinstall apps that you downloaded on your previous device from the BlackBerry World storefront, if a version of that app exists for your new device.

## Find your BlackBerry ID on your old device

If you have previously created a BlackBerry ID and are switching to a new BlackBerry device, it's important to sign in using your existing BlackBerry ID, as many of your apps and settings are associated with it.

1. On the home screen of your old device, click **Options**.
2. Depending on your device, do one of the following:
  - Click **Third Party Applications > BlackBerry ID**.
  - Click **Device > BlackBerry ID**.
  - Click **BlackBerry ID**.

## Can I sign out of BlackBerry ID and sign in with a different BlackBerry ID?

You can only sign in with one BlackBerry ID on your BlackBerry device. If you want to sign out and then sign in with a different BlackBerry ID, you must delete all of the data from your device.

## Why do I need to re-enter my BlackBerry ID password?

After a certain amount of time, if you aren't actively using the app or service that supports BlackBerry ID, you might be prompted to re-enter your password. For example, you might be prompted to re-enter your BlackBerry ID password before you download apps from the BlackBerry World storefront.

You might also be required to re-enter your BlackBerry ID if you change any of your BlackBerry ID information, delete all of the data on your BlackBerry device, or update the software on your device.

## What is the difference between my BlackBerry ID username and screen name?

Your BlackBerry ID username is the email address that you use when you log in using your BlackBerry ID. The BlackBerry ID screen name is the name that appears when you submit app reviews in the BlackBerry World storefront.

# How do I reset my lost or forgotten BlackBerry ID password?

You can have the instructions about resetting your BlackBerry ID password sent to the email address that you use as your BlackBerry ID username. For security reasons, your BlackBerry ID password can't be reset for you.

Do one of the following:

- To reset your password on a computer, visit [www.blackberry.com/blackberryid](http://www.blackberry.com/blackberryid). Click **Reset your password**. Complete the instructions on the screen.
- To reset your password on your BlackBerry device, when you are prompted to sign in with your BlackBerry ID, click **Forgot Password**. Answer your security question and complete the instructions on the screen.

Once you have completed the steps above, you will receive a password reset email. If you complete the steps to reset your password on a computer, the password reset email can only be viewed on a computer and isn't delivered to your device. If you follow the steps to reset your password on your device, the password reset email will be delivered to your device. Complete the instructions in the email to reset your BlackBerry ID password.

## Troubleshooting wizard: I need help with my BlackBerry ID

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your BlackBerry ID issue.

[Start the troubleshooting wizard](#)

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

**Note:** This troubleshooting wizard is available in English only.



# Phone and voice

## Phone basics


While on a call, you can switch between the speakerphone, headset, and handset; mute a call; or start a conference call by making another call. You can also open the dial pad, make notes while on a call, and move a call to BBM Video.

## Find and open the Phone app


Do one of the following:


- On the home screen, tap .
- In the lower-left corner of the home screen, tap .

## Make a call


1. In the Phone app, tap .
2. Dial a number.
3. Tap **Call**.

## Call a recent number or speed dial contact

1. In the Phone app, tap .
2. Tap a name, number, or speed dial contact.



**Tip:** To choose the phone line or app you want to use when you call a recent number, touch and hold a recent number. Tap .

## Call someone from your contact list

1. In the Phone app, tap .
2. Tap a contact.
3. If you have multiple phone numbers for a contact, tap the number that you want to call. For example, tap **Call Home** or **Call Mobile**.



## Answer or decline a call

Do one of the following:

- To answer a call, touch and hold the circle at the bottom of the screen and slide your finger to the left. Release your finger when the circle covers .
- To decline a call, touch and hold the circle at the bottom of the screen and slide your finger to the right. Release your finger when the circle covers .


## Use Reply Now to send a message to a caller

You will never have to excuse yourself from a meeting or conversation to answer the phone again. With the Reply Now feature, you can send a caller a brief message instead of answering an incoming call. By default, if the caller is a BBM contact, the Reply Now message is sent as a BBM message. If the caller isn't a BBM contact, the Reply Now message is sent as a text message. Depending on the recipient of the Reply Now message, additional text messaging charges might apply.


1. When you receive an incoming call, tap  or .
2. Do any of the following:
  - To send one of the default Reply Now messages, tap a message.
  - To compose a new message, tap **Custom Message**. Type a message and tap **Send**.

## Silence the ring tone when you receive a call

If you receive a call while your sound notifications are turned on, you can quickly silence your ring tone. When you silence the ring tone, you still need to answer or decline the call.

When you receive an incoming call, tap .


## Put a call on hold

While on a call, press and hold  until **Call Held** appears on the screen.


## Take notes during a call

While on a call, you can take notes that are saved as entries in BlackBerry Remember.


**Tip:** You can turn on the speakerphone before taking notes, so that your hands are free to use the keyboard.

1. While on a call, tap .
2. Type your notes and include information such as a title, due date, and tags.
3. Tap **Save**.

## Start a conference call

1. While on a call, make or answer another call.
2. To merge the calls, tap .




## Answer a second call while already on a call

1. If you're using the call waiting feature, when you receive a call while already on a call, you can do one of the following:
  - To put the first call on hold and answer the second call, tap **Answer**.
  - To end the first call and answer the second call, touch and hold **Answer**. Tap **Drop**.
2. To merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1 and 2.



## Make another call while already on a call

When you make another call while you're already on a call, your first call is automatically put on hold.


1. While on a call, tap **Add Call**.
2. Do any of the following:
  - Tap a phone number, name, or speed dial contact.
  - Tap . Tap a contact.
  - Tap . Dial a number.
3. To merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1 to 3.

## Remove people from a conference call

1. While in a conference call, to view the conference call participants, tap .
2. Do one of the following:
  - To remove a person from the conference call and hang up, tap .




- To remove a person from the conference call and keep them in a separate call, tap  .


## Answering calls automatically

You can set up your BlackBerry device to automatically answer calls when you have a headset connected or when you remove your device from a case or holster.

### Automatically answer or end a call using a case or holster

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Holster**.
3. Do any of the following:
  - Set the **Answer a Call by Removing Device From Holster** switch to **On**.
  - Set the **End Call by Putting Device Back in Holster** switch to **On**.

### Automatically answer a call when a headset is connected

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Bluetooth**.
3. Set the **Automatically Answer a Call When Connected to a Headset** switch to **On**.

When you turn on this feature and you have a headset connected to your BlackBerry device, your calls will automatically be answered after 5 seconds.

## Move a call from your headset to your device


When you have a headset connected to your BlackBerry device, incoming calls are automatically received on your headset. You can manually move the call back to the device.

To manually move the call back to your device, while on a call, tap  > **Handset**.

To move a call back to the headset, tap  . Tap the name of your headset.




## Move a call to BBM Video

See who you're talking to by moving a call to BBM Video. To move a phone call to BBM Video, the person you're talking to must have access to BBM Video as well. If you try to start a BBM Video chat with someone who isn't a BBM contact, you will be asked to add the person to BBM before you start your BBM Video chat.


While on a call, tap .


## Add a contact or number to your speed dial list

There are two different speed dial lists that you can add contacts or numbers to. You can add a total of nine contacts or numbers to the speed dial list on the Calls screen. You can also add contacts or numbers to the keyboard speed dial list, so that you can dial a number by pressing and holding a single key on your keyboard. By default, your voicemail access number is included in your speed dial list.



1. In the Phone app, tap  or .
2. Touch and hold a contact or phone number.
3. Tap .

## Add a contact to your keyboard speed dial list



1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Keypress Speed Dial**.
3. Press the key on your keyboard that you want to associate with the contact.
4. Tap the contact that you want to associate with the key on your keyboard.

To call a contact from your keyboard speed dial list, in the Phone app, tap . Press and hold the key that you associated with the contact.

## Delete a contact or number from your speed dial list


1. In the Phone app, tap .
2. In your speed dial list, touch and hold a contact or number.
3. Tap .


## Delete a contact from your keyboard speed dial list

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Keypress Speed Dial**.
3. Touch and hold a contact or number.
4. Tap .

## Block calls


When you block calls, you can block all incoming or all outgoing calls, and all incoming or all outgoing calls when roaming. Contact your wireless service provider for more info on blocking specific phone numbers. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Call Blocking**.
3. Set any of the switches to **On**.

The first time that you turn on call blocking, you will be prompted to create a password to lock your call blocking settings. To change your call blocking password, complete steps 1 and 2, and tap .


## Turn on or turn off call waiting

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Call Waiting**.
3. Tap the **Call Waiting** switch.


## Set up call forwarding

Depending on your wireless service provider, this feature might not be available.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Call Forwarding**.
3. Set any of the switches to **On**.
4. To change the number that your calls are forwarded to, tap the drop-down list under a switch and type a number.

## Turn on Priority Calling


If you have multiple phone lines, you can make calls with the phone line you want using the Priority Calling feature. With Priority Calling, you can assign a phone line or app to use when you make calls.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Priority Calling**.
3. Set the **Use Priority Calling** switch to **On**.

To choose your phone line when you make a call, on the Calls screen, tap the **Select Line** drop-down list. To use a specific phone line, tap a phone line. To automatically use your mobile line when you're connected to a mobile network, tap **Use the Priority Line**.

