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Setup and basics



Get street, what's new, touch surer gestures, switch devices, BlackBerry ID

New in this raiessa

Introducing BlackDerry 10 09 voision 10.5

BlackBerry 10 OS version 10.3 is resigned to help you stay productive and do more with your BlackBerry device. This release introduces explained new reatures, such as BlackBerry Blend and BlackBerry Assistant. It also introduces explaines to existing features, such as Instant Actions in the BlackBerry Hub, meeting mode in the Calendar app. and automatic suggestions in the Camera app.

BlackBerry Blend



With BlackBerry Blend you can access your work and personal existing mossages, files, and certain apps on a computer or a tablet the same way you would use those on your BlackBerry device.

To download and learn more about clackBern world visit www.blackberry.com/BlackBerryBlend.

Related information

About pairing and connecting your device to a conjugate of lablet, 178, About BlackBerry Blend, 248

Disconnect your device from BlackBerry Plana, 249

BlackBerry Assistant



The BlackBerry Assistant app makes it even easier for you to multi-to-tousing your StackBerry device!

With the BlackBerry Assistant app, you can perform a variety of everyday tasks be used or typing in natural language. When you say or type a request, industrial language. When you say or type a request, industrial language. When you say or type a request, industrial language. When you say or type a request, industrial language. When you say or type a request, and provide a response.

Using the BlackBerry Assistant app you can start a BBM chat make a prione call, send an email message, and add an event to your calendar. You can also acclude your status in social networking

apps, and search for directions, weather forecasts, information about restaurants or shopping, plus much more.

Related information

About the PieckBerry Assistant 1.1.

Learn what you can say or type in the PlackBerry Assistant, 194

Things you can do with the PlackBerry Assistant, 192

Android app support



Get apps and games designed for Android smartphones and install them on your BlackBerry device with the Amazon Appsfore!

Your device uses BlackBorry Guardian to check the imagrity of the Android apps you download to your device. BlackBerry Guardian san warn you if the app is purchially harmful to your device or data, and gives you the option to cancel or continue the installation.

Android apps that you download in your device are more closely integrated with the BlackBerry 10 OS. When you tap the share icera in an Android app, you can share the Android app content with contacts that are associated with other apps on your device (for example, BBM contacts) or share the information with another app (for example, the SlackBerry Remember app). Also, on the Accounts screen, you can view accounts that are associated with some Android apps that you download to your device.

Related information

Downloading and installing Android augus train inc America Argetore, 217 Change your Android app installation equings 218

Updated look and feel



Splashes of color, flattened buttons and screen layouts, and now wallpaper and icons – these are some of the elements you will notice with the fresh new rook of blackBerry 10 OS version 10.3.

Modernized visual elements help you navigate your BlackBerry device and improve your productivity within apps. In the apps installed with the BlackBerry 10 GO, the action bar at the bottom of the screen uses color to highlight the next, or next best across for key tasks remain visible in the action bar to help you stay productive and get work done. In some apps, for example Adobe reader, the action bar disappears when you scroll, giving you a full-screen view of the content.

On the home screen you can see your open apps, and when you swipe that you can see all your apps. By default, when no apps are open, the home screen displayer only your wallpaper. There is no restriction on the number of apps you can add to folders on the home screen.

Related information

Set your wallpaper, 172

Add folders to the home screen, 190

Turn off icon labels in the action car, 173

BlackBerry Hub



With a single tap, ClackBerry Hub Instant Actions let you quickly sort and manage messages in the list view of the BlackBerry Hub! From the ClackBerry Hub, you can also file sent email messages, set how frequently an IMAP account senses with your ClackBerry device, download and save all the attachments in an email message with a single tap, delete the text of the original email when you reply, and automatically save a draft version of an amail message by leaving the BlackBerry Hub.

The BlackBerry Hub has been updated to improve the reisvance of suggested contacts. The BlackBerry Hub suggests contacts that are associated with the small account you are sending the email message from and that you have communicated with in the last 50 days.

Related information

Manage your messages with StackBerry Hub Instant Actions, 72
File an email, 71
Add an IMAP or POP email account, 63
Download attachments in a message, 65
Reply to or forward an email, 88

Calendar



The Calendar app now has an agenda view and a Meeting mode reature. The agenda view lets you see your appointments and tasks for the week. The Meeting mode feature automatically changes the notification behavior of your BlackBerry device when the device derects that you have a meeting or an event scheduled in the Calendar app. For example, you can set Meeting mode to automatically turn off all notifications or notify you for phone calls only when you are in a meeting. When the meeting ends, your notifications return to your normal settings.

The Calendar app is more closely integrated with the PlackBerry Remainder app. You can create a task in the Calendar app, and view the task in the Calendar app. and like app. Berrandar app.

Related information

View your events, 197

Enable Meeting Mode, 202

Add a task to the Calendar app, 199

BlackBerry Remember



The BlackBerry Remember applicity ou quickly filter information by tapping the **Tasks** or **Notes** tab at the top of the screen. You can set tasks or notes as your default view and search for an existing task or note. You can group tasks into task lists, group notes into folders, and use tags to categorize tasks and notes.

The BlackBerry Remember app is more crosely integrated with the Calendar app. You can create a task in the BlackBerry Remember app and the Calendar app.

Related information

Change the default view in the Remember อนุค, 254 Search for an entry in the Remember app, 253 Create a folder or task list แบบค Remember อนุค 250 Add tags to an entry, 251

Camera



The Camera app lets you snao a picture record a video, and switch between the front and back cameras from the main screen. You see even take a picture while recording a video!

By default, the Camera app detects the conditions of the scone you want to take a picture or video of, and suggests the settings to use. Automatic successions allow you to focus less on the Camera app and more on capturing the moment! And, if you take a picture using Time shift mode, you now have the option to save the picture and edit it leter.

The Camera app also has new menu options. You can create a panoramic image, and you can set a higher frame rate (60 fps) when recording a video, which is useful who a recording fast-moving objects.

Related information

Take a picture while recording a video, 92
Turn off the Auto Suggest feature, 95
Edit Time Shift pictures later, 93
Take a panoramic picture, 91

BlackBerry Story Maker



The BlackBerry Story Maker app takes the work out of making product and video collections, by grouping the pictures and videos on your BlackBerry device by date, time, or location. BlackBerry Story

Maker presents the stories to you in the Date view of the Pictures app. BlackBerry Story Maker can also suggest stories based on pictures and videos that are favorites, most viewed, recently viewed, and recently added.

From the BlackBerry Story Maker sup, you can easily add favorite pictures and videos to your stories. You can also possenalize your stories by changing the theme and editing the pictures and music, before sharing the stories with your friends, colleagues, and family.

Related information

Editing storics in BlackScary Story Meller, 112

Add to or delete media from an existing story 112

Pictures



You can change how pictures are organized within albums in the Pictures app. By default, the Pictures app displays newer pictures before older pictures. The Favorites view lets you quickly see your favorite pictures.

The Pictures app is more sissely integrated with the BlackBerry Story Maker app. You can quickly send pictures to BlackBerry Story Maker to stoate a story or add to an existing story. By default, the BlackBerry Story Maker app creates automatic stories and appear across the top of your picture collections. You can turn off automatic story creation from the Pictures app.

Related information

About automatic stories, 100

Set how pictures are organized in Jums 102

Add a picture to the Favorites screen, 102

Add a picture to BlackBerry Story Maker, 101

Videos



When you open the Videos app, videos that you recently added or played appear across the top of the screen. The Favorites view lets you quickly see your favorte videos. And you can edit your videos so that the video, or part of the video, plays in slow motion. You can also adjust the quality of the sound in your videos by changing the equalizer options.

The Videos app is more closely integrated with the Black-Gerry Story Maker apply can quickly send videos to BlackBerry Story Maker to create a story or add to an existing story

Related information

Add a video to the Favorites screen, 111

Add a video to BlackBerry Story Maker, 110

Add slow motion to a video, 109
Turn on the equalizer in videos, 111

Music



A marquee banner is displayed at the lop of the Music app. The marquee banner gives you details about the song that is currently playing, and lets you play, pause, and change the song. Also new in the Music app is a Favorites view which lets you quickly see your favorite songs. You can also adjust the quality of the sound played by the Music app by changing the equalizer options.

Related information

Add a song to the Favoires screen. 100
Turn on the equalizer in the Music app. 100

Device Monitor



To help you track your data usage, on the Pevice Moniter screen you can see the total amount of data used by your BlackBerry device, including data usage while roaming, and the total amount of data used by the apps on your device. You can also specify limits and set notifications that display on the device to help you monitor the amount of data you use.

Related information

Monitor your wireless data usage, 150
Manage your mobile data settings 169
Set a monthly data limit notification, 139

Settings menus



A new gesture lets you open the Quick Settings mesti when you sie in אין פּיָבי. עוני עוני אין פּיַביים עוניאר fingers to swipe down from the top of the screen to open the Quick Settings אין פּיִביים.

And you can now rearrange the options in the Schinge menu. Nowe options that you access frequently to the top of the Setting menu to make them more accessing to you

Related information

Customize your device settings, 121

Show the menus, 26

Advanced interactions



Advanced interactions are designed to improve the battery life of your BlackBerry device and to help you do things faster Advanced interactions for you control the behavior of your device when you move it in a certain manner. For example, you can set up your device so that the screen turns off and the device goes into standary mode when you place the device face down on a flat surface.

Related information

Advanced interecoons วิก

Security



To improve the security of information on your DisckPool device, you can control what appears in notifications on the screen when your device of locked. For example, you can change your settings so that only the name of the sender of a message appears; the subject line and other message details are not displayed. You can also change your wallpaper settings so that a different wallpaper is displayed when your device is locked.

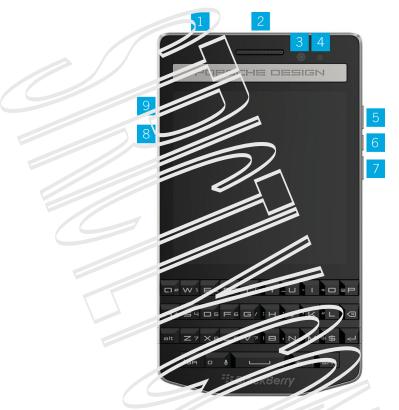
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Set Lock Screen Notifications to Cary display the series into, 55

Set your wallpaper, 172

Your device at a glance



- 1. Headset jack
- 2. Lock screen (Press); Power on/off (Press and cord), Ressi (Press and hold for 10 seconds)
- 3. Front camera
- 4. Notification LED
- 5. Volume up
- 6. Mute (Press); BlackBerry Assistant (Press and hoid)
- 7. Volume down
- 8. USB port
- 9. HDMI port

What's different about the BlackBerry 30 OS?

If you're new to a BlackBerry 10 device, you might be easer to learn note about must make 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?

To get back to the home screen at any time, swipe up from the bottom of the screen.



How do I get to the menu?

There is no Menu key (on your Blackgarry 10 device. You can find more features and options by exploring the menus.

To see more actions that you can person in an app, tap __or =.

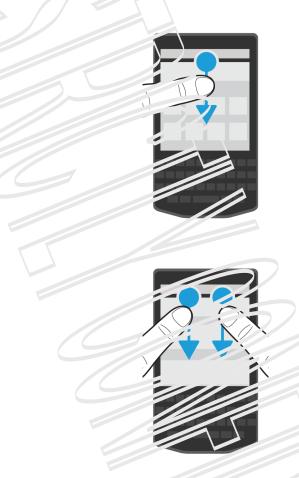


How do I change my settings and options?

Do any of the following:

- To find the settings and help for an app, swipe down from the top of the screen.
- To find the settings for the device, swipe down from the top or so can. Tap **A Settings**.

Note: In an app, to find the device settings, use two fingers and swipe down from the top of the screen. Tap **A 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 appropriate 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.

You can peek at the BlackBerry Hub or open it from anywhere conyour device. From the bottom of the screen, slide your finger up and to the right.



Where are the phone keys and my notification settings?

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



To make a call, in the Phone app, tag . Disire manner. Tap Call.

The BlackBerry 10 OS includes the following suitt-in notification modes. Normal, Phone Calls Only, Vibrate Only, Silent, and All Alerts Off.

- To quickly turn on Silent mode, on the before secon, swipe down from the top of the screen and tap .
- You can set custom ring tones when you add or soit a contact 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** > **Applications**

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 shock if your old sops are available for download on the **My World** screen or find new apps

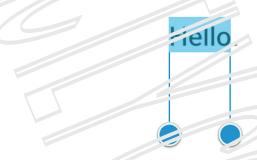
How do I edit or move text?

There is no trackpad or trackpall on your BlackBerry 10 device. You can use the touch screen to select, cut, copy, and passe text or move the cursor.

Select text

Touch and hold a snaracter or word.

- To cancel your selection tap anywhore on mo screen.
- To change your text selection, diag the handles.



Move text

- 1. Touch and hold your finger on a word or in a rear field
- 2. Release your finger from the screen.
- 3. Tap an option.

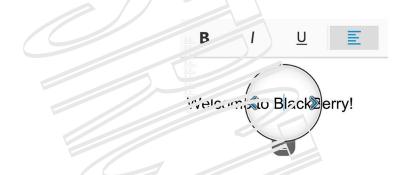
Tip: If you aren't sure what a menu icen means, touch and haid the icen to see what it does. Slide your finger off the icen to avoid selecting it.



Move 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 care.
 - To move the cursor one character at a time, tap the top, policin, left or right of the circle.

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 the free your old BlackBerry device to your new device, your tasks, memos, and voice notes should be in the new DlackBerry 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 recipnology, your device data, apps, and network access are divided into a work space and a possonal space. The separate spaces help you to avoid accidentally copying work data into a possonal app, or districting confidential work data during a BBM Video chat. To switch between your work space and personal space, and your finger down on the middle of the home screen and tap **Persona** or **Work**.

Where can I find my device in and passwords?

Where can I find my PIN?

In BBM, tap your profile picture. On your profile page, your FIN appears whos your barcode. In an email or text message, you can also type with the display your PIN.

How do I find my own phone number?

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

Where is Password Keeper?

You can download the Password Keeper app from the FlackBory Works storefront. It you used BlackBerry Link or a media card to transfer data rom your old BlackBerry device, you can restore your Password Keeper passwords 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 Jown 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 agreer followed by a space, to see your device model and the Black Deary 10 OS version it is running. This feature might not be supported by your input language.

How do I sezzation

If you want to find something on your BlackBerry acroice, such as a message, a song, or an app, or if you want to search the internet, you can say or type vota search in the BlackBerry Assistant. To open the BlackBerry Assistant, on the home screen, top (a).

What is BlackBerry Link:

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.

BlackBerry Link is the latest version of BlackBerry Position Software and can be used with your BlackBerry 10 device.

To download BlackBerry Link, on vour computer, visit www.blackherry.com/BlackBerryLink and select the Windows or Mac option.

Notification icons

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

Icon	Description
\sim	Email message
P	Text message
押	BBM message
F	Facebook message
y	Twitter message

Icon	Description
in	'Linkedin rossage
C *	Phone oui:
00	voice mair inessage
.	Notification messages from apps and services such as BlackBerry World

Menu icons

Tip: If you aren't sure what a menu iccomeans, 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 commer, manu icons:

Icon	Description
:	Open a meas of actions
=	Open a list of ways to navigate or ritier information
区	Compose a message
0	View attaciments
Y	Share an item, such as a picture, with someone
←	Reply to an amail
« -	Reply to all recipients of en email
\rightarrow	Forward an email
•	Record a voice noto
+	Add a new entry in the Region ber sup and the Calendar app

Setting up your device

To set up your BlackBerry 10 device, you need a micro SIM and ligou don't have a SIM card or don't have the right type of SIM card, contact your service provider.

If you want more storage for pictures, wideos, music, and documents, insert a media card (microSD card).

When you're ready open the Setup app. This app helps you transfer content from your old device, and add your email, BBM. instant messaging, and social networking accounts.

Insert the SIM cord

CAUTION: Your BlackForry device to destinced for use with a micro SIM card. To avoid possible damage to your device, no not insert a SIM card adepter into your device.

Depending on your senses provider and where you purchased your BlackBerry device, the SIM card might already be inserted

- 1. To remove the back sover, pull up the pottom of the cover.
- 2. With the metal contacts facing away from you, insert the micro SIM card into the top slot as shown.



To remove the SIM card, first remove the battery Using your index finder, push the SIM card toward the battery cavity. Slide the SIM card out completely using your index finder and thumb, or by pressing on the top of the SIM card with your thumb.

Insert a media card

- 1. To remove the back cover, pull up the bottom of the cover
- 2. With the metal contacts facing away from you, insert to cool card (microSD card) into the bottom slot.



Insert or remove the bostery

Before you start using your PlackBerry device. You should charge the battery. The battery in the box that your device came in isn't fully charged.

- 1. To remove the back cover, put up the bottom of the cover
- 2. Do one of the following.
 - To insert the battery, align the contacts.



• To remove the battery, lift and pull out the battery from the end opposite to the battery contacts.



Set up your device using the Setup and

If your device is connected to a mobile rectwork or a Wi-Fi network, you can use the Setup app to do any of the following:

- Add your email, BBM, instant messaging, and social networking accounts
- Set up your payment options for purchases you make from the DigukBerry World storefront
- Learn how to transfer content from vous old device
- · Customize your device settings

The Setup app prompts you to enter an existing clackBern, ID or create a new one. If you are not sure whether you already have a BlackBern !!, on your compact, visit www.blackberry.com/blackberryid.

To open the Setup app, on the home screen top in

Using gestures

Take a moment to find out how to navigate your BlackBerry device using touch screen gestures. You can also learn gestures to help you do things more quickly and extend battery line.

Move around the home screen

To become familiar with the home screen, try using the following gestures:

1. To get back to the home screen at any time, swip- up from the botion of the screen.



2. To see your messages in the BlackBerry Has, slide your ringer from left to right.



3. To see the apps that are open (if env). Slice your finger from right to left. To see all your apps, continue sliding your finger from right to left.



Peek at the BlackBerry Hub

To see your messages, you can peek at the BlackBerry Hub, or open it, from anywhere on your BlackBerry device.

From the bottom of the screen, stue your flager 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 features, options, and help by exploring the menus

Do any of the following:

To see more actions that you can perform in so app, tan : or <=.



• To see more actions for a specific item, such as a song or proture, such and hold the item.

Tip: To see the names of the icons that appear on the right side of the screen, touch and hold the icon. Slide your finger off the icon to avoid selecting it.

- To find the settings and help for an app swipe down from the top of the screen.
- To find the settings for the device, swipe down from the top of screen.

Note: In an മൂറ്റ, to find the device schangs, use two fingers and swipe down from the top of the screen.



Scroll and move between items

Slide your finger to scroll through a list, pan a webpage, or move between pictures.

Do any of the following:

• To scroll, slide your finger up and down.



• To move between the StackBerry Hub and your apps, 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 actuok.

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 opens.
- To highlight an item without opening it, touch and note the item.
- To highlight multiple items, such as pictures or songe that you want to share, touch and hold one item. Tap 🔽 and tap more items. To clear an item tout again.



Zoom in to or zoom out from the screen

If you want to see an image in more detail, or if you're baving trouble reading was that are too small, you can magnify the screen by zooming in. To see more of indiscrete, zoom out.

Do any of the following:

• To zoom in, slide your fingers apart.



• To zoom out, slide your fingers togother.



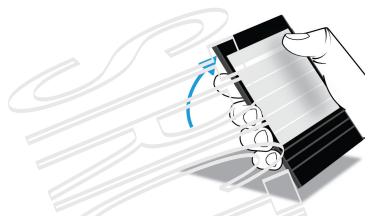
Advanced interactions

If you're looking for ways to do things more quickly or to caread bettery life, consider using the following gestures:

- · Lift to wake gesture
- Flip to mute gesture
- Flip to save power gesture

Lift to wake

If you turn on this feature and pick up your device from a flat surface, your DisckBerry device wakes up automatically. You don't have to press the **Power/Lock** key or swipe up from the bottom of the screen. You can start using your device immediately.



To turn on this feature, tap & Settings > Attanced Interestion. Turn on the Lift to wake switch.

Flip to mute

If you turn on this feature and receive a call, but it isn't a convenient time for you to respond, you can turn your device facedown to sinche the ring tone or vioration. You still receive a notification of the missed call.



To turn on this feature, tap Settings > Advanced into auton. Turn on the rlip to mute switch.

Flip to save power

By default, this feature is on. When you place your visuse facedown on a tlat surface, your device goes into standby mode to extend battery life. You still receive notifications for importing calls, messages, and alarms.



To turn off this feature, tap 🗱 Setting > Advanced Interaction. Turn off the Flip to save power switch.

Personalizing your device

Learn how to personalize your device and make it uniquely yours. For example, you can change settings, download appe, change your ring rolle, and set your wallpaper.

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Add a contact or number to you." או וביב טביעם iist, 47

Add a signature to an email accovação

Find customer support

To get support for your BlackBerry device, see the following resources:

- **blackberry.com/support**. Find self-help resources, such as manuals, knowledge base articles, and videos. Find answers or post questions or community forums. There tips on social networks and BlackBerry blogs.
- **blackberry.com/contact**. Find information angula who to call with questions about warranties, repairs, billing, or technical support.

Device Switch

Switching to your new BlackBerry 10 device has hever bear gasier. Whether you are switching from an iPhone, an Android, or a BlackBerry device, there are several operans that you can use to ransfer your data.

Preparing to switch devices

Before you begin switching to your now BlackBerry 10 device, take a moment to make sure that you have completed the following checklist.

- Complete all of the instructions in the Soup app that opens the first time that your BlackBerry 10 device starts after volumeert the battery.
- If you have information saved to your GMI card, such as contact information, save the data to the storage space on your previous device or your media card before you begin to switch devices.
- If you have any usernames or passwords saved on your previous device, such as your BlackBerry ID, consider temporarily writing this information down so that you have it when you're ready to add accounts to your new povice.

Switching from a MISUKBerry Gevice

When you switch from a StackBerry sovice to a BlackBerry 10 device, several methods are available to transfer data. The transfer method you use depends of the control to the version of device software that your previous device is running. The following table is designed to help you identify the best transfer method for you.

Transfer method	Data *::sterred	Requirements
Device Switch app	 Contact info Celenuar entries Pictures Victos Produmetro Notes 	 Device Switch app must be installed on both devices Both devices must be connected to the same Wi-Finetwork Previous device must be running BlackBerry Device Software 5, BlackBerry 6
Media card	 Music Pictures Videos Alarm settings BBM contacts BlackBerry Browser bookmarks and rolders Text messages (Sinco and MMS) 	Removable media card Previous device must be arming a version of Blackbarry 7

Transfer method	i ala transferred	Requirements
	Phone history Mireless connection profiles	
BlackBerry Lin!;	Data saved to the storage space on your previous device, including the following: Contact info Music Pictures Videos Calcular entries Settings Phone increto Fonts Tasks and memos BRM contacts BlackBerry Browes bookmarks and folders Alerm and clock sections Text massages (Strick and Miss) Yassword (Sepper entries	 BlackBerry Link installed on a computer Computer USB cable Previous device must be running BlackBerry Device Software 5.0 or later
SIM card	Contact info	SIM card Previous device must be cunning BlackBerry 10 or later

Back up your device data

Using a computer and BlackBerry Link, you can back up and centure most of the date on your BlackBerry device. You can back up your settings, phone history facts, saved searches, messages, organizer data, browser bookmarks, and media fires.

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

Note: If your device is activated on an enterprise Mobility Management solution from BlackBerry, contact your administrator to verify if you are able to back up and restore your device data.

See which version of device software is installed on your previous device

If you're switching from a Black-Berry device, to see which version of software is installed on your previous device, on the following:

- Click Options > About
- Click Options > Deving > About Fraging installing

Switching from a device running BlackBerry Device Software 5 or BlackBerry 6

If you're transferring usta from a device running Blackserry Device Software 5 or BlackBerry 6, several data transfer methods are available to you.

- Use BlackBerry Link coryour computer
- Download and use the Dowce Switch app
- Add email accounts to your new device

Switching from a device running BlackSerry 7

If you're transferring data from a BlackBerry device running a version of BlackBerry 7, the following data transfer methods are available to you.

- Use BlackBerry Link on your comprise;
- Download and use the Device Switch app
- Use a media card
- Add email accounts to your never vice

Switching from a BlackBerry 10 35vice

If you're transferring data from a BlackBerry 10 Jovice to a new BlackBerry, 10 device, the following data transfer methods are available to you.

- Use BlackBerry Link on your computer
- Use a SIM card
- Add email accounts to your new device

Switching from an iPhone or Androia device

If you're transferring data from an iPhone or Android device to a Black Derry 10 dovice, several data transfer methods are available to you. You can use the Device Switch apute transfer data, including contact info, calendar entries, pictures, and videos from your iPhone or Android device. When you add your email accounts to your new device, you can syric has contact and calendar info to your new device.

Transfer data using the Device Switch app

You can use the Device Switch app to transfer data from a BlackBerry, an iPhone, or an Android device to your new BlackBerry 10 device.

In order to use the Device Switch app, both of your devices should be connected to the same Wi-Fi network.

- 1. On your PlackBerry 10 device, go in StackBerry App World and download the Device Switch app.
- 2. On your previous device, go to PickPs, young and download the Device Switch app.
- 3. Connect both of your downes to the same Wi-Ti network.
- 4. To transfer your data complete the on-screen instructions.

Note: Only data saved locally on your device storage space is transferred. Any data that is wirelessly backed up or synchronized with ac online account isn't transferred to your new device. Also, any information saved to your media card usn't transferred when you use the Device Switch app.

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

You can use BlackBerry Link to transfer supported dots and settings such as phone history, media files, browser bookmarks, and as on to your new DigukBerry 10 dovice. BlackBerry Link is designed to move the data in your personal space but not the data in your work space.

If your previous device is running any of the following versions of device software, you can use BlackBerry Link to transfer data:

- BlackBerry Device Software 5
- BlackBerry 6
- BlackBerry 7 or BlackBerry 7.1
- BlackBerry 10 or later

Only the data saved locally in your device storage space is transferred any data that is wirelessly backed up or synchronized with an online account is a transferred to vour new device.

- 1. On your computer, download and install BlackBerry Link from www.blackpc.ry.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 USP cable.
- **6.** Complete the instructions on the screen.

Transfer data using a media card

This data transfer option is available if you're switching from a BlackBerry device running a version of BlackBerry 7.

When you switch to a new BlackBerry of device using a media card, you can move alarm settings, BBM contacts, BlackBerry Browser bookmarks, text messages (SMS and MMS), phone history, and wireless connection profiles. This feature is designed to move the data in your personal space but not the data in your work space.

Only the data cared locally in your device storage space is transferred. Any data that is wirelessly backed up or synchronized with an online account isn't transferred to your new device.

- 1. On your previous device, slick Sciup > cavice Switch.
- 2. Click Using a Media Card > Save Deta.
- 3. Complete the insurvivous on the screen.
- 4. When the backup is complete, remove the modia care from your previous device and insert it into your BlackBerry 10 device
- 5. On your BlackBerry 10 devices, on the ferrie screen, tag @ > 1 ...
- 6. Complete the instructions on the screen.

Transfer contact info using a Sin card

Your BlackBerry 10 device uses a micro SIM care. As such to a data transfer method is only available if you're switching from one BlackBerry 10 device to another

- 1. On your previous device, tap contacts
- 2. Swipe down from the top of the screen
- **3.** Tap **☆**.
- 4. Under SIM Card, tap Copy Contacts from Device to tim Cera.
- 5. When your contacts are copied is your Sim ward, ramove the SIM card and insert it into your new device.
- 6. On your new device, tap Contacts.
- **7.** Swipe down from the top of the screen.
- **8.** Tap ☆.
- 9. Under SIM Card, tap Import Contacts from SiM Card.

Note: If you have BlackBerry Balance installed on your device, contact information sailed in your work space may not be copied to your SIM card.

Add an email account to your new devices

To transfer calendar and contact information that is associated with an email account to your new BlackBerry 10 device.

- 1. On the home screen of your new device, swipe down from the top of the screen.
- Tap Settings.

- 3. Tap Accounts.
- 4. Tap Email, Calendar and Contacts.
- 5. Enter the email address for the account that you want to add.
- 6. Tap Nexc.
- 7. Enter the email account password
- 8. Tap Next.

After you add the small account, any reliender and contact information associated with that account is accessible on your new BlackBerry for device.

After you switch devices

After you finish switching to your new BlackBerry 10 device consider doing the following:

- If you have a media each move it from your previous device to your new device.
- Wipe your previous device is delete all of your data.
- Download apps from the BlackBerry World Storefront.
- Explore the Help app on your new device and discover tipe and tricks.

For information about returning your previous BlackBern, device for recycling and safe disposal, visit **www.blackberry.com/recycling**. The recycling and trade up program is only available in certain areas.

Add accounts to your new device

After you transfer data from your previous device. You we add your social networking accounts to your new BlackBerry 10 device.

- 1. On the home screen, swipe down from the injury time screen.
- 2. Tap 🌣 Settings.
- 3. Tap Accounts.
- 4. Tap Facebook, Twitter, LinkedIn, or Evericie
- 5. Enter your account information.
- 6. If necessary, change any sync settings.
- 7. Tap Done. If necessary, tap Authorize.

Wipe your BlackBerry device to delete the deta

After you transfer data to your new BlackBerry 10 device, consider adjeting all of the data on your previous BlackBerry device. A security wipe is designed to estimate the delete vous data so it can't be recovered. This includes email accounts, downloaded apps, media files, desorrents, browser bookmarks, and settings.

When the security wipe is complete, your device turns off automatically. To turn on your device, press the Power/Lock key.

Devices running BlackBerry 7 or Island

- 1. On the home screen of your previous device, click the **Options** app.
- 2. Click Security Security Wipe.
- 3. Select eli of the items that you want to delate.
- 4. Type blackberry.
- 5. Tap Wipe Date.

Devices running BlackScrry 10 05

- 1. On your previous device swipe down from the top of the screen.
- Tap Settings.
- 3. Tap Security and Processy > Security Wipe.
- **4.** Type blackberry.
- 5. Tap Delete Data.

If you're planning to give away or recycle your device, remember to also remove your SIM card and media card.

Download your apps from BlackBerr, world

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

- 1. On your new BlackBerry 10 device, tap BlackBerry 10.
- 2. Enter your BlackBerry ID username and password.
- **3.** Tap **≡**.
- 4. Tap My World > My Apps & Games.
- 5. Tap Available.
 - To reinstall one app or game, tap 🔀 next to the app or seale that you want to install.
 - To reinstall multiple apps and games, at the borrow of the screen, tan . Tap the apps and games that you want to reinstall. Tap .

Troubleshooting: Device Switch

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

Some BlackBerry 10 devices use a micro SIM card. To get a micro Sint card for your new device, contact your service provider.