## Change your default Reply Now messages


You can select one of the three default Reply Now messages to send to a caller instead of answering an incoming call. You can change the default messages or compose a new Reply Now message.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Reply Now**.
3. Tap the message you want to change.
4. Type a new Reply Now message.


To prevent the Reply Now icon from appearing when you receive an incoming call, set the **Reply Now** switch to **Off**.

## Show or hide your number on outgoing calls

Depending on your wireless service provider, this feature might not be supported.


1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Show my Number**.
3. Set the **Allow My Number to Appear When Calling** switch to **On**.

## Find your own phone number

1. In the Phone app, tap .
2. Touch anywhere on the screen and slide your finger down. Your phone number appears at the top of the screen.


**Tip:** To include your own phone number in a message to someone, in an email, a BBM message, or a text message, type **mynumber** and press the spacebar.

## Adjust the bass and treble of your calls

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Call Audio**.

## Set a default area code or country code


You can use smart dialing to set a default area code and country code that's applied automatically to the contacts that you call, so you don't have to include a country code or area code with phone numbers that you add to the Contacts app.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Smart Dialing**.
3. Do any of the following:
  - To change the default country code, tap **Country Code**. Tap a country.
  - To change the default area code, in the **Area Code** field, type an area code.

Tap any of the drop-down lists to change other smart dialing options.

## Dial an extension number for interoffice calls


When you set an extension access number for a company, you need to only add an extension number in the Contacts app for a contact at that company. The company's phone number and extension are dialed automatically when you call that contact.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Smart Dialing**.
3. In the **Office Extension Access Number** field, type the phone number to access a company's extensions.

Tap any of the drop-down lists to change other smart dialing options.

## Limit the phone numbers that you can call


When you set up and use fixed dialing numbers, you can only make calls and send text messages to the phone numbers that you added to the list of fixed dialing numbers. For example, if you give a BlackBerry device to an employee to use, you can limit the phone numbers that the employee can call. To use fixed dialing numbers, your service provider must set up your micro SIM card for this feature. Depending on your wireless service provider, this feature might not be supported.


1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Fixed Dialing Numbers**.
3. Set the **Fixed Dialing Numbers** switch to **On**.
4. Enter the SIM security code provided to you by your service provider.
5. Tap **OK**.
6. Tap **Edit List**.

7. Type a name and phone number.

## View your call summary


If you're concerned about your wireless voice usage, you can monitor the time you have spent on the phone on the Call Summary screen.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Call Summary**.

To reset the call times on your Call Summary screen, tap .

## Hear calls in Bedside Mode

By default, you aren't notified of new messages and incoming calls when Bedside Mode is turned on. You can set an option to hear incoming calls when in Bedside Mode.

1. In the Clock app, swipe down from the top of the screen.
2. Tap .
3. Set the **Phone Calls in Bedside Mode** switch to **On**.

## Turn on Wi-Fi Calling

No mobile coverage? No problem! You can make and receive calls, and send and receive text messages over a Wi-Fi network with Wi-Fi Calling. Depending on your wireless service plan, this feature might not be supported.

In the Wi-Fi Calling app, set the **Wi-Fi Calling** switch to **On**.

**Note:** If you move out of range of a Wi-Fi network while you're on a call, your call might be dropped.

## Change your Wi-Fi Calling network preferences

Depending on your wireless service provider and wireless network, this feature might not be supported.

In the Wi-Fi Calling app, you can choose your network preference for making and receiving calls, and sending and receiving text messages. To set your network preference, do any of the following:

- To use a Wi-Fi network only, tap **Wi-Fi Only**.
- To use a Wi-Fi network when you're connected to both a Wi-Fi network and mobile network, tap **Wi-Fi Preferred**.
- To use a mobile network when you're connected to both a Wi-Fi network and mobile network, tap **Cellular Preferred**.

# Notifications and ring tones

You can personalize your BlackBerry device by customizing your notifications and ring tones. You can also turn off all notifications or set your notifications to vibrate. The Instant Previews and Lock Screen Notifications features allow you to stay up-to-date and manage your inbox without having to leave the app that you're in when you receive your messages.

## About notifications and ring tones


The global notification settings on your BlackBerry device work like a master switch that either turns on or turns off the customized notifications that are currently set for apps or contacts. Customized contact notifications override customized app notifications. For example, if sound is turned off for the Phone app but is turned on in a customized notification for a contact, the phone still rings when the contact calls you.

If you want to customize how you receive priority messages in your BlackBerry Priority Hub, you can create a rule so that messages sent from specific accounts, with a specific subject, or with other criteria are sent to your BlackBerry Priority Hub. You can also turn on a Level 1 alert for specific messages so that you receive a custom notification for these messages.


**Note:** Level 1 alerts override existing notification settings.


## Change your notifications or ring tones

In the Notifications settings, you can change the settings for your sounds, notifications, and ring tones. You can also set the volume level of the notifications, number of vibrations, and more.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications**.
3. To change your global notification settings, tap a setting in the **Mode** drop-down list or change the **Sound, Vibrate, LED, Instant Previews, or Volume** settings.




## Turn off all sounds and ring tones except for calls

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications**.
3. In the **Mode** drop-down list, tap **Phone Calls Only**.

**Tip:** To turn on the ring tone for calls while your BlackBerry device is in bedside mode, in the Clock app, swipe down from the top of the screen. Tap . Set the **Phone Calls in Bedside Mode** switch to **On**.



## Customize notifications for a contact

Notifications that you customize for contacts override notifications that you set for specific apps. For example, if sound is turned on for phone notifications for a contact but the sound is turned off for the phone, the phone still rings when the contact calls you.


1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications**.
3. At the bottom of the **Notifications** screen, tap **Contacts**.
4. Tap .
5. Tap a contact.
6. Do any of the following:
  - Tap **Phone Calls**.
  - Tap **Email Messages**.
  - Tap **BBM**.
  - Tap **Text Messages**.
  - Tap **Other Messaging**, which includes apps like Facebook, Twitter, LinkedIn, and more.
7. Change the **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.
8. Tap  until the **Contacts Notifications** screen appears.

Contacts that you set customized notifications for are listed on the Contacts Notifications screen.

## Customize notifications for an app

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications**.
3. At the bottom of the **Notifications** screen, tap **Applications**.
4. Tap an application.
5. Change the **Sound**, **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.
6. Tap  until the **Notifications** screen appears.

## Turn off all notifications and ring tones


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



3. In the **Mode** drop-down list, tap **All Alerts Off**.

## Change the notification settings for Level 1 alerts


To change the notification settings for Level 1 alerts, you need to first create a rule in the BlackBerry Priority Hub settings and select the **Enable Level 1 Alert** checkbox on the **Add Rule** screen.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications > Level 1 Alert**.
3. Change the **Sound, Tone, Vibrate, LED, or Instant Previews** settings.

## View and respond to Instant Previews


You can use the Instant Previews feature to view previews of incoming email messages, BBM messages, text messages, and more from any application on your BlackBerry device.

When a preview appears at the top of the screen, do one of the following:

- To view the message in the BlackBerry Hub, tap the preview.
- To dismiss the preview, tap **x**.
- To ignore the preview, wait a few seconds until it disappears.
- To reply to a BBM message or text message without leaving the app that you're currently in, tap .

## Turn off Instant Previews

By default, the Instant Previews feature is turned on.



1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Notifications**.
3. Set the **Instant Previews** switch to **Off**.

**Tip:** For some apps, you can change your notification settings to only display the priority messages in an app as Instant Previews. On the Notifications settings screen, tap an application. In the **Instant Previews** drop-down list, tap **Priority Only**.

## Respond directly to Instant Previews

You can use the Instant Previews feature to reply to your BBM and text messages without leaving the app that you're currently in.


While you're responding to a preview, incoming messages outside of the current conversation aren't displayed as Instant Previews notifications.

1. To respond to Instant Previews, tap .
2. Press any key on the keyboard. To show the keyboard on a BlackBerry device with a touch screen keyboard, swipe up from the bottom of the screen with two fingers.
3. Type your message.
4. Tap **Send** or press .

## About Lock Screen Notifications

You can use the Lock Screen Notifications feature to view the first few lines of your most recent email messages, BBM messages, text messages, and more on your BlackBerry device without having to unlock it.

### Turn off Lock Screen Notifications

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Security and Privacy > Lock Screen**.
3. Set the **Lock Screen Notifications** switch to **Off**.

### View Lock Screen Notifications

1. To unlock your BlackBerry device, swipe up from the bottom of the screen to the middle of the screen.
2. To view the Lock Screen Notifications, tap the notification icon.

**Tip:** To collapse the Lock Screen Notifications view so that only the notification icons are visible, swipe left or tap an icon.

## Troubleshooting: Notifications and ring tones

If the notifications and ring tones on your BlackBerry device aren't functioning in the way that you expect them to, consult the following troubleshooting topics.

### My device doesn't ring or vibrate when I receive a call or message

Try the following actions:

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

## My device doesn't display Instant Previews

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space won't be displayed as Instant Previews.

## My device doesn't display Lock Screen Notifications

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space won't be displayed as Lock Screen Notifications when your work space is locked.

# Voicemail

Depending on your service provider, there are two different types of voicemail available on your BlackBerry device: standard voicemail and a visual voicemail service.

With standard voicemail, you can set up your voicemail access number and password, so you can quickly call in to your voicemail service from the Calls screen in the Phone app.


If you subscribe to a visual voicemail service, you can view a list of your voicemail messages, play your voicemail messages, and change various voicemail settings from your BlackBerry device, without having to call in to your voicemail service. Depending on the features your service provider supports, your voicemail messages can be automatically downloaded to your device and you can pause, fast-forward, or rewind the voicemail message as you listen to it. You can also forward a voicemail message, send a reply to the person who left you a voicemail message, or delete a voicemail message from within the Phone app or the BlackBerry Hub.

Your service provider might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

Depending on your country or region, a visual voicemail service might not be available. You need to subscribe to a visual voicemail service to access the features. Contact your service provider to subscribe.

## Set up your voicemail


Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > **Voicemail**.
3. Type your voicemail access number and password.


After you have set up your voicemail, you can call your voice mail service from the Calls screen in the Phone app.

# Using a visual voicemail service

## Listen to a visual voicemail message

1. In the BlackBerry Hub or Phone app, tap a voicemail message.
2. Tap .

## Forward a visual voicemail message

1. In the BlackBerry Hub or Phone app, touch and hold a voicemail message.
2. Tap .



## Save a visual voicemail message

Your service provider's voicemail system might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

1. In the BlackBerry Hub, or the Phone app, touch and hold a voicemail message.
2. Tap **Save**.



## Change your visual voicemail greeting

Your voicemail greeting is the outgoing message that a caller hears before leaving a voicemail message. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap  > **Change Voicemail Greeting**.
4. In the **Greeting** drop-down list, do one of the following:
  - To play your phone number as your voicemail greeting, tap **Phone Number**.
  - To play your name as your voicemail greeting, tap **Name**.
  - To record a custom voicemail greeting, tap **Personal Message**.



## Change your visual voicemail password

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > .
3. Tap **Change Password**.



## Prevent visual voicemail messages from downloading while you are roaming

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap  > .
3. Clear the **International Roaming** check box.

## Deactivate visual voicemail on your device

If you deactivate your visual voicemail service on your BlackBerry device, you must contact your wireless service provider to reactivate it. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap  > **Deactivate**.

# Voice Control

The Voice Control app can make multitasking easier by allowing you to perform various actions and tasks with your voice. Instead of navigating to a specific app, you can simply open the Voice Control app and speak your commands.

## Using the BlackBerry Voice Control app

You can use the Voice Control app to do the following:

- Make a call.
- Send an email, text message, or BBM message.
- Search the Internet or your BlackBerry device.
- Book meetings and appointments.
- Set reminders.
- Change your Facebook status or post a tweet.
- Save notes and memos in BlackBerry Remember.
- Set an alarm.

1. To open the Voice Control app, do one of the following:
  - On the home screen, tap the **Voice Control** icon.
  - Press and hold the **Mute** key on the right side of your device.
2. After the beep, say a command.

## Making a phone call with the Voice Control app

Using the Voice Control app, you can make a phone call by saying a phone number, or by saying the name of someone in your Contacts app.

### Dial a number

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Dial" and the number that you want to call.

### Call a contact

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say a command. For example, "call Megan Ball." If you have multiple numbers for a contact, you can specify which number you want to call. For example, you can say "Call Ian at work."

## Searching using the Voice Control app

When you say your search terms, the Voice Control app automatically searches your BlackBerry device first. To search the Internet before searching your device, specify that you want to search the Internet when you say your search terms. For example, "Search the Internet for electric cars."

To help improve your search results, be as specific as possible with your search terms. For example, "Search contacts for Megan Ball," "Search for messages from Matthew," or "Search for notes containing the word dogs."

### Search your device using the Voice Control App

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say your search terms. For example, "Search contacts for Megan Ball."

### Search the Internet using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say your search terms and specify that you want to search the Internet. For example, "search the Internet for custom cars."

## Ask a question using the Voice Control app

You can ask a variety of questions using the Voice Control app. If your question can't be answered, you'll have the option of searching the Internet for your question.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, ask a question. For example, you can say "How many people live in Canada?" "What is the square root of 36?" or "Why is the sky blue?"

## Send messages using the Voice Control app

Using the Voice Control app, you can send a text message, email, or BBM message without typing a single word. Just specify which type of message that you want to send and who you want to send it to, then compose your message aloud.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. When you hear the beep, say your command. For example, "send an email to Tanya McPherson" or "Text Elliot Fung 'I'm on my way.'"

## Book a meeting or appointment with the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say the date, time, subject, and location of the meeting or appointment. For example, "Schedule a doctor's appointment tomorrow at 2 o'clock at the medical center."


**Tip:** To add contacts to a meeting, include their names when you're scheduling the meeting. For example, "Schedule a team meeting with Nicole Lavigne on Friday at 11 o'clock."


## Set a reminder with the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say what you would like to be reminded about and when you would like to be reminded. For example, "Remind me to buy milk tomorrow."

## Type using voice dictation

You can use voice dictation to type hands-free instead of using your keyboard.

1. To turn on voice dictation, on the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Voice Control**.
3. Tap **Enable Dictation**.


Once you turn on voice dictation, when your keyboard appears, tap the  key to begin voice dictation.

## Set an alarm using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Set an alarm" and the time that you want to set the alarm for. For example, "Set an alarm for 6:00" or "Set an alarm for one hour from now."

## Get directions using the Voice Control app

When you get directions using the Voice Control app, the directions appear in the Maps app.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Get directions to" or "Go to" and say an address, city, or point of interest. For example, you can say "Get directions to 175 Columbia St. West, Waterloo, Ontario" or "Go to New York City." The address, city, or point of interest opens in the Maps app. If more than one result is found for your address, city, or point of interest, tap . Tap a destination.

## Change your Facebook status using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Update my Facebook status" and say your status. For example, "Update my Facebook status to heading to the movies tonight."

## Post a tweet using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Tweet" and say your tweet. For example, "Tweet heading to the car show today."

## Post a LinkedIn update using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "LinkedIn" and your update. For example, "LinkedIn heading to the conference room for a meeting."

## Save notes and memos using the Voice Control app

The notes and memos you create with the Voice Control app are saved as entries in BlackBerry Remember.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.



1. After the beep, say "Make a note" and say what you want your note to contain. For example, "Make a note to call Mom."

## Check your wireless coverage status using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, do one of the following:
  - To check your mobile network coverage, say "How many bars do I have?"
  - To check your Wi-Fi connection status, say "What is my Wi-Fi status?"
  - To check both your mobile network coverage and Wi-Fi connection status, say, "What is my signal strength?"

## Check your battery level using the Voice Control app


1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "What is my battery level?"

## Hear your latest unread message read back to you

You can hear your latest unread email message or text message.


1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Read my last email," or "Read my last text."

## Change your Voice Control language

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Voice Control**.
3. In the **Language** drop-down list, tap a language.


## Change the voice recognition mode

The Voice Control app has two voice recognition modes. When you choose **Voice Dialing Only**, you can use the Voice Control app in more languages, but you will be unable to use many features, such as searching your BlackBerry device and the Internet, booking appointments, and sending messages. When you choose **Voice Recognition**, you can use all of the features that the Voice Control app supports.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Voice Control**.
3. In the **Voice recognition mode** drop-down list, tap **Voice Dialing Only** or **Voice Recognition**.

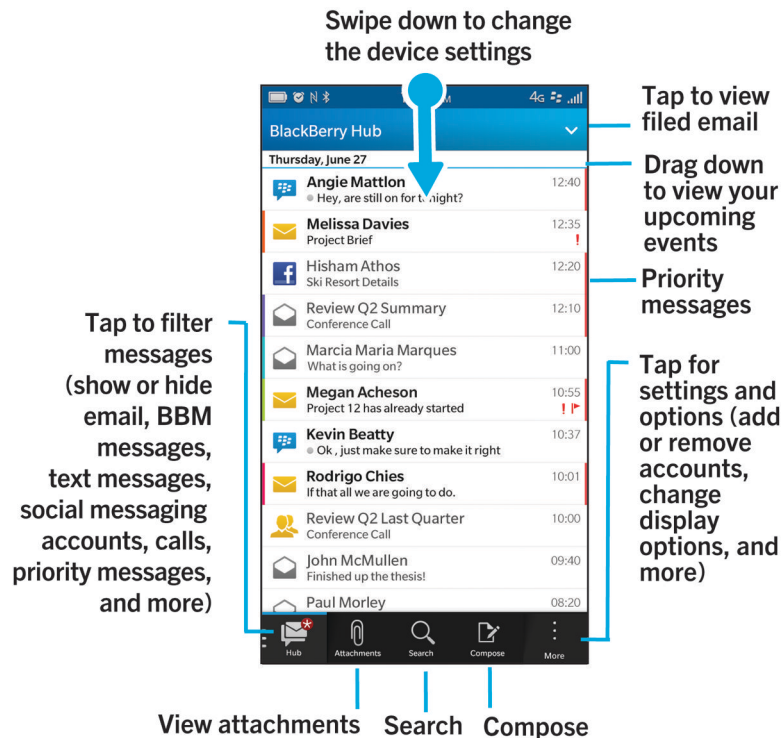
# Change your voice response settings

When you say commands, you can set the Voice Control app to respond to you and confirm your command or ask for the next command.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings** > **Voice Control**.
3. Do any of the following:
  - To turn on or turn off voice responses, in the **Hear voice feedback** drop-down list, tap **Always** or **Never**.
  - To hear voice responses only when you're not using a headset, in the **Hear voice feedback** drop-down list, tap **Handset Only**.