Some of the data from my previous nevice 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 blockberry condevices witch.

Try any of the tollowing:

- Check that your personal amail accounts how been set up. Email accounts aren't transferred and need to be set up in the BrackBerry Hab on the device.
- Check that your work email accounts have been set up. For a Microsoft Exchange ActiveSync email account on a StackBarry Emorprise Serve, contact your administrator for the information required to activate the account.
- Look for memos and tasks in the BlackSerry 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 modic 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 snother. To download BlackBerry Link, on your computer, visit www.bieshoe.ry.com/BlackBerryLink and select the Windows or Mac option.

BlackBerry ID

A BlackBerry ID gives you convenient across 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 ages 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 you new device instead of creating a new BlackBerry ID. You can log in to both a tablet and small time using the same BlackBerry ID.

Set up a new BlackBerry ID

Tip: It's important to choose a password that you wan remember. For your BlackBerry ID username, be sure to use an email address that you use frequently. Recovery details can be soon 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.

Confirm your BlackBerry to username

When you create a FlackBerry ID, you receive an email message that allows you to confirm the email address that you use as your BlackBerry ID. It you forget your BlackBerry ID password, you can reset it easily if you confirmed the email address that you use as your BlackBerry ID username.

If you didn't confirm the small address that you use as your BlackBerry ID username when you created your BlackBerry ID you oscheceive a new confirmation email message.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ♦ Settings > BlackPary ID.
- 3. Tap Confirm. An email message is sent to the email address that you use as your BlackBerry ID.
- 4. Open the email message and follow the insurctions on the screen.

Change your BlackBerra : password

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap Settings > BlackBer: ע'גע.
- 3. Tap Change Password.

Change your BlackBerry ID information

You can change your username, screen name. * 5 hamb, 5 last name.

- 1. On the home screen, swipe down from the log of the screen.
- 2. Tap Settings > BlackBerry ID.
- 3. Tap /.

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, vocasti be promoted to coter your BlackBerry ID username and password. It's important to use the same StackBerry ID that you used on your previous device, since many of your apps and settings are associated with your StackBerry ID.

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

Find your BlackBerry ID on your old gevice

If you have previously created a BlackSory in 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 crayour device, do one of the rollowing:
 - Click Third Farty Applications Stackserry ID.
 - Click Device rlackParty 15
 - Click Blackser in

How do I reset my lost or forgoiden BlackBerry ID password?

You can have the instructions about reserting your BlackSerry ID password sent to the email address that you use as your StackBerry IS 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.blackberryid. Click Reset your password. Complete the instructions on the screen.
- To reset your password on you: 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.

Phone and voice



Voicsingly, ring tones, phone settings

Phone

While on a call, you can switch between the specific phone, 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 Visco.

Phone icons

Incoming calls

Icon	Descr ⁱ ່ວກ່ວກ	
	To answer a cair, touch and hard the circle and slide your finger to the left.	
	To decline a call todon and note the circle and slide your finger to the right.	
P	Send a message with the Reply Now Fature.	
8	Silence the ring tone.	

During a call

Icon	Description
())	Turn on the speaker none
Ž	Mute a call
区	Take notes during a call

Icon	Descripion
4	Start a conference call
	Show the dial pad
* 4	ivilerge carts to start a conference call
41+	Split a conference call into multiple calls
口	Move a call to BBM Video

Making and receiving calls

Make a call

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

Tip: To make a call on the home screen, type a contact name or phone number. Tap **Call < name>** or **Call < number>**.

Call a recent number or speed dial contact

- 1. In the Phone app, tap 2.
- 2. Tap a name, number, or swipe down from the tap of the screen and repair a speed dial contact.

Tip: To send a text message to a recent number, beside the number tap $\lor > \blacksquare$.

To call a contact from your keyboard speed dial list. on the isome screen, press and hold the key that you associated with the contact.

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, in the manufaction to ball. For example, tap **Home** or **Mobile**.

Answer or decline a call

Do one of the following:

• To answer a call, touch and hold the circle in the inductor the screen and side your finger to the left. Release your finger when the circle covers \.

• To decline a call, touch and hold the circle in the middle 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 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 Faply Now message is sent as a BBM message. If the caller isn't a BBM contact, the Heavy 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 rollowing:
 - To send one of the detault Paply Now massages, tan a message.
 - To compose a new message, the Custom Message. Type a message and tap Send.

Silence the ring tone when you receive a cell

If you receive a call while your sound of the ation notifications are turned on, you can quickly silence your ring tone and stop your device from vibrating the control you silence the ring tone, you can still answer or decline the call.

When you receive an incoming call, tap 1.

Put a call on hold

While on a call, press and hold / unitil Call Liet a suppose on the corecin.

Take notes during a call

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

Tip: You can turn on the speakerphore before taking notes so that your pands are free to use the keyboard.

- 1. While on a call, tap <a>✓.
- 2. Type your notes and include information outly as a ratie, due date, and tags.
- **3.** Tap **Save**.

Answering calls automatically

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

Automatically answer or end a call using a case or hole: -:

- 1. In the Phone app, swipe down from the top of the screen.
- 2. Tap ❖ > Holster.

- **3.** Do any of the following:
 - Turn on the Answer a Call by Semewing Device From Holster switch.
 - Turn on the and Call by Putting Parice Back in Holster switch.

Automatically answer a call whom a Bluck oth headset is connected

- 1. In the Prione app, whipe down from the top of the screen.
- 2. Tap 🌣 > Luetooth.
- 3. Turn on the natomatically Answer a Sall when Connected to a Headset switch.

When you turn on this feature and you have a Siluetooth headset connected to your BlackBerry device, your calls are administrationly answered after 5 seconds.

Move a call from your requiset to your device.

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

To manually move the call back to your revice, while on a call, top (1) > Handset.

To move a call back to the headset, tap (1). Tap indicate name of your headset.

Move a call to BBM Video

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

Start a conference call

- 1. While on a call, make or answer another sail.
- 2. To merge the calls, tap |-4.

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, too field Current Call. Touch and hold the circle in the middle of the screen and slide your ranger to the last. Release your finger when the circle covers ...
 - To end the first call and answer the second call top Fod Curre a Call Touch and hold the circle in the middle of the screen and slide your finger to the left Celebro your finger when the circle covers ...

2. If you put the first call on hold, to werge 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 arready on a call

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

- 1. While on a sett, cap 😉
- 2. Do any of the following:
 - Tap a phone mainber hame or speed dishortact.
 - Tap ♣. Tap a contact.
 - Tap **!!!**. Dial a number
- 3. To merge both caus and star a conference call, tap by

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

Remove people from a conference call

- 1. While in a conference call, is view the conference call participants, tap $\equiv > \vee$.
- **2.** Do one of the following:
 - To remove a person from the conference will and hand up, tan
 - To remove a person from the conference call and keep them in a separate call, tap 4).

Add a contact or number to your speed diel list

There are two different speed dial lists and your sen add contacts or numbers to. You can add a total of 12 contacts or numbers to the speed dial list at list top of 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 keyboard

To call a contact from your keyboard speed dial list, on the bone soreen, press and hold the key that you associated with the contact.

Delete a contact or number from your speed dial list on the Calls screen

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

Delete a contact from your keyboard speed dishist

- 1. In the Phone and swipe down from the con of the screen.
- 2. Tap 🌣 > Keypress Speed Filar
- 3. Touch and help a contact or number.
- 4. Tap 💼.

Hide your speed dial list on the Galls screen

- 1. In the Phone app, tap 2.
- 2. Swipe down from the top of the screen.
- Tap ★.

Call waiting, call forwarding, and call blocking

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 services provider for more into an blocking specific phone numbers. Depending on your wireless service provider, this testine might not be supported.

- 1. In the Phone app, swipe down from the con or the screen.
- 2. Tap 🌣 > Call Blocking.
- **3.** Turn on any of the switches.

Turn on or turn off call waiting

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

- 1. In the Phone app, swipe down from the top of the sciesal.
- 2. Tap 🌣 > Call Waiting.
- 3. Turn on or turn off Call Waiting.

Set up call forwarding

Depending on your wireless service provider, this feature regarded on available.

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

- 2. Tap ❖ > Call Forwardin ₃.
- 3. Turn on any of the switches.
- 4. To change the number that your calls are forwarded to, tap the drop-down list under a switch and type a number.

Phone options

Turn on Priority Calling

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

- 1. In the Phone approxime down from the top of the screen
- 2. Tap 🌣 > Priority Celling.
- 3. Turn on the Use Priority Calling switch.

To choose your phone line when you make a call, on the Caiis screen, tap the **Select Line** drop-down list. To use a specific phone line, cap 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 usfault messages or compose a new Reply Now message.

- 1. In the Phone app, swipe down from the ໄດ້ຊຸດ of the ຂອງຂອງເຂ
- 2. Tap 🌣 > Reply Now.
- 3. Tap the message you want to charge.
- 4. Type a new Reply Now message.

To prevent the Reply Now icon from appsaring which you receive an incoming call, turn off the **Reply Now** switch.

Show or hide your number on outgoing calls

Depending on your wireless service provider, this feature reight are the supported.

- 1. In the Phone app, swipe down from the top of the screen
- 2. Tap 🔯 > Show my Number.
- 3. Turn on the Allow My Number to Appear When Cailing switch.

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 is applied automatically to the phone numbers that you call, so that you don't have to dial the country code or area code when you make a call within your own country or area code.

- 1. In the Phone app. swipe down from the log of the screen.
- 2. Tap 🜣 > Smart Dialing.
 - To change the descuit sountry code, tap Country Code. Tap a country.
 - To change the derault area code, in the Local Code field, type an area code.

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 med dialing numbers, we can only make calls and send text messages to the phone numbers that you added to the first dialing numbers list. For example, if you give your BlackBerry device to your child to use, you can limit the phone numbers that your child can call. To use fixed dialing numbers, your service provider must set up your SIM pard 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. Turn on the Fixed Dialing Numbers Switch
- **4.** Enter the SIM security code provided to you be 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 was 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 streen

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

Tip: To see the details of a specific call, tap \clubsuit . Next to a someone number, tap $\checkmark > \textcircled{1}$.

Find your own phone number

1. In the Phone app, tap 2.

2. Anywhere on the screen, touch assistide your finger down. Your phone number appears at the top of the screen.

Tip: To include vow own phone number in a message to someone, in an email, a BBM message, or a text message type myrander followed by the space bar.

Troublesnooting : none

I can't put a call on gold to answer an incoming call

While on a call, if you answer an incoming call from a different app, your first call might be disconnected instead of being our or hold. For example, while on a phone call, if you answer an incoming BBM Voice call, your current phone call ends.

A message appears on your device to notify you that answering another call will end your current call.

Notifications and ring tones

You can personalize your PlackBern 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 unanage your inbox without having to leave the app that you're in when you receive your messages.

About notifications and ring longs

The global notification settings on your Black-doing review work line 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 approximation for a contact, the phase stillings when the contact calls you.

If you want to customize how you receive priority messages in your BlackBarry 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 run 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 sclungs for your sounds notifications and ring tones. You can also set the volume level of the notifications, number of visitations, entired one.

Your Porsche Design P'9983 smartphone from BlackPerry includes a unique and customized ring tone that only the owners of the Porsche Design P'9983 susciphone from BlackSerry have access to.

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

- 2. Tap

 Settings > Notifications
- 3. To change your global notification settings, do any of the following:
 - In the Move drop-down list, tap a setting.
 - Change the Sound, Vibroic, LED, Inscant Previews, or Volume settings.

How do I turn off all sounds and ring todes except for calls?

- 1. On the home sersen, swing gown from the top of the screen.
- 2. Tap Settings > Notifications.
- 3. In the Mode drow-downers, tap Phone Calls Only.

Tip: You can turn on the ring tone for cell-while your BlackBerry device is in bedside mode. In the Clock app, swipe down from the top of the screen. Tap **4**. Turn on the **Phone Calls in Bedside Mode** switch.

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 is: a contact but the sound is turned off for the phone, the phone still rings when the contact cans 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 Cornects
- **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 apposite Facebook. Twitter, Linkedia, and more.
- 7. Change the Tone, Vibrate, LED, or Instant Previews socialos.
- 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, LFD, or Instant Previews settings.
- 6. Tap Juntil the Northcations screen appears.

Turn off all neticulations and ring tenes

- 1. On the home screan, swips down from the top of the screen.
- 2. Tap Settings > elutifications.
- 3. In the Mode diop-down list, tap All Alerts Off.

Change the notification settings for Level 1 alerts

To change the notification settings for Level 1 alerts, in the BlackBerry Priority Hub settings you need to first add a rule and setset the **Freshe Level 1 Alert** oneck box on the **Add Rule** screen.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Noufications.
- 3. Under Customization, cap Level 1.
- 4. Do any of the following:
 - Turn on the Sound, LED, or live sour Frequency switch.
 - Change the Tone or Vibrate sertings.

Tip: To test the changes that you made to unchavel 1 notification settings, at the bottom of the screen, tap ▶.

View and respond to Instant Freviews

You can use the Instant Previews feature to view acovered in incoming small messages, BBM messages, text messages (SMS and MMS) and tracte 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, in the preview.
- To dismiss the preview, tap \times .
- 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. Turn off the Instant Previews switch

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

Respond directly to light ant Previous

You can use the instant Freviews feature to reply to your BBM messages and text messages (SMS and MMS) without leaving the any that voltre 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 Proviews, tan ...
- 2. Press any key on the keyboard.
- 3.
- 4. Type your message
- 5. Press .

About Lock Screen Notifications

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

Turn off Lock Screen Notifications

By default, Lock Screen notifications are turned on.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ♦ Settings > Security and Privacy > Lock Screen
- 3. Turn off the Lock Screen Notifications switch

View Lock Screen Notifications

- 1. To unlock your BlackBerry device, swipe up from the bottom of the screen is inclined middle of the screen.
- 2. To view the Lock Screen Notifications, tap inc confication from

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

Set your screen to turn on for new notifications

You can set your BlackBerry device to turn on when you receive conficences.

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

- 2. Tap ♦ Settings > Security and Faracy > Lock Screen.
- 3. Turn on the Turn on Screen for New Medications switch.

Set Lock Screen Notifications to only display the sender info

You can set you. ClackBerry device to only display the sender information in Lock Screen Notifications and to hide the subject and message content.

- 1. On the home screen, swing down from the top of the screen.
- 2. Tap & Sectings > Security and Privacy > Lock Screen.
- 3. Turn on the Snow Serialer way switch.

Troubleshooting: Notifications and ring todas

If the notifications and ring topics on your FlackBerry 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 a 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 appliap a contact. Verify that the **Volume** setting isn't set to **Silent** and that the **Volume** setting isn't set to **Off**.

My device doesn't display Instant Areviews

If BlackBerry Balance is set up on your DiackBorry device, classages sent to accounts that are associated with your work space work be displayed as Instalt Previews

My device doesn't display Lock Screen Noticeations

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 Normations when your work space is locked.

Voicemail

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

With standard voicemail, you can set up your voicemail seeses number and pessential, so you can quickly call in to your voicemail service from the Cells screen in the Phone and

If you subscribe to a visual voicemail service, you can wow 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 reature might not be supported.

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

After you have set up your voicemail, you can will 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 massage.
- 2. Tap ▶.

Forward a visual voicemail message

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

Change your visual voicemail greeting

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

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

- 2. Tap 🌣.
- 3. Tap ao > Chenga Voicemail Greeting
- 4. In the Greating drop-down list, do one of the following:
 - To play your phone number as your volcernail greeting, tap **Phone Number**.
 - To play your name as your voissing, granting, tap Name.
 - To record a custom voicemail arcating, iap Personal Message.