# BlackBerry Hub and email

## The BlackBerry Hub at a glance



## BlackBerry Hub and email

The BlackBerry Hub gathers all of the messages, notifications, and events that you receive from your different accounts into one convenient location. In the BlackBerry Hub, you can receive and respond to email, text messages, or BBM chats all in the same place. Additionally, you can see and respond to direct messages and notifications from your social networking accounts, glance at your upcoming events, and more.

## Staying connected with the BlackBerry Hub

## Email

You can add practically any existing email account to your device—both work and web-based email.

## Text messages (SMS/MMS)

If text messaging is a part of your wireless service plan, you can find and respond to your text messages in the BlackBerry Hub.

## Social networking

If you add a Facebook account to your device, you can receive and respond to notifications, update your status, and send Facebook messages all from the BlackBerry Hub. If you add a Twitter account, you can compose tweets, stay up-to-date on your mentions, and send direct messages. And if you add a LinkedIn account, you can accept invitations to connect with business contacts, send messages to your connections, and update your LinkedIn status.

## BBM and instant messaging

After you add instant messaging apps to your device, you can access your chats through the BlackBerry Hub.

## Calls and voice mail

You can make calls directly from the BlackBerry Hub. The BlackBerry Hub shows you the calls that you made and received, including any missed calls and voice mail messages.

## Upcoming events

Without leaving the BlackBerry Hub, you can peek at upcoming meetings, events, and—if you add your Facebook account—friends' birthdays.

## Notifications

The BlackBerry Hub collects your notifications about new PIN messages, time zone changes, software updates, third-party apps, and more. Your service provider might send you SIM Toolkit notifications that appear in the BlackBerry Hub. Tapping on these notifications opens the SIM Toolkit app.

# Setting up and managing accounts

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

## Tutorial: Setting up an email account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up an email account on a BlackBerry 10 device.

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/email/en>

## Tutorial: Setting up a Facebook account on a BlackBerry 10 device

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

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/facebook/en>

## Tutorial: Setting up a Twitter account on a BlackBerry 10 device

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

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/twitter/en>

## Tutorial: Setting up a LinkedIn account on a BlackBerry 10 device

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

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/linkedin/en>

## Tutorial: Setting up an Evernote account on a BlackBerry 10 device



This tutorial provides you with the opportunity to see and then practice setting up an Evernote account on a BlackBerry 10 device.

**Note:** This tutorial is available in English only.

[Start the tutorial](#)

<http://docs.blackberry.com/tutorials/evernote/en>

## Set up email or other types of accounts on your device

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings** > **Accounts**.
3. If you already added an account to your device, tap  to add another account.

## Add an email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

## Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook, Twitter, LinkedIn, or Evernote**.
2. Enter your account information.
  - If necessary, change any sync settings.
  - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

## Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.
7. Tap **Next**.

**Note:** It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.


## Setting up work accounts

### Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap  > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.


After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

### Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.


1. On the **Add Account** screen, tap  > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
  - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
  - To use your organization's VPN, set the **VPN** switch to **On**.
  - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

## Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.


1. On the **Add Account** screen, tap  > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
  - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
  - To use your organization's VPN, set the **Use VPN** switch to **On**.
  - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

## Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

**Note:** To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap  > **IMAP** or **POP**.
2. Enter the account information.
  - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
  - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

## Add a CalDAV or CardDAV account


Make sure you know the following information:

- Your username and password




- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap  > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.



## Change account settings

You might want to change the settings for an account if you changed the password for the account, if you want to change the display name for the account, or if you want to use different synchronization settings.

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

## Remove an account from your device




To stop receiving messages and notifications for an account and to stop syncing calendar and contact info for that account, you can remove the account from your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Accounts**.
3. Tap an account.
4. Tap .

## Troubleshooting: Setting up accounts

### I can't add an email account

Try the following:

- Make sure that your email address and password have been typed correctly.
- Make sure that your device is connected to a mobile or Wi-Fi network.
- Add the email account using advanced setup. On the home screen, swipe down from the top of the screen. Tap  **Settings > Accounts >**  > . Tap the type of account that you want to add. You might need to get additional information about your account from your administrator or email service provider.

- If you're trying to add a work account supported by BlackBerry Enterprise Service 10, make sure that you have an activation password from your administrator.
- If you're trying to add an email account supported by Microsoft Exchange ActiveSync, contact your administrator or email service provider to find out if you need to change any settings for the account.

## I can't add a second social networking account

You can add only one Facebook account, one Twitter account, and one LinkedIn account to your BlackBerry device.

## BlackBerry Hub message list icons





Icon	Description
	Unread email
	Read email
	Meeting or event invitation
	New Facebook notification
	Email with attachment
	Draft message
	Email messages grouped by subject in a conversation thread
	Unread text message (SMS)
	Read text message
	Text message with attachment (MMS)
	Draft text message
	New system notification
	Message hasn't been sent yet
	Message is being sent
	Message has been sent
	Message could not be sent

## Viewing and searching messages

You can view all of your messages and notifications in the Hub view in the BlackBerry Hub. Or, you can view messages for a specific account type or message type. You can search for a specific message, or customize your view so that you see only the messages and notifications that are important to you.


### Navigate your list of messages and notifications

In the BlackBerry Hub, touch and hold a date bar.

- To go to messages and notifications for the next day, tap .
- To go to messages and notifications for the previous day, tap .
- To go to the top of your list of messages and notifications, tap .
- To go to the bottom of your list of messages and notifications, tap .

### View messages by account or message type

If you want to see messages only from a particular account (for example, your personal email account) or by a type (for example, your text messages), you can filter them.


1. In the BlackBerry Hub, tap .
2. Tap the type of messages that you want to see.

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

### View filed email




1. In the BlackBerry Hub, tap the drop-down list at the top of the screen.
2. Tap a folder.

### Search for a message

1. In the BlackBerry Hub, tap .
2. Type a search term.

To filter your search results by sender, date, subject, and more, tap .

## View unread or flagged messages or messages with attachments

1. In the BlackBerry Hub, tap .
2. Leave the Search field empty and tap .
3. Tap **Unread**, **Flagged**, or **Attachment**.
4. Tap  again.

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

**Tip:** You can also find your flagged messages in BlackBerry Remember, in the Flagged Messages folder (for work accounts) or the Unfiled folder (for personal accounts).

## Viewing important messages with the BlackBerry Priority Hub


With the BlackBerry Priority Hub feature, important messages are highlighted so that you can quickly find them in the BlackBerry Hub.



To identify priority messages, your BlackBerry device looks at whether a message is flagged as important, whether the sender is a frequent contact, and other criteria.

You can help your device learn which messages are important to you by changing the priority of a message. For example, if a message is important to you but it's not included in the BlackBerry Priority Hub, you can add it.

## View only your priority messages



In the BlackBerry Hub, do one of the following:

- Tap  > **Priority Hub**.
- Slide your fingers together to zoom in on your priority messages.

**Tip:** You can change your settings to specify that zooming in shows either your unread or flagged messages. In the BlackBerry Hub, tap  >  > **Display and Actions**. In the **Pinch Filter Criteria** drop-down list, select **Unread Messages** or **Flagged Messages**.

## Add a message to or remove a message from the BlackBerry Priority Hub



Adding messages to and removing messages from the BlackBerry Priority Hub helps your BlackBerry device learn which messages to highlight as priority in the future.

1. In the BlackBerry Hub, touch and hold a message.
  - To add a message to the BlackBerry Priority Hub, tap .
  - To remove a message from the BlackBerry Priority Hub, tap .
2. In the dialog box, choose a reason why the message is or isn't important.

3. Tap **OK**.




## Change the types of messages that are marked as priority

By default, if the sender of a message has the same last name as you or if a message is marked with high importance, then those messages are included in the BlackBerry Priority Hub. You can turn off each of these settings.

1. In the BlackBerry Hub, tap  >  > **Priority Hub**.
2. Set the **Sender has the Same Last Name as Me** or **Message Sent with High Importance** switch to **Off**.



## Create a priority rule

You can create a rule so that messages that are sent from specific accounts, or with a specific subject, or with other specific criteria are sent to your BlackBerry Priority Hub. You can also set a Level 1 alert for specific messages so that you receive a custom notification when these messages are sent to you.

1. Tap  >  > **Priority Hub**.
2. Tap .
3. Do any of the following:
  - To add a name to your rule, enter a name in the **Filter Name** field.
  - To flag messages from a specific email address as priority, enter an email address in the **From** field.
  - To flag messages with a specific subject as priority, enter a subject in the **Subject** field.
  - To flag messages that are sent directly to you or that you are cc'd on as priority, select the **Sent Directly to Me** or the **Cc: to Me** checkbox.
  - To set a Level 1 alert for your rule, select the **Enable Level 1 Alert** checkbox.
4. Tap **Save**.