Change your visual voice ומנים sword

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

- 1. In the Phone app, swins down from the top of the screen.
- 2. Tap 🌣 > ∞.
- 3. Tap Change Password

Prevent visual voicemail messages from downloading wine 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 some.
- 2. Tap 🌣 > ∞.
- 3. Clear the International Roaming clicuk box.

Deactivate visual voicemail on your verice

If you deactivate your visual voicems is service or your PlackBerry 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 sorcan.
- **2.** Tap 🌣.
- 3. Tap $\infty >$ Deactivate.

BlackBerry Hub and email



Messaging, set up accounts social media, find your email

BlackBerry Flub and email

The BlackBerry Hub gathers all of the messages, confications, 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 chair 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 BlackParry Hub

Email

You can add practically any existing conail 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 Hop.

Social networking

If you add a Facebook account to your device, you can receive and respond to notifications, update your status, and send Facebook massages attirom the DisckParry Hub. If you add a Twitter account, you can compose the sist 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 Linksum 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 BlackEerry 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 pertiaged, 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 SiackBerry Hub. Tapping on these notifications opens the SIM Toolkit app.

Keyboard shortcuts: StackParry Hub

In the list of messages

Action	Shortcut
Compose a message	Press C
Search the BlackPerry Hub	Press S
Go to the next unread message in the list	Fress U
Move to the top of your list of messages and notifications	Creas T
Move to the bottom of your list of messages and notifications	Pross B

In a message

Action	Shortinic
Reply to a message	Pross H
Reply all to a message	Press L
Forward a message	F. esc .
Flag a message	Press W
File a message	न्द्रप्तर ।

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.

Set up email or other types of accounts on your device

- 1. On the home screen, swipe down from the top of inconceen.
- 2. Tap **☆ Settings** > Accounts.

3. If you already added an account to your device, tap que to add another account.

Add an email account

- 1. On the Add مُحدود screen, tap Fنترية, Calandar and Contacts.
- 2. Enter the email acuress.
- 3. Tap Next.
- 4. Enter the cassword for the account.
- 5. Tap Next.
- 6. Change any additional actings 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, Linkedia, or Evernote account to your device. When you add an Evernote account to your device, your Evernote norsbooks are available in BlackBerry Remember.

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

Add a BlackBerry email accour.

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

- 1. On the Add Account screen, tap Email, Sciendar 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 ficus to aid a forwarding screen, additions.
- 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 Black Serry 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 to and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exphange ActiveSync. For more information, contact your administrator

Make sure you know the following from your administrator:

- Your usernams
- Your enterprise activation password
- Server name
- 1. On the Add Account screen, tap 💤 Siturk Account
- 2. Enter the username, activation password, and solver address for your account.
- 3. Tap Done.

After you add a work account, follow the prompts to ser 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 reseword
- Server address

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

- 1. On the Add Account screen, tap 🛴 > Microsoft Ficencings Active Sync.
- 2. Enter the username, email address, password, and server address for the account.
 - To turn off push email, turn off the Push switch To see how frequently your device checks for new messages, in the Sync Interval drop-down list dap an option.
 - To use your organization's VPN, turn on the Use VPN switch.
 - To change how far back in time your device symmetries of the Symmetrame drop-down list, tap an option.

3. Tap Next.

Tip: When you flag an email message in your Microsoft Exchange Active Symptocount, it is also flagged in the Remember app.

Add an IBM Notes Traveler email account

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

- Your username and work network password
- Server address

When you add an i-M Notes Traveler emoil account, the messages, calendar events, contacts, tasks, and notes associated with the account are symbol with your BlackBerry device.

- 1. On the Add Account screen, take 1 > IBM Motes Traveler.
- 2. Enter the username, email address, cassword, and server address for the account.
 - To turn of push enell, turn of the Proteswitch. To set how frequently your device checks for new messages, in the Synth ture residence drop-down list, cap an option.
 - To use your organization's VPN, turn on the Use VPN switch.
 - To change how far back in time your revice synce 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 administrator or email service provider:

- Messaging server type (PC): or IMAP)
- Incoming and outgoing messaging social address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging solver SSL settings

Note: To increase the activation speed of IMAP coding counts, it is recommended that you enter the **IMAP Path Prefix.** For more information, some companyous suministrates

- 1. On the Add Account screen, tap # > IM AP 5. COP.
- **2.** Enter the account information.
 - To set how frequently your BlackBerry device shocks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list tap an option.
 - To change the amount of time that messages can be retrieved on your device, in the **Sync Timeframe** 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 exercis or contacts, respectively.

1. In the Add Account screen, tap = > CalDAV or Cardio...

- 2. Enter the account information.
- 3. Tap Done.

Change account settings

You might want to change the cettings for an account if you changed the password for the account, 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 voir 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 its 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 cave beau typed someonly.
- Make sure that your device is connected to a mobile or Wi-Finctwork.
- Add the email account using advanced Setup. On the issue screen, swipe down from the top of the screen. Tap **Settings** > **Accounts** > **Settings** > **Accounts** > **Settings** > **Accounts** > **Settings** >
- If you're trying to add a work account supported by Black 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 Activative, contact your administrator or email service provider to find out a you need to change 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
₩	11: 15 ad eine!
	Pqui email
2	ivienting or event invitation
₫	ive: -acebook notification
0	Email with attachment
≥	Draft in ssage
\succeq	Email messages grouped by subject in a conversation thread
=	Unread text messags (SMS)
F	Pau text message
=	Text mes-age with attachment (MMS)
₽	Caft text message
	New system notification
(L)	Missegue hashi besi sent vet
))	Mortage is inding sent
~	Mossage has been some
•	Message could vot no sont

Viewing and searching messages

You can view all of your messages and notifications in the Hub view in the Black-Berry Hub. Or, you can view messages for a specific account type or message type. You can see important to you 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 tay tap .

- To go to the top of your list of massages and notifications, tap
- To go to the bottom of your list of niessayes 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 (aub., tap =
- 2. Tap the type of messages that you want to see.

To see all of your massages again, tap = > Hub.

View filed email

- 1. In the BlackBerry Hub, tep one 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 senuer, date, subject, and more, tap ≡.

Filter your search in the BlackBerry Hub

- 1. In the BlackBerry Hub, tap .
- 2. Leave the Search field empty. Tep =.
- 3. Tap Priority, Unread, Flagged, Received of Adachment.

To see all of your messages again, tap Canton at the top of the sorder.

Tip: You can also find your flagged messages in Black-derry Remember, in the Flagged Messages task list (for work accounts) or the Unfiled task list (for personal accounts)

Viewing important messages with the BlackBerry Prior ליוה מיוה ליוה ליום ו

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

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

You can help your device learn which messages are invertant to you by changing the priority of a message. For example, if a message is important to you but it such 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 ≡ > Prioricy Hub.
- If your Pinch Filter Criteria is set to Pricting Messages, slide your fingers together to zoom in on your priority messages.

Tip: You can specify which messages are displayed when you zoom in. In the BlackBerry Hub, tap

> Display and Actions. In the Pinch Filter Chieria drop-down list, select Priority Messages,

Unread Messages, Flagood thesages, Draft Messages, Meeting Invites, Sent Messages or Level 1

Messages.

Add a message to or remove a message from the DiscokBerry Priority Hub

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

- 1. In the BlackBerry Hub, isuch and hold a messure.
 - To add a message to the BlackBerry Priority Hub, tap
 - To remove a message from the BlackPsig Friority Hug, tap Ţ.
- 2. In the dialog box, choose a reason why the message is crish't important.
- **3.** Tap **OK**.

Change the types of messages that are marked as purcha

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

- 1. In the BlackBerry Hub, tap : > Princip Hub.
- 2. Turn off the Sender has the Same Last Name at the or tressage Sent with High Importance switch.

Create a priority rule

You can create a rule so that messages that are sent from specific securits, 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 First Name field.
 - To flag messages from a specific email address as priority goter 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 ive** checkbox.
- To set a Level 1 alert for your role, select the **Enable Level 1 Alert** checkbox.

4. Tap Creato.

Note: Level 1 along override the existing notification settings. When you set Level 1 alerts, you are notified of Level 1 messages by a custom any 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 BlackSerry Priority hub

- 1. In the BlackBerry Hub, tap : > ♦ > Pricity Aub.
- 2. Turn off the Priority Priority switch.

View attachments series you

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

In the BlackBerry Hub, do one of the tollowing:

- To see all of the files that you received as attachments, rap in
- To view attatchments in a message, tap a message. Tap the attachment.

Download attachments in a message

You can download one file or multiple files that you receive as attackments in an email.

- In a message with one attachment or to down and one cleachment at a time, tap an attachment.
- To download all the attachments in a massear, tap 🗐

Tap an attachment to view, share, or save a downloaded rule.

Sort attachments

You can sort attachments by date, sender, name, type the sample, by pictures and documents), or account.

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

Share or save your attachments

- 1. In the list view in the BlackBerry Hub, tap n.
- 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

Send email and messages from the BlackBerry Hub

From the BlackBorry Hub. you can sould small, text massages, Facebook messages, direct Twitter messages, LinkedIn messages, PDM 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 resignent 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 so need 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 raine or a phone number.
 - For BBM and other chat messages, select a sociact 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 →.

Tip: When you reply to an email, you have the option is delete the text in the original message. Tap : > ■.

Attach a file to an email or text message

If your wireless service plan supports MMS messages, you can acid 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 sixture 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 recipiont to an email

- 1. While composing a message, tap
- 2. Type a contact name or email audress.

Send an email or a caeting instance when composing another message

When you compose an amail, you can also send a meeting invitation to a recipient or send a separate email.

- 1. While composing a message, touch and include a name of the To, CC or BCC field.
- 2. Do one of the following.
 - To send a separate small to the recipient, tap
 - To send a meeting instation to the reciproct, in [1].
 - To add the recipient to your Compais, tap

Compose an email in plant text format

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

- 1. In an email, tap
- **2.** Tap **a**.

Change text formatting in an email

Bold, italicize, and underline text; creats ordersu and bulleted itsis; and change the font size and colors.

- 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 PlackBerry Hule You continuous sages, 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 m.
- To delete more than one message fouch and hold a message. Tap . Tap the other messages you want to delete ap .
- To delete messages only from your device, but keep them on the messaging server, tap : > ❖ > Display and Actions. In the Delete Column list, select Hub Only.

Filing email

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

File an email

You can file your sent and received small messages

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

Add, rename, or delete an email forder

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

- To add a folder, touch and hold the rolder that you well to use as the parent folder. Tap . Type a name for the folder. Tap **OK**.
- To rename a folder, touch and holding tolder to a some name for the folder. Tap **OK**.
- To delete a folder, touch and hold the rolder Tap in.

Keep all email from a folder on your vovice

If you use a desktop email application like Microsoft Guiook to file small ratio 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 cop 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 ▶.

Manage your messages with Black Perry Hub Instant Actions

BlackBerry Hub Instant Actions allow you to quickly triage messages, conversations, and events in the BlackBerry Hub. In the list view, you can mark messages as read or unread, and file, flag, or delete messages. You can also sceept or desine meeting invitations without having to open them. If you make a mistake while messages, you can tap **Undo** to cancel the last change.

Use BlackBerry Set instant Actions

Depending on the message type and vour Stack Berry Hub Instant Actions settings, the following actions are available:

- Calendar invitation: You can accept or adding a calendar invitation.
- BBM or text message (SMS and MMS): You can reglet to or delete a BBM or text message.
- Email message: You can file, delote, or flag at small message.
- 1. In the BlackBerry Hub in the upper egit corner of inc screen, tap ⇒.
- 2. Do any of the following:
 - To delete a message, tap m.
 - To file a message, tan 72, and choose a folioco.
 - To flag a message, tap ▶.
 - To mark a message as regular
 - To reply to a text message or ฉ อีหไก message, tap

Customize BlackBerry Hub Instant Actions for emetical sages

By default, with BlackBerry Hub instant Asicols, you can file and delete your email messages. You can change your settings for the actions that appear is the list view.

- 1. In the BlackBerry Hub, tap : > לי> שויביים and Acuors
- 2. Under Hub Instant Actions, do one of the following:
 - In the Email Action 1 drop-down ລະ, ເອງ ຈະໄຂ or Flag
 - In the Email Action 2 drop-down list, tap File. Flag or Delete.

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 moscage. 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 har. Tan

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 a contact picture, rap ...

Save a draft amair

- 1. While composing an email, tap Cancel
- 2. In the dialog box is save

Securing your smail

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 adus 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-projected messages, when we 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 considertial. 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

If your device is associated with a CRL of an OCSP server, when you add recipients to an encrypted message, your device tries to retrieve a certificate status for each recipient. You are unable to send the message until certificate statuses are received for all recipients. When the certificate statuses are received, the recipients' names change color and you can send your message.

Color	Certificate Status
Blue	The certificate is being retrieved, validated, or the certificate is valid.
Red	ivo certinicate is found, or the certificate is not valid.
Purple	The confluence can't be trusted, is unverified, or is

Set up S/MIME-protected messaging

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

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

- PEM (.pem, .cc∂)
- DER (.d≤₁, .cer)
- PFX (pfx, p=2)
- 1. Open a work small message with a satisficate attachment.
- 2. Touch and hold
- Tap Q.
- 4. If necessary, enter the pessword.
- **5.** Tap **<**.
- 6. In the BlackBerry raub, tap >> Source Email.
- 7. If necessary, tap the SIMIMF tes.
- 8. Turn on the S/MIMF switch.
- 9. Under Signing Certificate, in the crop-down list, tan the certificate that you imported.
- **10.**Under **Encryption Certificate**, in the drop-down list, tap indicentificate that you imported.

Turn on IBM Notes email encryption.

A work account that supports iBM Notes amore encryption must be added to your device.

- 1. In the BlackBerry Hub, tap : > 🌣 > Secure English
- 2. If necessary, tap the NNE tab.
- 3. Turn on the NNE switch.

Sign or encrypt a message

You must use a work email account that supports !So Notes mail encryption to send an encrypted email message, or an email account that supports Solvi MS protected messages 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.

Note: If your BlackBerry device is associated with a GEL or an OCO server, when you add recipients to an encrypted message, your device tries to retrieve a particulate status for each recipient. You are unable to send the message until certificate statuses are received for all recipients. When the certificate statuses are received, the recipients' names change coics, and you can send you message.

Update secure email settings

Depending on your permissions, you can change the email security that is used for all the messages you send. For example, if you use S/MIME to protect your messages, you can send clear-signed messages

that any email application can open a opaque-signed messages that only email applications that support encryption can open

- 1. In the BlackBerry Hub, tap

 > ♦ > Secure Email.
- 2. Do any of 'me following:
 - To turn on S/Miles2-protected messaging, tap the **SMIME** tab. Turn on the **S/MIME** switch.
 - To change the method of encoding to use for messages you send, select an option in the **Default Encoding** drop-down list.
 - To select your proferred member or encoding to use for replies or forwarded messages you send, select an ortion in the Guigoing Message Encoding Suggestion drop-down list.
 - To send clear-signed messages, tap the Finds Turn on the Send Clear-Text Signed Messages switch

Secure email icons

Icon	Description
Or O	The नत्त्वाl is digitally signed.
	The email is ਦਨਹਾypted.
	A message in the folder is digitally signed.
e	A message in the folder is encorpted.
Q ,	The digital eigneture พระเรนตระรมประชาที่โดย
<u> </u>	There is not enough information to verify the digital signature.
•	The digital eignature failed verification
<u> </u>	A certificate is attached to the email.
(O)	Multiple certificates are attached to the email.
•	The certificate chain is trusted or the north-size status is good.
⊙	There is an error with the cartificate unaissor the certificate status.
©= ••	The certificate status is being determined.
©	The certificate chain is expired.
	The certificate chain has been revoked.