**Note:** Level 1 alerts override the existing notification settings. When you set Level 1 alerts, you are notified of Level 1 messages by a custom ring tone. The BlackBerry Hub displays Level 1 messages in red. To change your settings for Level 1 alert notifications, tap **Level 1 Alerts Notification Settings**.


## Turn off the BlackBerry Priority Hub

1. In the BlackBerry Hub, tap  >  > **Priority Hub**.
2. Set the **Priority Hub** switch to **Off**.



## View attachments sent to you

You can quickly find the files sent to you and avoid searching through your messages.

In the BlackBerry Hub, do one of the following:




- To see all of the files that you received as attachments, tap .

- To see all attachments from a conversation, tap a conversation. Tap .





**Tip:** You can also filter attachments by a specific account. In the BlackBerry Hub, tap the  in the bottom left corner. Tap an account. Tap .

## Sort attachments

You can sort attachments by date, sender, name, type (for example, by pictures and documents), or account.

1. In the BlackBerry Hub, tap .
2. Tap  > .
3. In the **Sort** drop-down list, tap a sort option.


## Share or save your attachments

1. In the BlackBerry Hub, tap .
2. Touch and hold an attachment.
3. Tap .
4. When the download is complete, touch and hold the attachment.
  - To share the attachment, tap .
  - To save the attachment, tap .

**Tip:** To share or save multiple attachments, tap  > . Select some attachments. Tap  or .

## Send email and messages from the BlackBerry Hub




From the BlackBerry Hub, you can send email, text messages, Facebook messages, direct Twitter messages, LinkedIn messages, BBM messages, or other types of chat messages, depending on your wireless service plan and the accounts that you added to your BlackBerry device.

1. In the BlackBerry Hub, tap .
2. Tap a message type.
3. Add or choose a recipient for your message:
  - For email, type a contact name or an email address in the **To** field. You can tap suggested contacts that appear below the **To** field to quickly add them to the message.
  - For Facebook, Twitter, or LinkedIn messages, type a contact name in the **To** field.
  - For text messages, type a contact name or a phone number.
  - For BBM and other chat messages, select a contact from the list.
4. Type your message.

5. Tap **Send** or the **Enter** key.


## Reply to or forward an email

In an email, do one of the following:

- To reply to the email, tap  .
- To reply to all recipients of the email, tap  .
- To forward the email, tap  .



## Attach a file to an email or text message

If your wireless service plan supports MMS messages, you can add an attachment to a text message.

1. While composing an email or text message, tap  .
2. Find the file.
3. Tap the file.



**Tip:** When you send an email with a picture attachment, you can reduce the size of the message by reducing the size of picture attachments. On the **Image Size** screen, tap a size. Tap **Send**.

## Add a BCC recipient to an email

1. While composing a message, tap  >  .
2. Type a contact name or email address.


## Compose an email in plain text format

You can reduce the size of email messages or email threads by switching from HTML format to plain text format.


1. In an email, tap  .
2. Tap  .

## Change text formatting in an email

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

1. While composing a message, tap  .
2. Use the formatting toolbar to apply formatting to your text.

## Forward a text message







1. In the BlackBerry Hub, touch and hold a text message.
2. Tap .

## Managing messages

Stay organized by managing your messages in the BlackBerry Hub. You can file messages, flag important messages, or save draft messages for later.

### Delete a message


In the BlackBerry Hub, do any of the following:

- To delete a single message, touch and hold the message. Tap .
- To delete more than one message, touch and hold a message. Tap . Tap the other messages you want to delete. Tap .
- To delete all messages before a specific date, touch and hold the date bar. Messages that were sent or received before that date are highlighted. Tap .
- To delete messages only from your device, but keep them on the messaging server, tap  >  > **Display and Actions**. In the **Delete On** drop-down list, select **Hub Only**.

## Filing email



You might not be able to file an email or create folders for an email, depending on the account that an email is in.

### File an email


1. In the BlackBerry Hub, touch and hold an email.
2. Tap .
3. Tap a folder.

## Add, rename, or delete an email folder

In the BlackBerry Hub, tap the drop-down list at the top of the screen.


- To add a folder, touch and hold the folder that you want to use as the parent folder. Tap . Type a name for the folder. Tap **OK**.
- To rename a folder, touch and hold the folder. Tap . Type a new name for the folder. Tap **OK**.



- To delete a folder, touch and hold the folder. Tap .


## Keep all email from a folder on your device

If you use a desktop email application like Microsoft Outlook to file email into folders, your BlackBerry device doesn't automatically download copies of that email. You can have filed email readily available on your device by syncing an email folder.

1. In the BlackBerry Hub, tap the banner at the top of the screen.
2. Touch and hold a folder.
3. Tap .





## Flag a message

When you flag messages, they appear in BlackBerry Remember, so that you can add due dates, tags, voice notes, and other files to them.

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .




## Mark a message as read or unread

In the BlackBerry Hub, do one of the following:

- To mark a message as read, touch and hold the message. Tap .
- To mark a message as unread, touch and hold the message. Tap .
- To mark messages before a specific date as read, touch and hold the date bar. Tap .
- To mark messages before a specific date as unread, touch and hold the date bar. Tap .

## Download or share a picture from an email

In a message, touch and hold an embedded picture.

- To save the picture, tap .
- To share the picture, tap .
- To set the picture as your BBM profile picture, a contact picture, or your wallpaper, tap .

## Save a draft email

1. While composing an email, tap **Cancel**.

2. In the dialog box, tap **Save**.

## Securing your email

You can digitally sign or encrypt messages if you use a work email account that supports S/MIME-protected messages or IBM Notes email encryption on your BlackBerry device. Digitally signing or encrypting messages adds another level of security to email messages that you send from your device.

Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. With S/MIME-protected messages, when you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.






Encryption is designed to keep messages confidential. With S/MIME-protected messages, when you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

Your BlackBerry device supports keys and certificates in the following file formats and file name extensions:

- PEM (.pem, .cer)
- DER (.der, .cer)
- PFX (.pfx, .p12)



## Set up S/MIME-protected messaging

You need to store a private key and certificate on your BlackBerry device to send signed or encrypted email messages using S/MIME-protected messaging. You can store a key and certificate by importing the files from a work email message.

1. Open a work email message with a certificate attachment.
2. Touch and hold .
3. Tap .
4. If necessary, enter the password.
5. Tap .
6. Tap  >  > **Secure Email**.
7. If necessary, tap the **S/MIME** tab.
8. Set the **S/MIME** switch to **On**.
9. Below **Signing Certificate**, in the drop-down list, tap the certificate that you imported.
10. Below **Encryption Certificate**, in the drop-down list, tap the certificate that you imported.

## Turn on IBM Notes email encryption on your device

To complete this task, you must add a work account that supports IBM Notes email encryption to your device.



1. In the BlackBerry Hub, tap  >  > **Secure Email**.

2. If necessary, tap the **NNE** tab.
3. Set the **NNE** switch to **On**.











## Sign or encrypt a message

You must use a work email account that supports S/MIME-protected messages or IBM Notes mail encryption to send a signed or encrypted email message.

1. When you compose a message, slide your finger down on the screen.
2. In the drop-down list, tap a signing or an encryption option.

**Tip:** You can change the default email security used for messages you send. For example, if you use S/MIME to protect your messages, you can send clear-signed messages that can be opened by any email application, or opaque-signed messages that can be opened only by email applications that support encryption. In the BlackBerry Hub, tap  >  > **Secure Email**. If necessary, tap **S/MIME** or **NNE**. Change the email security settings.

## Secure email icons

Icon	Description
	The email is digitally signed.
	The email is encrypted.
	The digital signature was successfully verified.
	There is not enough information to verify the digital signature.
	The digital signature failed verification.
	A certificate is attached to the email.
	The certificate chain is trusted or the certificate status is good.
	There is an error with the certificate chain or the certificate status.
	The certificate status is being determined.
	The certificate chain has been revoked.

# Navigating the BlackBerry Hub

## Peek at your messages in the BlackBerry Hub from anywhere

Whether you're on your home screen or using an application, you can peek at or open the BlackBerry Hub from anywhere on the device.

1. From the bottom of the screen, slide your finger up just a little bit. The current view shrinks to show your notifications.
2. Slide your finger to the right to peek at the BlackBerry Hub.
  - To fully open the BlackBerry Hub, continue sliding your finger to the right.
  - To return to what you were doing, slide your finger back to the left and down.



## Peek at your messages and notifications while you're composing or viewing a message

In a message, slowly slide your finger from the left edge of the message to the right. Continue sliding to bring your list of messages and notifications into view.



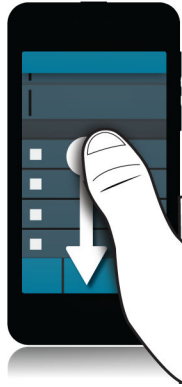
## Jump to the next or previous message

1. In a message, slowly slide your finger from the left edge of the message to the right to peek at your list of messages.
2. While holding the message open, slide your finger up or down to highlight the next or previous message in the list.
3. To open the highlighted message, release your finger.