Navigating the BlackBerry History

Peek at your messages in the Black Serry 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 downe.

- 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 flager to the right to peck at the BrackBerry Hub.
 - To fully once the DigukParry Hub, continue sliding your finger to the right.
 - To return to what you were doing, slide your linger back to the left and down.



Peek at your messages and notifications while youthe commosing or vicwing a message

In a message, slowly slide your finger from the last sugar of the massage is 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 cogo or the message to the right to peek at your list of messages.
- 2. While holding the message open, slide your finger open down to highlight the next or previous message in the list.
- 3. To open the highlighted message in lease your finger

Check your upcoming events from the SlackBerry Hub

You can check your agenda in the PlackBerry Calcudar out, but if volume already in the BlackBerry Hub, just stay where you are.

At the top of your list of messages and nontications, where rough's date appears, slowly drag down. Your upcoming events start to appear. The rough 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 eraali, tap 31.
- 2. Enter any additional information for the meeting.
- 3. Tap Save.

Add a contact from the BlackPorty Hon

- 1. In the BlackParry Hoo, lover, and hold a losssage.
- 2. Tap 🛂.
 - To add the contest to an existing contest entry (for example, to add a new email address for a contact), tap a contest from the list.
- 3. Tap Save.

Refresh your list of messages

If you added an email account that docsn'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 relative Serry rlub. 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-ci-office regions.

- 1. In the BlackBerry Hub, tap : > ♦ > Engli Accounts.
- 2. Tap an email account.
- 3. Turn on the Out of Office Reply switch.
- 4. Type a message in the field.

Add a signature to an email account

- 1. In the BlackBerry Hub, tap

 > ❖ > Email Account
- 2. Tap an email account.
- 3. Turn on the Auto Signature switch.

4. Type your signature in the field.

Change your default email address or calendar

When you shall something (for example, a picture or a website) by email or when you compose a new email, your BlackPoing device serius the small from your default email address. When you add an event to your calcular or serious 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 **2**.
 - To change the default account that you sould email from, in the **Email Address** drop-down list, tap an account.
 - To change the default colonidar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, top a calendar.

Change how messages are displayed in the SlackBerry Hub

Change whether the BlackBerry Lieb 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 = > > Coplay and Actions
- 2. Change your settings. For example, change any or too following settings:
 - To view messages as conversation in each instead of single messages, in the **Display Style** drop-down list, tap **Conversation**.
 - To stop showing filed messages, turn of the Show ruled smalls switch.
 - To stop showing sent message furn off the Short Serie Smails switch.

Color code your accounts

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

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 heid an account, then slide your finger up or down to change where the account appears in the list or accounts in the Account Tab.
- 4. To save your changes, tap

Change which messages appear in the DrackBerry Hub

You can choose to hide messages for some accounts, so they don't appear in the Hub Tab in the BlackBerry Hub. Calandar and comact 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 Sizew in History, Show in Separate Account Only or Show in Both.

Change options for text mossages

In the BlackBerry Hub, tap > > Text Messages.

- To receive a notification when your sent tox messages are delivered or read, under SMS or MMS, turn on the Confirm Delivery switch or the Confirm Power switch.
- To allow other devices to see when you receive or read a text message with an attachment, under MMS, turn on the Allow Delivery confirmation switch or the Allow Read Confirmation switch.
- To block unwanted MMS messages, under Miss, use of the Reject Anonymous Messages switch or the Reject Advertisements switch.
- To stop receiving MMS messages while roaming under 15:5, in the Auto Retrieval Mode drop-down list, tap Home Only.
- To change the background color of text message conversations than the **Dark Background** switch on or off.

Change advanced settings for text messages

With the advanced settings for SMS and MMS messages wou can allow special unaracters, change your routing preference, and more.

- 1. In the BlackBerry Hub, tap : > ♦ > Text Messages > ±.
- 2. Make your changes.
- **3.** Tap **Save**.

Turn off cell broadcast messages

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

In the BlackBerry Hub, tap : > ♦ > • c!! Broadcast.

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

Update your : acebook, Twitter, or LinkedIn status from the BlackBerry Hub

- 1. In the Black Sorry Hub, top =:
- 2. Tap Facebook, Twitter, or Linkedia.
- 3. Tap 🗐.
- 4. Type your staria-
- 5. Tap Post, Twee', or Send.

Make a phone call from the BlockBerry Hub

- 1. Tap \equiv > Calls.
- 2. Tap

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 alors users of possible threats to safety in their area. Messages may include severe weather warnings, missing chiral 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 เรายรรษฐษร

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

- 1. In the BlackBerry Hub, tap : > ♦ > Emergency Alegie.
- 2. Turn off the switch beside a type of public worning.

Troubleshooting: BlackBerry Hub

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, swind down from the top of the screen. Tap \$\infty\$ > Accounts. Tap an account. Make your pages, Tap Save.

- Check your network connection samps 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 notwork, check that data services are turned on. On the home screen, swipe down from the top of the screen, tap > Networks and Connections > Mobile Network.
 Make sure the Data Services switch is turned on.

I can only see email for the last 30 days

For some types of email accounts, by obtailt, your StackBerry device initially syncs email for the past 30 days. To change this solving to the home screen, swipe down from the top of the screen. Tap \$\frac{\pi}{\pi} > \text{Accounts}\$. Tap the email account. Tap \$\frac{\pi}{\pi}\$. In the Sync Timeframe drop-down list, tap an option. Tap Save.

I can't find my work email in the BlackSerry 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 BlackBoard Hub, tap $\equiv >$ Switch 10 Work.

I can't see the recipients for a nieseage

To see the other recipients of a message and the curcum reactive the message in, in the message, at the top-right corner of the screen, ich the arrow

I can't send or forward a text me-cage

You might not be able to forward an SMS or MINIS message if the content of the message includes copyright-protected information.

If you use a work account that is supported by a BlackBerry Entarplies 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 DBM contacts, and know when someone has read your message. Type, talk, or post. You decide the pest way to communicate with people in BBM.

For more information, see the *BBM User Guide*.

Facebook

You can use the Fedebook for BlackBern, devices app to stay connected with your friends. Send messages. Coat with your friends, levite new triends, upload pictures to your Facebook account, and more.

For more information on Facebook for PlankBerty devices, see the Facebook User Guide.

Twitter

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

For more information on the Twitter for PlackBerry devices app, see the Twitter User Guide.

LinkedIn

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

For more information on the Linked's for BlackBer: devices any see the LinkedIn User Guide.

joyn

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

About joyn

Do you have friends and contacts who are it using a Black Serry to 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, espending 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 emonuon.
 - To attach a picture or file, tap 1.
- 3. Tap Sand.

Tip: You can ind, start, and reply to vous logic chats in the BlackBerry Hub.

Invite other joyn contacts to a char

Have something you need to escuss with a group? You can chat with more than one person to help make decisions taster and keep everyone information.

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

Delete a joyn chat

On a chat screen, tap : > m.

Call a joyn contact

- 1. In the Phone app, tap ...
- 2. Tap

 beside the contact you want to sall.
- 3. If you have multiple phone numbers for given contact, taging number that you want to call.

Tip: During the call, tap

to start a chat or a video share or share a fire.

Start a joyn video share

Before you can share a video or start chatting over video, you need to collication 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 chalor 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 para select a picture or file.

2. Tap Send.

Block a joyn contact

If you block a joyn contact, you were 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 Lieb, 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** isside the somact's name.

Turn on joyn while roaming

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

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

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

Media



Cambia, Pictures, Music, Videos, BlackBerry Story Maker, Games

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 Sown have an one 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, tan > 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 the extensions, formats, and codecs

Depending on your BlackBerry devise model and mineless network, sometime extensions, formats, and codecs might not be supported.

File extension	Supported video couecks;	Supported audio codec(s)	
3GP	H.263, H.264, M.CEG-4	rác, AMR	
3G2	H.263, H.264, MFEG-4	AAC AMS, QCELP	
ASF	WMV 9	w.iMA	
AVI	MJPEG, MPEG-4	MPEG-?	
F4V	V6	Surenson Spark	
ISMV (fragmented MP4)	H.264, WMV9	MAC, WMA	
M4V	H.263, H.264, MPEG-/	AAC MPEG-S, CUM	
		_	

File extension	-ωμροττε d video codec(s)	Supported audio codec(s)
MKV	. 2o4, MPEG-4	AAC, MPEG-3, PCM
MOV	11 203, H 204, MJPEG, MPEG-4	AAC, AMR, QCELP
MP4	H.263, H.264 MPEG-4	AAC, AMR
MPEG	H 20-4, H 20-4, MPEG-4	AAC, MPEG-3, PCM
WMV	Sviviv C	WMA
AAC	_	AAC
AMR		AMR
FLAC	<u> </u>	FLAC, Vorbis
M4A	-	AAC
MIDI	<u></u>	MIDI
MKA		AAC, MP3, PCM
MP3		MPEG-3
OGG		FLAC, Vorbis
QCP		OCELP
SPMID	-	SP-MIDI
WAV	-	PC M, GSM
WMA	-	WMA 9 WMA 10

For information about media file extensions, formats, and codecs for your device. Visit www.blackberry.com/docs/smartphones and cook Smartphones > Plackberry Smartphones > Supported Media.

Troubleshooting: Mccia

I can't open a media file

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

Camera

You can use the Camera so your device to take high-quality pictures and videos, and to capture that perfect moment, even in soverse conditions. Time Shift mode makes it easy to take group pictures where everyone looks their best, and you can take paraginic pictures and capture the whole vista in one shot. Your device can also detective lighting conditions and suggest the best mode and setting to use, so you can focus on capturing the noment.

Camera icons

Icon	Description
(Switch between the front-facing and the rear-facing cameras.
Ō	Take a pinture.
	Record a vidou
•	Turn on the flash thatte recording a video
	Stop recercing a video.
[]	Touch and held anywhere on the screen to permanently lock the focus on that area of the screen. Tap anywhere on the screen to unlock the focus.
:	Access more options like flash, showing modes, solvings, and more.

Taking pictures and recording videos

Take a picture

Your BlackBerry device analyzes the current lighting conditions and subgests the scene or mode best suited to those conditions. To accept the suggestion, tan the suggestion at the top of the screen.

1. Open the Camera app. To zoom in or zoom out, slide your fingers apart or together on the screen.

Note: Zoom only works in Normal and Stabilization shooting modes.

- 2. Tap the area or the screen that you want to focus on. You can focus on any part of the image on the screen mot just the center of the screen
- 3. When the focus box turns green, up any of the following:
 - To take one picture tap .
 - To take continuous pictures when you have Burst shooting mode turned on, touch and hold ...

 The number of pictures you took in Burst mode appears in the lower-left corner of the screen. The camera stops testing pictures when you take your finger off of the icon.

Tip: You can turn on grid lines to help you conter items in your picture or to make sure your picture is straight. To turn on grid lines, in the Camera app, tap : > Settings. Turn on the Display Grid Lines switch.

Turn on autofocus lock

You can use the autofocus lock on your BlackBerry devise to take multiple pictures and videos without having to wait for the focus to sujust between takes. When you lock the focus, the area of the screen that you selected remains in focus even if you move your device or the image in the viewfinder changes.

Touch and hold the area on the screen that you want to lock the focus on. The ficon appears in the focus box when the focus is locked.

To unlock the autofocus lock feature, cap anywhere critic screen.

Turn off Face Detection

By default, the Face Detection feature on your BlackBerry device is turned on. When you take a picture and the camera detects faces, the faces are automatically brought has roots.

- 1. To turn off the Face Detection feature, in the Corners 50%, tap 50% Settings.
- 2. Turn off the Face Detection switch.

Set the timer to take a picture

In Normal and Time Shift modes, you can use the timer on your black Serry volves to delay taking a picture for 3 seconds or 10 seconds. The timed delay allows you to set ready for the picture and even get into the shot yourself.

- 1. In the Camera app, tap
- 2. Do any of the following:
 - To set the timer for 3 seconds, tap (3).
 - To set the timer for 10 seconds, tap (10).
- 3. Tap 🗑.

To turn off the timer, in the upper-left corner of the screen, tap (3) or (6).

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 in a thumbhall at the betical of a e screen.
- 2. Slide your ringer up to expand the initionall.
 - To return to the Gamers app. If your finger from the screen.
 - To delete individue of video, slide you imger to the right onto . When you reach the icon, remove your finger and tap **Cancel** or **Percie**.
 - To share the picture or video, elles your fineer to the right onto . When you reach the icon, remove your finger and less cance! or select a method of sharing.

Record a video

- 1. In the Camera app, tap ...
- 2. Do any of the following:
 - To zoom out or zoom in, slide your fingers together or apart on the screen.
 - To turn on the flash, tap *
 - To take a picture while recording a video, tap 📂

To stop recording, tap ■.

Set the video size

You can set the video size for the rearracing camera on your DigukPorg device, allowing you to take videos in different conditions. For example, you can set the carroin to record 720p at 60 fps to capture fast-moving objects.

- 1. In the Camera app, tap : > Settings.
- 2. Tap the Video Size (Rear Camera) drop-down list.
- 3. Tap an option.

Take a panoramic picture

The panoramic feature on your BlackBerry device takes multiple pictures are seamlessly combines them into one picture. This shooting mode works well when you're trying to capture a placin-taking vista or a large group of people.

Note: Panorama mode can't be used with Burst or him serial mode.

1. To turn on Panorama mode, in the Camera app, tap 🛂 > 🔄

2. To take a panoramic picture, tan and pan in the direction of the image that you want to capture.

- 3. Slowly move your device until the solid box on the screen fills the box outline.
- 4. Keep moving your device until you have captured all of the image that you want to.
- **5.** Tap ✓.

Important: When taking a paneramic picture, don't move your device too quickly when panning and keep your device steady. A lot of necessary we result in a low-quality panoramic picture.

Take a picture while recording a video

Using the Camera on your DrackBerry device, you can capture a still picture while recording a video at the same time. You can take as many pictures as you like, without interrupting the video. Now you can capture the same event in two ways!

- 1. In the Camera app, tap -...
- 2. While the video is recording, cap .

Using Time Shift mode

Time Shift mode lets you take a bunch of pictures at once so that you can pick the best one of the set. Did someone blink in every shot, or sough just as you tow the picture? You can fix that by swapping in different expressions for any person until everybody is picture portect. You can also save the Time Shift pictures you take and edit them later.

Take the best picture possible using Time start and a

- 1. In the Camera app, tap : > .
- 2. To take the picture, tap . Hold the sample steely until the picture appears.
- **3.** Do one of the following:
 - Move the slider at the bottom of the screen peck and forth until ves and the best picture. Tap ✓.
 - To edit the picture later, tap □₀.
 - To delete the picture, tap 🛍 .

Replace a person's expression using Time Shift mode

- 1. In the Camera app, tap : > .
- 2. To take a picture, tap . Hold the camera steady until the picture appears.
- 3. Drag the slider at the bottom of the screen back and torth until you find the tops picture.
- **4.** Tap a recognized face.
- 5. Use the dial to browse the available expressions.
- 6. Tap anywhere on the screen.

7. Tap ✓.

Edit Time Shift pictures later

When you take pictures using Time Sinfi mode, you can save the picture to edit later.