## Check your upcoming events from the BlackBerry Hub



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

At the top of your list of messages and notifications, where today's date appears, slowly drag down. Your upcoming events start to appear. The more you drag, the more you see.





## Create a meeting from an email

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



1. In an email, tap  > .
2. Enter any additional information for the meeting.
3. Tap **Save**.

## Add a contact from the BlackBerry Hub

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .
  - To add the contact to an existing contact entry (for example, to add a new email address for a contact), tap a contact from the list.
  - To add the contact as a new contact, tap .
3. Tap **Save**.

## Refresh your list of messages

If you added an email account that doesn't support push messaging services, you can refresh the BlackBerry Hub to check for new messages.



In the BlackBerry Hub, tap  > .

# Customizing BlackBerry Hub settings



You can customize a variety of settings in the BlackBerry Hub. For example, you can change your default email address or calendar, or the order that your accounts appear in. You can also set an out-of-office reply using your BlackBerry device.

## Set an out-of-office reply

Some email accounts might not support out-of-office replies.



1. In the BlackBerry Hub, tap  >  > **Email Accounts**.
2. Tap an email account.
3. Set the **Out of Office Reply** switch to **On**.
4. Type a message in the field.

## Add a signature to an email account

1. In the BlackBerry Hub, tap  >  > **Email Accounts**.
2. Tap an email account.
3. Set the **Auto Signature** switch to **On**.
4. Type your signature in the field.



## Change your default email address or calendar

When you share something (for example, a picture or a website) by email or when you compose a new email, your BlackBerry device sends the email from your default email address. 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  **Settings** > **Accounts**.
3. Tap .
  - To change the default account that you send email from, in the **Email Address** drop-down list, tap an account.
  - 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 how messages are displayed in the BlackBerry Hub

Change whether the BlackBerry Hub shows your sent messages or filed messages, how you view message threads, and how the date appears at the top of your list of messages and notifications. You can also change how the senders' names are displayed, whether pictures are automatically downloaded, and more.

1. In the BlackBerry Hub, tap  >  > **Display and Actions**.
2. Change your settings. For example, change any of the following settings:
  - To view messages as conversation threads instead of single messages, in the **Display Style** drop-down list, tap **Conversation**.
  - To stop showing filed messages, set the **Show Filed Messages** switch to **Off**.
  - To stop showing sent messages, set the **Show Sent Messages** switch to **Off**.





## Color code your accounts

To help you distinguish between different types of accounts in the BlackBerry Hub, you can choose a color for each of your accounts. The color appears on the left side in your list of messages.

1. In the BlackBerry Hub, tap  >  > **Hub Management**.
2. Tap an account.
3. In the **Account Color** drop-down list, tap a color.


## Change the order of accounts in the BlackBerry Hub

You can change the order in which the BlackBerry Hub displays the accounts in the Account Tab. For example, you can move your favorite accounts or the accounts that you use most frequently to the top of the list.

1. In the BlackBerry Hub, tap  >  > **Hub Management**.
2. Tap .
3. Touch and hold an account, then slide your finger up or down to change where the account appears in the list of accounts in the Account Tab.
4. To save your changes, tap .

## Change which messages appear in the BlackBerry Hub

You can choose to hide messages for some accounts, so they don't appear in the Hub Tab in the BlackBerry Hub. Calendar and contact syncing aren't impacted by these settings.

1. In the BlackBerry Hub, tap  >  > **Hub Management**.
2. Tap an account.



3. In the **Show in** list, tap **Show in Hub Only**, **Show in Separate Account Only** or **Show in Both**.

## Change options for text messages

In the BlackBerry Hub, tap  >  **Settings** > **Text Messages**.

- To receive a delivery or read notification for the messages you send, tap the **SMS** tab or the **MMS** tab. Set the **Confirm Delivery** or **Confirm Read** switch to **On**.
- To allow other devices to see when you receive or read a text message with an attachment, tap the **MMS** tab. Set the **Allow Delivery Confirmation** or the **Allow Read Confirmation** switch to **On**.
- To block unwanted MMS messages, tap the **MMS** tab. Set the **Reject Anonymous Messages** or the **Reject Advertisements** switch to **On**.
- To stop receiving MMS messages while roaming, tap the **MMS** tab. In the **Auto Retrieval Mode** drop-down list, tap **Home Only**.
- To change the background of text message conversations, tap the **SMS** tab. Set the **Dark Background** switch to **On** or **Off**.

## Change advanced settings for text messages

With the advanced settings for text messages, you can allow special characters, change your routing preference, and more.

1. In the BlackBerry Hub, tap  >  **Settings** > **Text Messages** > .
2. Make your changes.
3. Tap **Save**.

## Turn off cell broadcast messages


Your service provider might send you cell broadcast messages when you're using your BlackBerry device in certain geographical locations (for example, to tell you about local weather conditions). There is no charge associated with these messages, but you can turn off them off if you'd rather not see them.

In the BlackBerry Hub, tap  >  > **Cell Broadcast**.

- To turn off all cell broadcast messages, set the **Enable Cell Broadcast** switch to **Off**.
- To turn off messages from a specific channel, beside a channel, tap **Remove**.

## Update your Facebook, Twitter, or LinkedIn status from the BlackBerry Hub

1. In the BlackBerry Hub, tap .

2. Tap **Facebook**, **Twitter**, or **LinkedIn**.
3. Tap .
4. Type your status.
5. Tap **Post**, **Tweet**, or **Send**.



## About public warning messages

Public warning systems are used to send alert messages to users with enabled mobile devices. Public warning messages are text messages that alert users of possible threats to safety in their area. Messages may include severe weather warnings, missing child alerts, or national emergencies.

Depending on your wireless service provider, public warning messages don't contribute to data usage in your wireless service plan. This feature might not be supported, depending on your region, service provider, and wireless network. For more information, contact your service provider or administrator.

## Unsubscribe from public warning messages

You might not be able to unsubscribe from some public warning messages, depending on your region and wireless network.

1. In the BlackBerry Hub, tap  >  > **Emergency Alerts**.
2. Set the switch beside a type of public warning to **Off**.

## Troubleshooting: BlackBerry Hub

### Troubleshooting wizard: I'm having problems using email

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



[Start the troubleshooting wizard](#)

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


**Note:** This troubleshooting wizard is available in English only.

### I'm not receiving messages

Try the following:


- If you recently changed an account password, make sure that you update the password in the Accounts settings on your BlackBerry device. On the home screen, swipe down from the top of the screen. Tap  **Settings > Accounts**. Tap an account. Make your changes. Tap **Save**.
- Check your network connection settings to make sure that your device is connected to a Wi-Fi or mobile network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you're connected to a mobile network, check that data services are turned on. On the home screen, swipe down from the top of the screen. Tap  **Settings > Networks and Connections > Mobile Network**. Make sure the **Data Services** switch is set to **On**.

## I can only see email for the last 30 days

For some types of email accounts, the default timeframe that your BlackBerry device initially syncs email is 30 days in the past. To change this setting, on the home screen, swipe down from the top of the screen. Tap  **Settings > Accounts**. Tap the email account. In the **Sync Timeframe** drop-down list, tap an option. Tap **Save**.

## I can't find my work email in the BlackBerry Hub

If you added a work account to your BlackBerry device, your administrator might have turned on a policy that separates the BlackBerry Hub into a work view, which contains your messages and notifications for only your work account, and a personal view, which contains your messages and notifications for only your personal accounts.

To see the work view, in the BlackBerry Hub, tap  > **Switch To Work**.

## I can't see the recipients for a message

To see the other recipients of a message and the account that you received the message in, in the message, at the top-right corner of the screen, tap the arrow.

## I can't send or forward a text message

You might not be able to forward a text message if the content of the message includes copyright-protected information.

If you use a work account that is supported by a BlackBerry Enterprise Server, your administrator might not allow you to send text messages, but you might still be able to receive text messages.

## I can't attach a file to a text message

The file might be too large, or your wireless service plan might not support MMS messaging, which is required to attach files to text messages. Contact your service provider for more information.

## BBM

With BBM, you can chat and share in real-time with your BBM contacts, and know when someone has read your message. Type, talk, or post. You decide the best way to communicate with people in BBM.

For more information, see the [BBM User Guide](#).

## Facebook

You can use the Facebook for BlackBerry devices app to stay connected with your friends. Send messages, chat with your friends, invite new friends, upload pictures to your Facebook account, and more.

For more information on Facebook for BlackBerry devices, see the [Facebook User Guide](#).

## Twitter

You can use the Twitter for BlackBerry devices app to stay connected almost anywhere you go. You can post tweets, send direct messages to friends, search Twitter, add pictures to your tweets, and more.


For more information on the Twitter for BlackBerry devices app, see the [Twitter User Guide](#).

## LinkedIn


You can use the LinkedIn app on your BlackBerry device to stay connected with your colleagues. Send messages, share updates, add connections, and more.

For more information on the LinkedIn for BlackBerry devices app, see the [LinkedIn User Guide](#).

## joyn

With joyn, you can chat, call, send pictures, and share videos with your friends and contacts who aren't using a BlackBerry 10 device. If your wireless service provider supports joyn, the  icon appears beside your contacts who are using joyn.



## About joyn

Do you have friends and contacts who aren't using a BlackBerry 10 device? If so, you can chat, call, send pictures, and share videos with these contacts using joyn. If your wireless service provider supports joyn, within the Contacts app or the Phone app, the  icon appears beside contacts who are using joyn, so that you can easily find other users.

joyn for BlackBerry 10 might not be available on your device, depending on your wireless service provider.

For information about fees or conditions that might apply when using this application, contact your wireless service provider.


## Start a joyn chat

1. In the Contacts app, or in the contact details view, tap  beside a contact's name.
2. Do any of the following:
  - Type your message.
  - Tap an emoticon.
  - To attach a picture or file, tap .
3. Tap **Send**.



**Tip:** You can find, start, and reply to your joyn chats in the BlackBerry Hub.

## Invite other joyn contacts to a chat



Have something you need to discuss with a group? You can chat with more than one person to help make decisions faster and keep everyone informed.


1. At the bottom of a joyn chat, tap  > **Create Group**.
2. Tap + to add another contact. Repeat this step for each contact you want to add.
3. If needed, type a chat subject.
4. Type your message.
5. Tap **Send**.

## Delete a joyn chat

On a chat screen, tap  > .

## Call a joyn contact

1. In the Phone app, tap .
2. Tap  beside the contact you want to call.
3. If you have multiple phone numbers for a joyn contact, tap the number that you want to call.

**Tip:** During the call, tap  to start a chat or a video share, or share a file.

## Start a joyn video share


Before you can share a video or start chatting over video, you need to call a joyn contact. The contact must have a device that supports video.

During a call, in the Phone app, tap .

**Tip:** During the video share, tap  to start a chat or share a file.



## Send a file to a joyn contact

You can send different types of files to joyn contacts, including pictures, videos, and documents.

1. During a one-on-one joyn chat or a phone call, tap  and select a picture or file.
2. Tap **Send**.

## Block a joyn contact

If you block a joyn contact, you won't receive any messages from that contact and file transfers are declined automatically. Messages are filtered to the Blocked Messages folder in the joyn app, and read notifications are turned off.



1. In the BlackBerry Hub, tap  > .
2. Tap **joyn**.
3. Tap **Blocked users**.
4. Type the phone number or name of the joyn contact you want to block.

To unblock a contact, tap **Unblock** beside the contact's name.

# Turn on joyn while roaming

Check with your wireless service provider to find out what roaming fees or charges might apply.


If you're travelling, you can keep using joyn while roaming.

1. In the BlackBerry Hub, tap  > .
2. Tap **joyn**.
3. Set the **Enable joyn While Roaming** switch to **On**.

# Media

## Change the media volume

When music is playing, do any of the following:

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the right side of your device. To turn off mute, press the **Mute** key again.
- To select the type of speaker to play your music on, tap  > **Audio**.

**Note:** Your media volume is separate from your notifications volume. Changing the volume while you listen to your music won't change the volume of your notifications.

## Supported audio and video file extensions, formats, and codecs

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

File extension	Supported video codec(s)	Supported audio codec(s)
3GP	H.263, H.264, MPEG-4	AAC, AMR
3G2	H.263, H.264, MPEG-4	AAC, AMR, QCELP
ASF	WMV 9	WMA
AVI	MJPEG, MPEG-4	MPEG-3
F4V	V6	Sorenson Spark
ISMV (fragmented MP4)	H.264, WMV9	AAC, WMA
M4V	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
MKV	H.264, MPEG-4	AAC, MPEG-3, PCM
MOV	H.263, H.264, MJPEG, MPEG-4	AAC, AMR, QCELP
MP4	H.263, H.264, MPEG-4	AAC, AMR



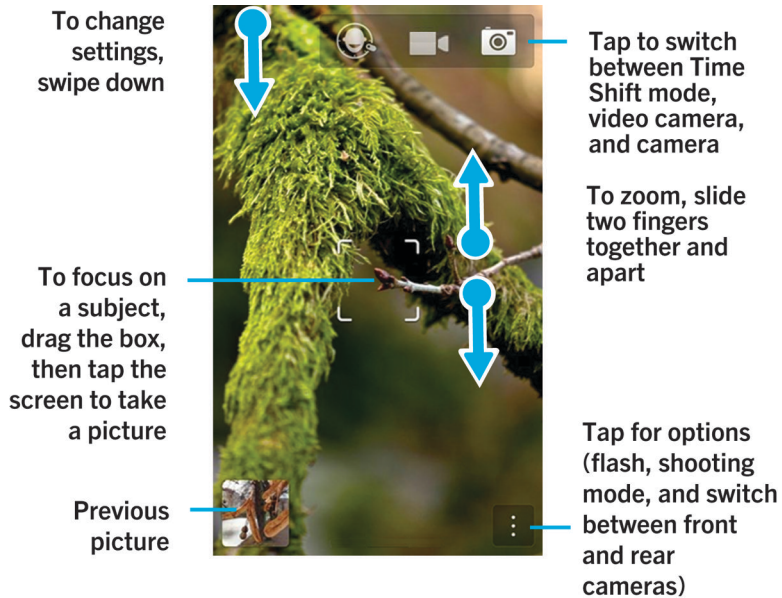
File extension	Supported video codec(s)	Supported audio codec(s)
MPEG	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
WMV	WMV 9	WMA
AAC	—	AAC
AMR	—	AMR
FLAC	—	FLAC, Vorbis
M4A	—	AAC
MIDI	—	MIDI
MKA	—	AAC, MP3, PCM
MP3	—	MPEG-3
OGG	—	FLAC, Vorbis
QCP	—	QCELP
SPMID	—	SP-MIDI
WAV	—	PCM, GSM
WMA	—	WMA 9, WMA 10

For information about media file extensions, formats, and codecs for your device, visit [www.blackberry.com/docs/smartphones](http://www.blackberry.com/docs/smartphones) and click **Smartphones > BlackBerry Smartphones > Supported Media**.

## Camera

You can use the Camera on your BlackBerry device to take high-quality pictures and videos. You can change the capture and camera settings to capture that perfect moment, even in adverse conditions. Time Shift mode makes it easy to take group pictures in which everyone looks their best.

## Camera app at a glance





## Taking pictures and recording videos

**Tip:** To quickly take a picture or start recording a video from the Camera application, press the **Volume Up** key or the **Volume Down** key. Press either key again to stop recording.

### Take a picture


**Tip:** To make sure that your picture looks the best when being displayed on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view before you take the picture.

1. Make sure that  is selected.
  - To change what the camera focuses on, drag the focus box anywhere on the screen.
  - To zoom in or zoom out, slide your fingers apart or together on the screen. Zoom only works in Normal and Stabilization shooting modes.
2. Do any of the following:
  - To take one picture, tap anywhere on the screen.
  - To take continuous pictures when you have Burst shooting mode turned on, touch and hold the screen. The camera will stop taking pictures when you take your finger off of the screen.

**Tip:** To turn on grid lines, in the Camera app, swipe down from the top of the screen. Tap . Set the **Display Grid Lines** switch to **On**.

## Record a video

**Tip:** To make sure that your recorded video looks the best when being played on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view before you record the video.


1. Make sure that  is selected.
2. To change what the video camera focuses on, drag the focus box anywhere on the screen.
3. To zoom out or zoom in, slide your fingers together or apart on the screen.
4. To start recording, tap anywhere on the screen.


To stop recording, tap the screen again.

## Turn on autofocus lock

You can use the autofocus lock on your BlackBerry device to take multiple pictures and videos without having to wait for the focus to adjust between takes.




When the focus box turns green, touch and hold inside of the focus box.

 appears in the focus box when autofocus is set.


To turn off autofocus, drag the focus box anywhere on the screen or tap  inside of the focus box.

## Switch between the camera, the video camera, and Time Shift mode

In the Camera app, you can take pictures and record videos using the camera, video camera, and Time Shift capture modes.



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

## Access the Camera app from the Lock screen

On the **Lock** screen, touch and hold .

## Peek at the last picture or video that you took



You can peek at the last picture that you took or the video that you recorded to see if you captured what you wanted.

1. Touch and hold the thumbnail at the bottom of the screen.
2. Slide your finger up to expand the thumbnail.
  - To return to the Camera app, lift your finger from the screen.
  - To delete the picture or video, slide you finger to the right on to  .
  - To share the picture or video, slide your finger to the right on to  .



## Using Time Shift mode

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

### Take the best picture possible using Time Shift mode


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

### Replace a person's expression using Time Shift mode

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

## Change the capture settings

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





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

To return to Normal mode, tap the mode icon in the upper-left corner of the camera screen.

## Shooting modes


Shooting modes change the way that the camera takes pictures and records videos. For example, you can use Burst mode to take multiple pictures quickly.





**Note:** Shooting modes don't apply to the Time Shift mode.

Icon	Description
	<p><b>Normal</b></p> <p>This mode is available for the camera and the video camera. Normal mode acts the most like a regular camera or video camera and takes a single picture or video at a time.</p>
	<p><b>Stabilization</b></p> <p>This mode is available for the camera and video camera. Stabilization mode can reduce the blurriness caused by camera movement when taking pictures and recording videos.</p>
	<p><b>Burst</b></p> <p>This mode is available for the camera. Burst mode allows you to take multiple pictures quickly. This is a good shooting mode to use when taking pictures of fast-moving scenes or subjects.</p>
	<p><b>HDR</b></p> <p>This mode, also known as High Dynamic Range mode, is available for the camera. HDR mode combines multiple pictures together and can capture the contrast between the light and dark areas of a scene.</p>

## Scene modes


Scene modes are designed to improve the quality of the picture or video by changing settings, such as contrast, brightness, and so on.