Tip: The Time Shift icon (appears on the thumbhails of the pictures taken with Time Shift mode that you saved to edit leter.

- 1. In the Pictures 202, on the Date school, tag a time Shift picture.
- 2. Tap /.
- 3. Drag the slider at the potition of the screen back and forth until you find the best picture.
- 4. Tap a recognized race.
- 5. Use the dial to browse the available expressions.
- 6. Tap anywhere on the sereen.
- **7.** Tap ✓.

Change the capture settings

In the Camera app on your BlackBerry devices, you can change the enem mode, the shooting mode, choose whether you use your flash switch between the result camera and rear camera, change the ratio, and more.

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

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.

Icon	Description
[]	Normal
	This mode is available for the camera and the video camera. Normal mode simulates a regular camera or video camera and allows you to take a single picture or video at one time
	Burst

lcon	Description
	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 examples of feet-moving scenes or subjects.
	HDR
	This made, also known as High Dynamic Range mode, is available for the variety of high mode combines multiple pictures together and can capture the contrast between the light and dark areas of a scene.
•	fine Shift
	busin of pictures at once so that you can pick the best one of the set.
	Panorama
	ารแร mode is availating for the camera. Panorama mode works well for vistas and รองเกเอรรไข combines เกเนเมาะ images into one photo.
\Diamond	Timer
	This mode is available for inclouncera. Time: mode adds a 3-second or 10-second delay before the camera takes the picture.

Scene modes

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

lcon	Description
A	Auto
	This mode is the nesst compositiode and is available for the camera, video camera, and Time Shift mode. Use Automode to capture a wide variety of everyday scenes.

Icon	Description
Z ^h	Action
	This mode is evaluable for the camera and Time Shift mode. Action mode can help to take pictures of fast-moving objects. Try this mode when capturing pictures of aports or children.
	Whitehourd
	This code is available for the camera and Time Shift mode. Whiteboard mode can help to take pictures of whiteboards by improving the contrast between the whiteboard and writing on the board.
(<u>.</u>	Nioni
	This mode is available for the camera, video camera, and Time Shift mode. Night mode is useful when taking pictures and videos in areas with low light.
* *	Seach or Snow
	This more is available for the camera, video camera, and Time Shift mode. Beach or Show more can help to compensate for the light levels of the bright sand or snow in a picture or video.

Turn off the Auto Suggest feature

The Auto Suggest feature on your BlackBerry device analyzes the conditions present when you're taking a picture and suggests the scene or mode best suited to those conditions. The Auto Suggest feature is designed to help you select the right scene or mode to take great pictures. By default, the Auto Suggest feature is turned on, but to stop receiving suggestions, you can term the feature off.

- 1. In the Camera app, tap : > Settings.
- 2. Turn off the Auto Suggest switch.

Changing the camera settings

You can change your camera settings, such as turning on origines, setting where you want to save your pictures and videos to, and more.

Save media files to your built-in media storage

By default, your BlackBerry device is set to save your media files to a media card, if there is one present. You can change the settings to save your media files to the point-in media storage on your device.

- 1. In the Camera app, tap : > Settings
- 2. Turn off the Save on Media Card switch.

Save your original picture along with the HDF version

When you take pictures in High mode, multiple pictures are combined together to capture the contrast between the light and dark areas of a scene.

- 1. In the Camera and tap Settings.
- 2. Turn on the save Coginal switch

Turn off Video Srabilization

Video Stabilization is designed to reduce ind effect of camera shake when you're recording videos on your BlackBerry device. By default this feature is turned on.

- 1. In the Camera app, in > Sciengs.
- 2. Turn off the Video Stantization switch.

Geotag your pictures

When you geotag the pictures you take with your BlackParty device, you add your GPS location to your pictures. Adding this information allows your device to partial automatic stories that are organized by the location where you took the pictures

Note: The GPS information used to generate automatic statics isn't shared with anyone else.

- 1. In the Camera app, tap : > Settings.
- 2. Turn on the Geotag Pictures switch

Troubleshooting: Camera

If you are having trouble using the camera on your Flack Party 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 transfer video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait a moment and men try again.
- Make sure you're using the rear-facing camera.
- Make sure you aren't using Time Shift, HDR, Panorama or Surst 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 contera or the video camera is in use by another application. Close any applications that might be using the cameras, and try again.

I can't save electures of videos to my media card

Try one of the schowing:

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

I can't take a panoramic picture that isn't blurry

Try any of the following:

- If your panoramic pictures are turning out blurry, the stowing down when you pan your BlackBerry device from one side to the other. Stop moving your device when the boxes on the screen are aligned.
- Panoramic mode works best when used to take pictures of society with a lot of visual details in the
 background. Panoramic mode doesn't work well on monouncoints scenes or backgrounds, like white
 walls.

Pictures

You can use the Pictures app to organize the pictures you take with size add to your BlackBerry device. You can also edit, share, and display your pictures. Automatically generated stories compile your pictures and videos based on location, the date taken and items that you added to the Favorites screen.

Pictures icons

Icon	Description
	View all of your pictures organized by the date that you took the pictures or added the pictures to your Black-Barry device.

lcon	Description
	View your picture albums.
*	wew the pictures that you added to the Favorites screen.
***	On the Dete series, watch stories that your device automatically generates.
*	Visw your pictures displayed in a slideshow.
©	Start the camera and take moures or record videos.

Zoom in or out on a picture

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

- To zoom in, double-tap the area of the ricrare that you want to zoom in on.
- To zoom out, double-tap the picture.
- To zoom in or out manually slide your fingers together or apart.

Pan a picture

- **1.** Zoom in on a picture.
- 2. Drag your finger around the screen.

Editing pictures

Use the picture editor to turn a picture into a massapisco! The picture editor offers many tools to enhance your pictures, as well as adding unique rouches to make your pictures stand out from the rest. You can also use the picture editor to reduce red-eyo. Increase the contrast of your picture, make it look like a cartoon, and much more.

Tip: When you edit a picture, to see more editing options, swips on the visible themes.

Crop or rotate a picture

Using the picture editor, you can enhance the pictures that you take by rotating, cropping, flipping, or changing the size of the picture.

- 1. In the Pictures app, touch and hold the picture that voccionant to change
- 2. Tap / > ♥.
- **3.** Tap an editing option.

- 4. When you're done editing your picture, do one of the following:
 - To save your changes, tap Sav 3
 - To discard your changes, tap

Tip: If you select an culting option and don't like the results, to quickly discard the changes, tap the editing option a second time.

Enhance a picture

The picture editor can לים אסיי ליינשאל לייט pictures עסט take and improve qualities like the brightness, saturation, sharphess, יכני שעם, בהט more.

- 1. In the Picture's app, reach and hold the picture that you want to change.
- 2. Tap / > ②.
- 3. Tap an editing option.
- 4. When you're done editing your picture, do one of the following:
 - · To save your changes, tap Save

Tip: If you select an editing option and deric like the results, to quickly discard the changes, tap the editing option a second time.

Add a filter to a picture

Use the filters in the picture editor to add a functionship touch to your pictures. You can add filters such as antique, sepia, 60s, cartoon, sketch, and more.

- 1. In the Pictures app, touch and hold the picture and you want to charge.
- 2. Tap / > ₩.
- 3. Tap an editing option.
- 4. When you're done editing your picture, is one of the following:
 - To save your changes, tap **Save**.
 - To discard your changes, tap : > =.

Tip: If you select an editing option and don't like the results, to growly escard the changes, tap the editing option a second time.

Add a frame to a picture

Use the picture editor to add frames to your pictures. Options include aging the picture, adding a film strip border, and making your picture look like it's on an zig TV

- 1. In the Pictures app, touch and hold the picture that you want to change.
- 2. Tap / > □.

- 3. Tap an editing option.
- **4.** When you're done editing your picture, do one of the following:
 - To save vour changes, tap Save
 - To discard your changes, iap 🚼 > 🖳

Tip: If you select an arting option and don't like the results, to quickly discard the changes, tap the editing option a second time.

About automatic stories

Your BlackBerry devices conscines the pictures and videos that you take into automatically generated stories. Pictures and videos are selected by the date token and location, as well as whether they are favorite pictures and videos. Automatic stories are a fun and easy way to highlight your pictures and videos and show them off to friends and forcilly.

Change the settings for automatic stories

You can change the settings to improve the automatic stories that your BlackBerry device generates. Turning on geotagging and adding your home address polips your device group pictures and videos together in a logical way. For example, when you turn on geotagging, your device can generate stories based on where pictures and videos were taken.

- 1. In the Pictures app, swipe down from the top of the screen Tap 🛫
- 2. Do any of the following:
 - To add geotags to your pictures, tan furn on Geotagaing. Turn on the Geotag Pictures switch.
 - To add your home address, tap the Under the Flaces tap Set Home Address. Tap an address.
 - To set your home radius, in the Home radius field, enter a distance.

Edit an automatic story

Using BlackBerry Story Maker, you can tweek stories automatically generated by your BlackBerry device.

- **1.** In the Pictures app, tap $\equiv > \blacksquare$.
- **2.** Tap 📆.
- **3.** Tap **/**.
- 4. Do one of the following:
 - To tweak the story, tap 🚅. When you're done melling your changes, tap 🖚 👵.
 - To change the media, tap ☐. When you're done making your manager, tap \$500.

Turn off automatic stories

By default, on your BlackBerry device, the automatic stories forture is turned on.

- 1. In the Pictures app, swipe down from the top of the screen. Tap &.
- 2. Turn off the Automatic Stories switch.

Add a picture to BlackBerry Story Maker

From the Pictures app on your BlackSerry device, you can add a picture to an existing story or a new story in BlackBerry Story Maker.

- 1. In the Pictures 202, touch and noted the picture man you want to use.
- **2.** Tap 🎛.
- 3. Do one of the fellowing:
 - Tap an existing story.
 - Tap Create New Story.
- 4. If necessary, edit the array.

Tip: You can add multiple pictures to a story of the same time by tapping > ✓. Tap the pictures that you want to use. Tap 😭.

Share a picture

You can use the Pictures app on your BlackBerry device to capture your special moments and share them with friends and family. You can also shale your pictures with contacts, meeting participants, Twitter followers, and others.

- 1. In the Pictures app, touch and hold the picture that you wont to share.
- Tap ♥.
- 3. To edit the picture before you share it, tap ...
- 4. Edit the picture and tap Save.
- 5. Select the method that you want to use to share the picture.

Take a screen shot of your device

- 1. To take a screen capture of your BlackBerry wavice, presentile Volume **Volume Down** key at the same time.
- 2. To view your screen shot, do one of the following:

 - If you have BlackBerry Balance on your device. ຈະກັນch to vour work ຈະpace. In the Pictures app, tap ≡ > ு.

Organizing your pictures and albums

In the Pictures app on your BlackBerry device, you can create albums to organize your pictures.

Create a picture album

You can use airms to organize your pictures based on events, people, dates, or any other category that you can think of

- 1. In the Pictures apply touch and hold a picture
- **2.** Tap [⅓.
- **3.** Tap <u>□</u>_.
- 4. In the Location drop-down list, tap the location that you want to save the album to.
- 5. If necessary, in the Enter album, name field outer a name for the album.
- 6. Tap Move.

Set how pictures are organized in albums

- 1. In the Pictures app, swipe down from the top of the screen. Tap &.
- 2. In the Sort items in Alicans drop-down to lap Oldest to Newest or Newest To Oldest.

Move a picture to a different album

- 1. In the Pictures app, touch and hole the picture that you want to move.
- 2. Tap [].
- 3. Do one of the following:
 - Tap the album that you want is move to secure into.
 - To create an album, tap 🚉. Select the Location that you want to save the album to. Enter a name for the album.
- **4.** Tap **Move**.

Rename a picture

- 1. In the Pictures app, touch and hold a picture.
- **2.** Tap **■**.
- 3. In the Name field, enter a new name for the ordere.

Rename or delete an album

- 1. On the home screen of your BlackBerry device, top 2.
- 2. Touch and hold a folder.
- 3. Do one of the following:

• To delete the folder, tap 🛍.

Add a picture to the Favorites screen

Add pictures to the Feverites screen so that you can quickly access them. Pictures added to the Favorites screen are also used in the automatic stories that your BlackBerry device generates.

- 1. In the Pictures app, touch and hold a picture.
- 2. Tap ★.

Tip: You can add multiple pictures to the Favories screen at the same time by tapping $\vdots > \sqrt{2}$. Tap the pictures that you want to and. Tap \bigstar .

To delete a picture from the Favorites sersen, in the Fictures app, tap $\equiv > \star$. Touch and hold a picture. Tap \star .

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 consos for your device. Visit www.blackberry.com/docs/smartphones and click Smartphones > PlankBerry Smartphones > Supported Media.

Music

You can use the Music app on your Black Berry device in play and organize your music, and create playlists.

Music icons

The FM Radio might not be available depending on your attack Serry device model

Icon	Description
Ō	View all of your music organized alphabetically and by artists, albums, and genres.
,	View all of your การเอเล organized alphabetically.
E	View all of your playlists, iricluding playlists generated by your BlackBerry double. Those automatic playlists include the music you last played, recently added music, and music organized by year and decade.
*	Mew all of the songs that you have added to the Favorites screen.
	Flay a song or play all of your music.
*	Shuffle your music, tap the Shuffle icon again.
Ф	Repeat the song corrently playing or repeat all. To stop repeating, tap the Repeat icon again.
	Listen to the EM Faulo.

Playing your music

Play, pause, or skip a song

You can play music on any of the screens in the Music sup on your PlackBerry device. The music currently playing appears at the top of the screens and you can rap the banner to access the music player controls.

- 1. In the Music app, tap a song, an album, or a placial.
- 2. To view the music player controls, tap anywhere on the screen.
 - To play a song, tap ▶.
 - To pause a song, tap || .
 - To skip to the previous song, tap .
 - To skip to the next song, tap .

Change the volume of your music

1. In the Music app, tap a song, an album, or a playlist.

- 2. If the music player controls aren't weible on the screen, tap the screen.
- 3. When the music player controls are visible, tap the screen.
- 4. Slide your fings: on the volume slider to turn up or turn down the music volume.

View your music

- 1. In the Music app. rap a song, an album, or a playlist.
- 2. If the musto player certirols aren't visible on the screen, tap the screen.
- 3. To see your music list, tap the screen.
- 4. To view the abuse details for any of the songs listed, touch and hold a song. Tap .

Creating playlists and organizing your music

In the Music app, on the Plavlicie screen was can create and listen to your own playlists, or play the collections of songs that your Blackscary device gations for you. In each playlist and collection, you can see which artists and albums are featured.

Create a playlist

- 2. Tap Create a Playlist.
- **3.** Do any of the following:
 - To add songs individually to your playlist, beside the rungs that you want to add, tap + .
 - To add all of the songs by an artist, replacing action that you want to add, tap +.
 - To add albums to your playlist. to: Albums Seside the albums that you want to add, tap +.
- 4. Tap Done.
- 5. To name your playlist, tap in the text field at the top of ind screen and enter a name.
- **6.** Tap ✓.

Add the music that's currently playing to a playlist

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

- To add the song to a playlist, tap the screen. Tap > =.
- To add the album to a playlist, touch and hold the album record. fap ≡.

Edit or rename a playlist

- 1. In the Music app, tap $\equiv > \triangleright$.
- 2. Tap a playlist > /.
 - To change the name of the playlist, in the text field at the log or time screen, enter a new name.

• To add music to the playlist to 1. Beside the song, artist, or album that you want to add, tap +.