Icon	Description
	<p><b>Auto</b></p>

Icon	Description
	This is the most common mode. It's available for the camera, video camera, and Time Shift mode. Use this mode to capture a wide variety of everyday scenes.
	<b>Action</b> This mode is available for the camera and Time Shift mode. This mode can help to take pictures of fast-moving objects. Try this mode when capturing pictures of sports or children.
	<b>Whiteboard</b> This mode is available for the camera and Time Shift mode. This mode can help to take pictures of whiteboards by improving the contrast between the whiteboard and any writing on the board.
	<b>Night</b> This mode is available for the camera, video camera, and Time Shift mode. This mode is useful when taking pictures and videos in areas with low light.
	<b>Beach or Snow</b> This mode is available for the camera, video camera, and Time Shift mode. This mode can help to compensate for the light levels of the bright sand or snow in a picture or video.

## Change the camera settings

You can change your camera settings, such as turning on grid lines, setting where you want to save your pictures and videos to, and setting whether to geotag pictures.

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

## Troubleshooting: Camera

If you are having trouble using the camera on your BlackBerry device, you can consult the troubleshooting topics included below.

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

Try the following actions:

- There might not be enough battery power left to use the flash or video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait a moment and then try again.

- Make sure you're using the rear-facing camera.
- Make sure you aren't using Time Shift, Image Stabilization, or Burst modes. These modes don't use the flash.

## I can't take a picture or record a video

Try the following:

- Delete old media files to free up storage space and try again.
- Make sure that neither the camera nor the video camera is in use by another application. Close any application that might be using the cameras, and try again.

## I can't save pictures or videos to my media card

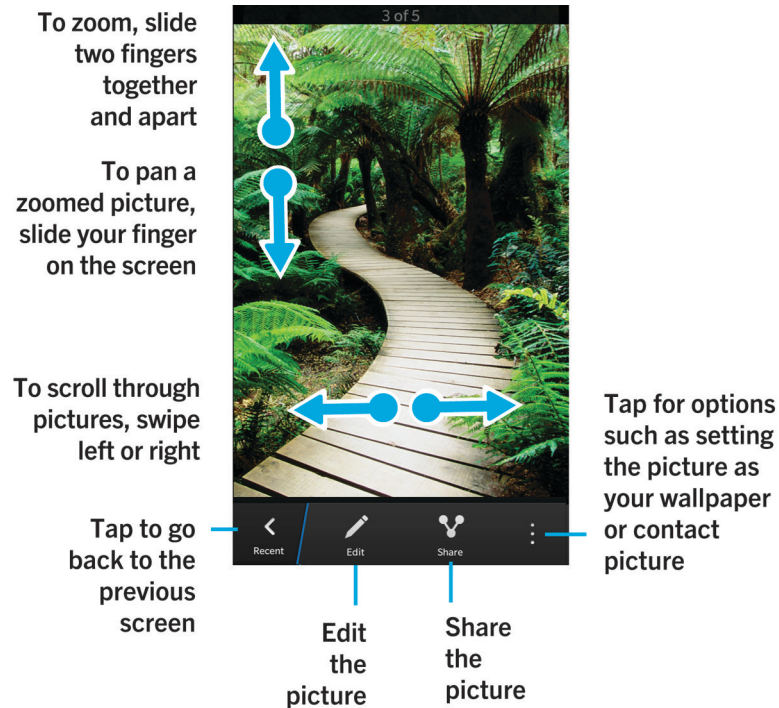
Try one of the following:

- Delete old media files to free up storage space and try again.
- Insert a different media card.
- In the File Manager app, browse to your media card. Make sure that the Camera folder exists and is available. If necessary, create a new folder called **Camera**.
- In the File Manager app, browse to your media card. Check if there are any other files called Camera. Delete or move any other files called **Camera** to a different folder.

# Pictures

You can use the Pictures app to organize the pictures you take with and add to your BlackBerry device. You can also edit, share, and display your pictures.




## Pictures app at a glance



## View your pictures

Pictures in the Pictures app on your BlackBerry device are organized into several views.

In the Pictures app, do any of the following:

- To see the pictures that you recently viewed or added, tap .
- To see all of the pictures that you took, downloaded, or uploaded to your device organized into albums, tap .
- To see your pictures organized by the date that you took or added them, from most recent to oldest, tap .

## Zoom in to or out from a picture

With a picture open on the screen, do one of the following:

- Double tap where you want to zoom in.





- Slide your fingers together or apart to zoom in or out manually.

## Pan a picture


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

## Doing more with your pictures and picture albums

You can do more with your pictures and picture albums such as view them as a slideshow, delete them, send or share them with friends, and so on. You can also view properties of your pictures and picture albums, including size, name, and date taken. You can see the available options by tapping  or by touching and holding an album and then tapping .

## Edit a picture



The picture editor offers tools for you to use to edit and play with your pictures.

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

**Tip:** There might be more editing options available than what's visible on the screen. If your BlackBerry device is in portrait view, try swiping left or right on the visible editing options. If your device is in landscape view, try swiping up or down.

## Share a picture

You can share pictures with friends, family, contacts, meeting participants, Twitter, and so on, making sure that everyone experiences the special moments with you.

1. Open the picture that you want to share.
2. To edit the picture before you send it, tap .
3. Edit the picture.
4. Tap **Save**.
5. Tap .

## Take a screen shot of your device

To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.



**Note:** If you have BlackBerry Balance installed on your device and your work space is unlocked, screen shots are saved in your work space.

## Organizing your pictures and albums



You can organize your pictures into albums using the folder structure in File Manager.

### Create an album



With albums, you can organize your pictures into folders based on events, people, dates, or any other category you can think of.


1. On the home screen, tap the **File Manager** icon.
2. Tap the folder that you want to create your album in.
3. Tap  > .
4. Type a name for your album.

**Note:** You must move a picture into the new album before the album appears in the Pictures app.

**Tip:** To move an album into another folder, touch and hold the album that you want to move. Tap  > . Tap the folder that you want to move the folder into. Tap **Move**.

### Move a picture to a different album

1. On the home screen, tap the **File Manager** icon.
2. Touch and hold the picture that you want to move.
3. Tap .
4. Tap .
5. Tap the album that you want to move the picture into.
6. Tap **Move**.

**Tip:** To move a picture into a different folder, touch and hold the picture that you want to move. Tap **Move** > . Tap the folder that you want to move the picture into. Tap **Move**.

## Supported picture file extensions

Your BlackBerry device is designed to support the following picture file formats.

- BMP
- JPG

- GIF
- PNG
- TIF
- WBMP

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

## Troubleshooting: Pictures

### I can't save a media file

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

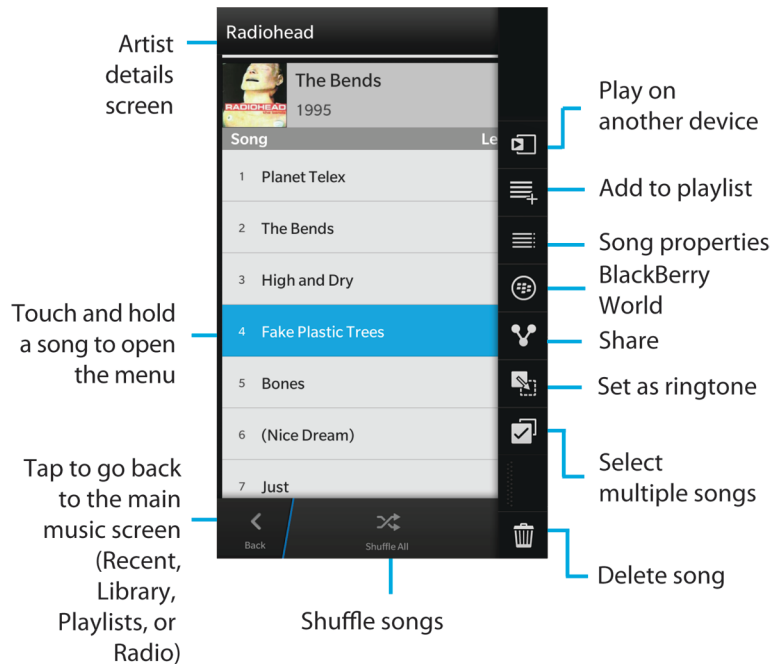
Try the following actions:

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

## Music

You can use the Music app on your BlackBerry device to play and organize your music, and create playlists.



## Music app at a glance





## Playing your music

### View your music

In the Music app, do any of the following:

- To see the music that you recently listened to, tap .
- To see your music library, tap .

#### Tip:

You can do lots more with your music, including searching for songs, sharing songs with friends, and viewing music properties. You can see the available options by tapping  or by touching and holding a song, artist, album, genre, or playlist and then tapping .