- To delete a song from the playlist, beside the song that you want to delete, tap —.
- To change the song order in the playlist, drag the song to where you want it to go in the playlist.
- 3. Tap 🗸

Add a song to the Favorites screen

- 1. In the Music app. towon and hold a song.
- 2. Tap ★.
- 3. To view the songs that you added to the Favorites screen, in the Music app, tap $\equiv > \star$.

To remove a song from the Facilities scream, touch and hold a song. Tap **...

Set a song as your ring tone

- 1. In the Music app, touch and hold a song.
- **2.** Tap **№**:.

Turn on the equalizer in the Music app

The equalizer feature in the Music approximate BlackBerry review is designed to improve the sound quality of the music you're listening to. Options include now, reple. Appliane, jazz, rock, spoken word, and more.

Note: When the equalizer is turned on the sound solvings supply to all of the music that you listen to, not just the song that was playing when you turned it on

- 1. In the Music app, tap a song, an alour, or a playlist.
- 2. Tap : > †↓.
- **3.** Tap an option.
- 4. Tap Done.

To turn off the equalizer, when a song is playing, tap the screen To. > \$1.700 off.

Set the audio in the Music app

You can set whether your music plays on the speaker, headset, or handset on your BlackBerry device.

- 1. In the Music app, tap a song.
- 2. Tap : > √.
- 3. Tap an audio option.

View song properties

In the Music app, you can view the properties for a song, including the file type, size, location, and more.

In the Music app, when a song is playing, tap ≥> ≡.

Turn on Music Shortauts

If you want to control voor music faster and sesier, you can set the volume keys to quickly skip songs in the Music app on your BlackSerry dovice.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Setting Main volume.
- 3. Turn on the Music Short switch.
- 4. In the Music app, to skip ອວກຽວ, press ລກວ nold the Voicime Up key or Volume Down key.

Play your last music selection

If you set up a great music list and thou you close the Music app or start listening to a new album, you can still listen to the music list arou if you didn't save it.

- 1. In the Music app, tap $\equiv > \triangleright$.
- 2. Under Collections, tap Last Frayed.

To save the music list as a playlist, tap -> .

Troubleshooting: Music

I can't open a media file

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

Videos

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

Videos icons

Icon	Description
	View all of your videos organized by the date that they were recorded.

Icon	Descrition
ā	View your videos organized into albums.
*	wew all of the videos that you added to the Favorites screen.
•	This icon appears in the corner of the thumbnails of the videos that you haven't watered yet.
	Change the video size while a video is playing.
-	Start the semera and resurd videos or take pictures.

Play or pause a video

- 1. In the Videos app, tap a video.
- 2. To show the video controls, tap the screen.
- 3. Tap ▶ or 11.

Editing videos

Using the video editor on your Blackberry device, you can cert and improve the videos that you record. For example, you can crop and change in a length of your video, as well as enhance the brightness, color, volume, and more.

Tip: When you edit a video, to see more conting options. Swipe on the visible themes.

Rotate a video

- 1. In the Videos app, touch and hold the video that you want to rotate.
- 2. Tap / > ♥.
- 3. Tap an editing option.
- 4. When you're done rotating your video, do one of the following:
 - To save your changes, tap **Save**.

Change the length of a video

- 1. In the Videos app, touch and hold the video that you want to change
- 2. Tap / > ++1.

3. Touch and hold the paddle icons and slide your finger until your video is the length that you want. The section of video that plays for the length of time between the paddle icons is the length of the revised video.

- 4. When you're done changing the longin of the video, do one of the following:
 - To save your changes, tap Sava
 - To discard your changes, tap :> >

Enhance a vido.

You can use the video editor on your BlackBerry device to improve the quality of your videos by changing the brightness, contrast, saturation, and more.

- 1. In the Videos and, touch and hold the rideo that we want to change.
- 2. Tap / > ⊚.
- 3. Tap an editing option.
- 4. If necessary, move the silder to achieve the error that you want.
- 5. When you're done editing your vioco, do one of the following:
 - To save your changes, tap Save.
 - To discard your changes, tap

Tip: If you select an editing option and den't like the results, to quickly discard the changes, tap the editing option a second time.

Add slow motion to a video

- 1. In the Videos app, touch and hold in a video " Si you were to change
- 2. Tap / > .
- **3.** Tap <u>*≟*</u>**⊙**.
- **4.** Touch and hold the paddle icons and slide your finger until the section of the video that you want to slow down is in between the paddle icons.
- 5. When you're done editing the video, do one or the following:
 - To save your changes, tap Save.
 - To discard your changes, tap

Add filters to a video

You can use the video editor on your BlackBerry device to add filters to your white to change the appearance. Some options include black and white, vintage, and agod affects.

- 1. In the Videos app, touch and hold the video that you want to change.

- 3. Tap a filter.
- 4. When you're done editing your vides, an one of the following:
 - To save vous changes, tap Save
 - To discard your changes, 🚉 > 🖳

Tip: If you select an setting option and don't like the results, to quickly discard the changes, tap the editing option a second time.

Add a video to BlackBerry Story Maker

From the Videos and on your StackBerry device, you can add a video to an existing story or a new story in BlackBerry Story Maker.

- 1. In the Videos app. touch and being the video that you went to use.
- **2.** Tap 📆.
- 3. Do one of the following:
 - Tap an existing storv
 - Tap Create New Stor;
- 4. If necessary, edit the story.

Tip: You can add multiple videos to a story at the same time by tapping : > ✓. Tap the videos that you want to use. Tap 📆.

Organizing your videos and albums

In the Videos app on your BlackBern, device you and create albums to organize your videos.

Create a video album

You can use albums to organize your videos based on evolus, people, dates or any other category that you can think of.

- 1. In the Videos app, touch and hold a viueo.
- 2. Tap 🔼.
- **3.** Tap □ .
- 4. In the Location drop-down list, tap the locarion that you wont to save the albumnic.
- 5. If necessary, in the Enter album name field, enter a name for the album
- **6.** Tap **Move**.

Move a video to a different album

- 1. In the Videos app, touch and hold the video that you want to wove
- 2. Tap 🔼.

- **3.** Do one of the following:
 - Tap the album that you want to move the video into.
 - To create an album, tap . Selectine location that you want to save the album to. Enter a name for the album.
- 4. Tap Move.

Rename a video

- 1. In the Videos app, touch and hold a vioso.
- **2.** Tap **≡**.
- 3. In the Name field, earer a new name for the video.

Add a video to the rayorite's screen

You can add videos to the Favorites screen so that you can solickly access them. Videos added to the Favorites screen are also used in the automatic starts generated by your BlackBerry device.

- 1. In the Videos app, touch and held a video.
- **2.** Tap ★.

To delete a video from the Favorites screen, in the Videos app, tap \cong > \star . Touch and hold a video. Tap \star .

Repeat videos

If you want your videos to play in a continuous loop, you can turn on the repeat function in the Videos app. When this feature is turned on all of the videos that you watch play in a continuous loop, not just the video that was playing when you turned on repeat.

- 1. When a video is playing, tap the screen.
- 2. Tap : > 戊.

To turn off the repeat feature, when a video is plaving. ap the screen. Tap 🗾 > 🖒.

Turn on the equalizer in videos

You can use the equalizer feature in the Videos applicating round duality of your videos based on preset conditions. Options include bass, treate, airpland and more infinenthe againzer is turned on, the sound settings apply to all of the videos that you watch, not just the video inat was praying when you turned on the equalizer.

- 1. When a video is playing, tap the screen.
- 2. Tap : > •.
- 3. Tap an option.

4. Tap Done.

To turn off the equalizer, when a video is playing, tap the screen. Tap : > ♦. Tap Off.

About BlackBerry Story Maker

You can use BlackBerry Story Maker to make stories using pictures and videos that are saved on your BlackBerry device. You can sustainize your stories by adding music, filters, and more. BlackBerry Story Maker provides a fun and unique way to present your pictures and videos in a format that's similar to a movie.

Create a story using BlackBerry Story Maker

- 1. Tap Create Near Story.
- 2. Tap the pictures and videos that you want to include in your story. Tap Next.
- 3. Select the song for your story's soundtrack Tax wax.
- 4. Enter the titles and credits that you want to appear in your story. Tap **Done**.
- **5.** Tap a theme.
- 6. To preview the story that you created top the story.

Tip: If you chose an album to select pictures and videos from you can tap **〈** to go back and add pictures and videos from another arguin

Editing stories in BlackBerry Story Wighor

You can edit your stories using options such as thomas recruering media, changing titles, and more. There is no limit to the number of times that you can change a story.

Add to or delete media from an existing story

- 1. In BlackBerry Story Maker, tap a story.
- 2. While the story is playing, tap the screen.
- **3.** Tap **□**.

Tip: To sort your media to make it easier to search, tap 🛵 🔊 🖈

- 4. To delete a picture or video from the story, tan the inumbration an item.
- 5. To add a picture or video to the story, tap the thumbrail of an item.
- **6.** Tap **Done**.

Tip: Check marks and a blue tint appear on the thumbnails of the media currently included in the story.

Change the order in which media appears in a stor,

1. In BlackBerry Story Maker, tap a story.

- 2. While the story is playing, tap the screen.
- **3.** Tap **∴**:.
- **4.** Touch and how the thumbnail of the picture or video that you want to move and drag it to where you want it to go.
- 5. Tap Lone

Edit the media used in a story

You can change the way individual plotters and videos appear in stories in BlackBerry Story Maker.

- 1. In BlackBerry Stury Maker, in a story.
- 2. While the story is playing, tap the screen.
- Tap
 . ±
- 4. Tap the picture or video that you wanto edit.
- **5.** Tap /.
- 6. Make your changes. Tap Save.
- 7. Tap Done.

Change the music or titles in a story

- 1. In BlackBerry Story Maker, tຊຸກ a story.
- 2. While the story is playing, tan the screen.
- 3. Do one of the following:
 - To change the music, tap
 - To change the titles, tap
- 4. When you're done making your cligages gap Done.

Change the theme in a story

- 1. In BlackBerry Story Maker, tap a story.
- 2. While the story is playing, tap the screen.
- **3.** Tap a theme.

Tip: To see more themes that might be available off-scroon, try switching left or right on the visible themes.

Delete a story in BlackBerry Story Maker

- 1. In BlackBerry Story Maker, touch and hold a story.
- 2. Tap 💼 .

Save a story in BlackBerry Story Maker

When you save the stories that you create in BlackBerry Story Maker, you can send, share, or move the stories. If you don't save your story, it can only be played in BlackBerry Story Maker.

- 1. In BlackBerry Story Maker tap an existing story or create a new one.
- 2. While the story is playing, tap the screen.
- 3. Tap : > 7-7.

Note: Depending on the length of your story, it may take a few moments to save. While your story is saving, you can close Black Barry Story Maker without interrupting the saving process.

Change your BlackBerry Story Maker settleses

- 1. In BlackBerry Story Waker, swing down from the top of the screen.
- 2. Tap ☆.
 - To change the resolution that stories are source in, turn on or turn off the **Save in 1080p Resolution** switch.
 - To change the location where stories are savou to, turn on or turn off the **Save to Media Card** switch.

Change your story settings

- 1. In BlackBerry Story Maker, tap a story.
- 2. While the story is playing, tap the screen
- **3.** Tap : > ❖.
- **4.** Do any of the following:
 - To remove titles and credits from your stories, turn of the Titles and Credits switch.
 - To remove collages from your stories, turn of the frange Pictures in Collages switch.
 - To arrange pictures and videos in chronological order turn off the Automatically Reorder Media switch.
 - To keep videos the length that you recorded them, turn off the **...atically Trim Videos switch.
 - To automatically adjust the length of stories to match the music you choose, turn on the **Adjust** Length of Story to Music switch.

Note: If a switch is grayed out, it means that the thems corrently used in your story doesn't support that setting or that the story doesn't contain any media affected by that setting.

Media sharing

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

About sharing media

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

- Play on the Music Mictures and video apps, use the Play on feature to automatically play or view a file on a selected DLNA Certified device.
- Media Sharing: In the Modia Charing solungs, if you selected a DLNA Certified device or a Miracast device to solare media files with, the device that you selected will be able to wirelessly access your media files.

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

Play or view your media file on a PlaiA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers. I'vs, or other home entertainment equipment. Pictures and videos can also be viewed on supported HDMI displays and Wi-Fi CERTIFIED Miracast devices.

Tip: To find out if the device that you're rying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, view www.dlnc.c.g.

- 1. Open a media file.
- 2. Tap :
- 3. Tap 🗊.
- 4. Select a device to play or view the media file on

To play or view other media files while still estimated to the class of the device, tap < and select a media file.

To stop playing or viewing the media file on the PLinA Certifica devices, tap ...

Share your media files with DLNA Carafice devices

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

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

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

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

2. Tap Settings > Media Sharin.

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

About Fire Radio

You can use the FM Radio in the Music app on your BlackBerry device to tune in to frequencies that broadcast FM stations and listen to all of your ravorate FM stations. To use the radio, connect your headphones to your device. Your headphones work as the radio antenna.

The FM Radio might not be available to you, depending on your service provider and the rules set by your administrator.

Scan for radio stations

To use the FM Radio, make sure that you connect your headphones to your BlackBerry device.

- 1. In the Music app, tap = > 4.
- 2. Tap : > .ll...
- 3. Tap the radio station that you want to listen to

Note: After you scan for radio stations, the next time that you use the FM Radio, the list of radio stations that you scanned for appears under Local Stations

Manually tune to a radio station

- 1. In the Music app, tap $\equiv > \in$
- 2. Tap 🚳.
- 3. Slide your finger to the radio station that you wanto tune to
- 4. Tap Tune to.

Tip: When you select the station that you want to two to, to hide the section numbers, tap Tune to.

Listen to the FM Radio

The FM Radio on your BlackBerry device has controls for instending to music that see similar to the Music app on the device.

After you have tuned to a station, do any of the following:

- To mute the station, tap II. To start listening to the scatter again, click ▶.
- To go to the next or previous station, tap or

To change where the sound is coving from, tap
 : > ♠. Select a type of speaker.

To change the volume, press the Volume down key.

Note: If you close the Music app while listening to the radio, the radio stops playing.

Add a radio station to your Favorites

To mark a radio station as a ravorite, do one of the rollowing:

- When a station is playing, peside in a station numbers, tap ★.
- On the FM Radio screen under Local Stations, touch and hold a station. Tap ★.

Tip: To listen to a station that you marked as a favorite in the Music app, tap $\equiv > = 1$. Your favorite stations appear at the top of the screen under **Favorites**. The \bigstar icon also appears in the upper-right corner of the stations that you marked as favorites.

Remove a radio station from your Feverites

To remove a radio station from your Farchies, do one of the following:

- On the **FM Radio** screen, under **Local Stations**, touch and hold a station. Tap 🛧.
- On the **FM Radio** screen, touch and noid a station with a star icon in the upper-right corner. Tap **★**.
- When one of your favorite stations is playing, rickt to the station number, tap ★.

Games

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

Keyboard shortcuts: Games

Go to the next section in the setup wiza.c	Press N:
Go to the previous section in the setup wizard	Proso P
Go to the top of a list	Press T
Go to the bottom of a list	- iess E
Scroll down a list by one screen length	Pros -
Scroll up a list by one screen length	Tros 1 250

Go to the next button or text entry field in the Edit Press .

Profile screen

Go to the previous outton or text entry field in the Press and .

Edit Profile screen

Change your clames profile

When you create your profile, the Games applies in the required information with information from your BBM profile. Changing your profile information in the Games applies applies that grant affect your BBM profile.

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

Invite a friend to the Games appr

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

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

Do any of the following:

- In your timeline, tap a player.
- To invite your friends to the Games app using other wave, such as by email boking up a username, or by inviting friends of your current friends, taper > :

Tip: To remove a friend from the Games app, navigate to the tribute specifie. Tap 💹.

Add a game

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

- 1. Do any of the following:
 - In your timeline, tap a game that interests you.
 - To browse through new games, popular games, and games that your friends are playing, tap ...

2. Tap

Download.

Add a game to your favorites

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

- 1. In the Cames app. so the home screen, tap / > /.
- 2. Tap 🖈 rozeto a game

To remove a perne from your favoress top

Recommend a game

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

- 1. Tap a game.
- 2. Tap 6.
- 3. Tap on a friend.

Invite a Games friend to BBM

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

- 1. In the Games app, do one of the reliowing:
 - In your timeline, tap a friend.
 - On the home screen, tap 2 a frice.
- 2. Tap 🖳.

Start a BBM chat with a Games friend

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

- 1. In your timeline or on the 💹 screen, tap a friend.
- 2. Tap 📮.

Troubleshooting: Games

Only my friends can see my profile

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

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



Settings



Network connections, display, keyboard, typing, language, storage

Customize your device settings

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

- 1. On the home screen, swipe down from the work or the screen.
- 2. Tap **☆ Settings**.

Tip: You can also customize the order of items in the Settings list. In the Settings list, swipe down from the top of the screen. Tap ‡. Touch and hold <u>beside inclinenty</u> want to move. Drag the item to a different location and release your ringer. When you are finished, swipe down from the top of the screen and tap **Done**.

Customize your Quick Settings

The settings menu that you access by swiping down from the top of the scieen is designed to show the settings you use most often. You can choose which settings appear as well as their positions, so that you can quickly get to the settings that are most important to you. Guickly put your BlackBerry device into airplane mode or bedside mode, turn off your along, or item on the fashlight!

- 1. On the home screen, swipe down from sea top of the screen
- 2. Tap **☆ Settings** > Quick Settings.
 - To add or remove items from your quick settings, select or since the checksomes.
 - To change the positions of items in your quick settings, tep . Touch and hold the item you want to move. Drag the item to a different location and release your finger, ap Save

If you have many quick settings items, you can swipe right or ist to see them all.

Tip: You can access your Quick Settings within any sup when you swipe down and the top of the screen with two fingers.

Related information Show the menus, 26

Overview of device settings

Item	Description
Airplane Mode	Turn off all wireless connections.
(p)) Networks and Connections	 Get quick access to airplane mode to turn off all your connections. Depending on your wireless service plan and revice model, set up connections to the mobile network, Wi-Fi network, Bluetooth enabled devices, NFC, mobile hotspot, and set up Internet tethering.
Notifications	 Mute BlackBerry Keyboard sounds. Turn on vibrate mode. Turn off Instant Previews and LED notifications. Customize audio and visual notifications for specific apps.
▲ Main Volume	Adjust the overall volume on your device. Adjust the overall volume on your device. Adjust the overall volume on your device. Iturn on audio becat for use with your headphores.
Accounts	 ^ผาตี or change social networking and email accounts. คอบครร advanced serup options such as IMAP and POP.
Quick Settings	 Access settings you use frequently. Access these settings at any time by sliding your finger down from the top of the screen.
÷ ⊘ :	Select a wallpaper. • Olignoe your ront.

Item	Description
Display	Adjust the screen brightness.Customize screen locking.
Language and Input	 Turn on or turn off text prediction, word substitution, and spell check. Change the language, region settings, and measurement system.
Q	Set options for device search, voice feedback, and voice interactions.
BlackBerry Assistant	
Device Connections	 Turn on connections to BlackBerry Blend and BlackBerry Link. Set up comote access to a computer for sharing documents and synchronizing media.
BlackBerry Balance (if available)	Greate or change a work space password. Delete only your work space and data from your device and loave your personal data intact.
BlackBerry ID	 View your current BlackBerry ID information. Sign in to vour StackBerry ID. Change your StackBerry ID password.
BlackBerry Protect (if available)	Fund on BlackBerry Protect to help secure and locate voor device in it's lost or stolen.
Security and Privacy	 Create a device password. Encrypt your device data. Poste your device data. Chanse permissions for downloaded apps. Manage certificates. Create a Sint card Pint.

Item	Description
<u>ılı.</u>	Change the default app used to open a specific file type.
App Manager	 Monitor apps that are using your device's memory.
D .	Connect to a device to wirelessly share media content.
Media Sharing (if available)	
	Cirange the time zone, time, and date.
Date and Time	
•	View the current software version running on vour device.
Software Updates	Check for software updates.
0	Cical search history.
	Remove or prioritize apps that are searched.
Search	• External a device search to include an Internet
Storage and Access	When available storage space and set up access to the files stored on your device, including USB connections, retwork identification, file sharing, Wi-Fi sharing, and password protection for sharing dies.
Q	Choses whether apps can use your location internation.
Location Services	 Clear recent sections Maps application
	Add payment accounts and set preferred payment methods.
Payment Options	

Item	Description
Ġ	Use BlackBerry Screen Reader, change magnification, screen brightness, font size, TTY,
Accessibility	and closed captioning settings.
	Turn on or turn off specific gestures that allow you to perform simple tasks more quickly and extend
Advanced Interaction	battery life.
	Receive a notification when you approach or reach your monthly data limit, see your data
Data Management	settings.
*:	Find general information about your device,
About	Such as hardware information, network details, and storage space capacity.
	· ldernify your device PIN, software version, and model.
	• View your phone number and the name of your service provider.
	View or change the name for your device that As years if eswither device detects it over a Suetwork or network connection.
	Dide wolf of Helivork Connection.

Update your device software

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

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

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

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

Turn on automatic updates for your device software

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap & Settings Software updates.
- **3.** Tap **☆**.
- 4. Turn on the Automatically download and install Software Updates switch.

Restore your device is its facioty defend settings using BlackBerry Link

If you restore your BlackPory 10 device to its default settings, BlackBerry Link deletes all of the data and third-party applications from your device. And it policies that are applied to your device are also deleted. After you restore your device to its domait settings, you can run the setup application on your device to set up the device again.

Before you begin, you should back up your dail so that you have a copy of the data on your computer.

CAUTION: You can't stop the process of restoring your resolve το its default settings after it starts. If you reset your device, the process continues after the device restarts.

- 1. On your computer, open BiackBerr, Link.
- 2. Connect your device to your computer using a little cable.
- 3. At the side of the BlackBerry Link window, click vote device.
- **4.** Do one of the following:
 - On a Windows computer, click Back Up & Restore. Click Factory Reset.
 - On a Mac computer, click BlackBerry Link > ! references. Click Fieldad > Reload.

Battery and power

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

Turn off your device

Press and hold the Power/Lock key on the top of your PlackBetry devices.



Put your device in standing mode

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

Press the Power/Lock key stathe tog or your device

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

Restart or reset your device

If your BlackBerry device is remained slower man usual control responding, turning off and turning back on your device might help to solve the problem.

Do one of the following:

- To restart your device, press and hold the Power Lock key on the top of your device. Tap ...
- To reset your device, press and hold the "ower/Lock key for ton seconds.

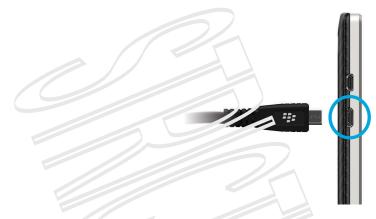
Charge your device

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

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

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

Hold the cable with the BlackBerry logo fresing the front of the device, and connect the cable into the USB port on your device. Plug the charger into a power curie.



Keeping your battery charge:

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

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

Battery and charging icons

The battery power level icons appear at the top of the incine someon your BlackBerry device.

Icon	Description
-	The hattery is charging.
	The battery is rully charged.
	the batrary isn't charging because the power sound isn't providing enough power. Use the charger that came with your BlackHarry device to charge the batrary.

Icon	Description
	The battery charge is low, and your wireless connections might turn off to conserve power. If the battery charge gets too low, your device might turn off. Save any work in progress and charge your device.
	There is a problem with the battery, and the battery might need to be replaced. Only use a battery that is approved by BlackBerry for your circles model.
	The pattery isn't inserted.

Check your battery pows: level

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > App Manage: > Device Mosiror.

Tip: To quickly check the percentage of battery power radiating from the bottom of the screen, slide your finger up to the middle of the screen. The bottomy radiating an pears in the upper-left corner of the screen.

Monitor the battery life, memory นะวมูร. CFU usage, อกมัธญาage space on your device

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

- 1. On the home screen, swipe down from the lop of the screen.
- 2. Tap Settings > App Manager > Device Monito:
- 3. To monitor different types of device statistics, tap Ξ
- 4. Tap a type of statistics.

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

View battery and usage stats for a superific app or service

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > App Manager > Device Monitor.
- 3. Tap an app or service.

Close or delete agas from the Device Monitor screen

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

- 1. On the home screen, swize down from the top of the screen.
- 2. Tap Settings > App Manager > Device Monitor
- 3. Tap an app.
- **4.** Do one of the following:

 - To permanently delete the app, tap

LED and battery notifications



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



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



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

How can I extend battery life?

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



Din: the screen

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

Do any of the following.

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

Decrease volume

Do any of the following:

- To decrease the device volume, use the volume keys on the light side of your device.
- To adjust other volume settings such as application volume or notifications, on the home screen, swipe down from the top of the screen. Tap processing settings when the screen is a screen in the screen is a screen in the screen in the screen in the screen is a screen in the scree

Close apps

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

(1) Turn off connections

If your device is out of a wireless coverage area, you conturn of the connection so that your device doesn't search for a network signal continuous! You can the help extend battery the by deleting saved Wi-Fi networks that you no longer use.

Do any of the following:

• To turn off a connection, on the home screen, swips wown from the top of the screen. Tap **Settings** > **Networks and Connections**.

To delete a saved Wi-Fi network, as the home screen, swipe down from the top of the screen. Tap
 Settings > Networks and Connections > Wi-Fi >
 Tap and hold the network that you want to delete. Tap



Update your software

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



Use a media cara

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



Turn off the flash

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

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

Where can I get a new or space battery:

For the times when charging your BlackBerry device isn't convoluent, you might want to keep an extra battery charged and ready. To purchase replacement or spare batteries for your device, visit http://shop.blackberry.com.

You can also find various charging solutions for car, hours, office, and travel.

Device and battery safety

You should only use the battery that BlackBerry suscines to use with your particular BlackBerry device model. If you use any other battery, you might invalidate any warranteered with your device.

CAUTION: There is a risk of explosion if the battery is replaced with an incorrect battery type.

Device and battery disposal

Please recycle your BlackBerry device and battery in accordance with your linear egulations. Do not dispose of either your device or battery in a fire. Your device or pattery should not be glaced in household waste bins.

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

BlackBerry and environmental sestainability

BlackBerry is committed to reducing the environmental impact of BlackBerry products. To learn more about the sustainability efforts at BlackBerry, visit intp://ca.blackberry.com/company/about-us/corporate-responsibility/product-sustainability.intp.//.

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

To view the Privacy Folicy your BlackBerry device must be connected to the Internet.

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

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

Connections

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

Check which wireless networks your device cornects to

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

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

 Settings > About.
- 3. In the Category drop-down list at the top of the screen, tan Network

Give your device a nickname

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

- 1. On the name screen, swipe wown from the top of the screen.
- 2. Tap & Settings > Acout.
- 3. In the Davice Name field, enter the new terme for your device.

Wireless connections issues

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

.all	The member of solid bars indicates the strength of ine mobile network signal. If the signal is weak, your device might use more power to try to maintain the connection.
lte 4glte 4g 3g+ 3g 2g 1X H+ H G F	Your device is connected to the network type showe and can access all of the features of your mobile metwork plan.
Ite 4gite 4g 3g+ 3g 2g 1x h+ h g e	Your device is connected to the network type shown had the network functionality is limited. You're likely able to make a phone call, but not able to accoss the Internet or view email mesoages.
×	You have to mobile network coverage.
A A	Your device is roaming. Extra charges might apply.
*:	You are compared to the BlackBerry Infrastructure.
₹	Incommber of solid waves indicates the strength of the Wi-Fi size of it the size airs weak, your device anythose more power to try to maintain the accinection.
8	Your device is connected to a VPN.

	5090
*	Your device is in airplane mode and all of your wireless network connections are off. You can turn on Wi-Fi or Bluetooth technology, but not your connection to the mobile network.
A!	There is an error with your SIM card. For information on what the error is, on the home screen, swipe down from the top of the screen.

wobile Network.

Tap ☆ Settings > Networks and Connections >

You can only make emergency calls.

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

The NFC feature might notice available, depending on your wheless service provider, your administrator's settings, and your Blackscry device model.

©	Mobile Losspot mode is on. If the icon is solid,
<i>₽</i>	internet toingring is on. If the icon is solid, your
*	Elluetooth technology is on. If the icon is solid, Bluetooth technology is connected.
N	info is un.

Choosing a connection

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

Network connections

Mobile network

User Guide

[!

Settinas

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

Wi-Fi

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

Connections between devices

USB

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

Wi-Fi Direct connection

When you connect your BlackBeiny device to stirst derives using a Wi-Fi Direct connection, you can perform actions such as sharing a desum-actional national an Internet connection. Because a Wi-Fi Direct connection creates a network, you can connect to multiple devices at the same time.

Wi-Fi CERTIFIED Miracast conn-cuon

Miracast allows you to wirelessly show what son the screen of your BlackBerry device on another device such as a TV or computer conitor. To display your screen on a device that isn't a Wi-Fi CERTIFIED Miracast device, you'll need to connect using a wireless display adaptor or use an HDMI cable to connect your BlackBerry device to the other device.

Bluetooth technology

Bluetooth wireless technology allows you to create a direct consciousn between your BlackBerry device and another Bluetooth enabled device. Although you say transfer files over a Bluetooth connection, because of its ability to stream content, Bluerooth connections are more commonly used for actions such as playing the music on your PlackBerry device through a separate speaker or making calls on a headset that is using your PlackBerry respects mobile network connection.

NFC

NFC is a short-range wireless technology that's used or quickly creating connections between your BlackBerry device and other NFC-enabled verices or NFC tags. With NFC you don't need to enter pairing information to make a connection, so it's userul for on-the-go actions such as transferring contact cards with people you meet, or gradient information from a poster that

contains an NFC tag. Depending on your wireless service provider and the applications you have installed on your BlackPerry device. NFC can also be used to turn your device into a digital wallet to allow you to do things such as make payments with your BlackBerry device.

Shared Internet connections

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

Internet tethering

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

Mobile Hotspot

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

VPN connections

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

Turn on airplane mode

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

- 1. On the home screen, swipe down from the top or the screen.
- 2. Tap **Settings**.
- 3. Turn on the Airplane Mode switch.

Mobile network

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

In most cases your device automatically connects to the appropriate wireless network when you travel outside of your wireless service provide: a coverage area. If you're not sure if your device is set up for roaming, or what roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Connect to the mobile remork

To turn on your recipile network connection, airclane mode must be turned off.

- 1. On the home screen, swipe down from the rop of the screen.
- 2. Tap Settings > Networks and Connections > Mobile Network.
- 3. Turn on the Marine Name ork switch.

To turn off your mobile network connection, turn off the Mobile Network switch.

Change the APN settings for your default Internet connection

Your BlackBerry device uses rocess Point Name (APN) estings to open a data connection with your service provider's wireless network. Apps on your device that require Internet access can use this connection.

You might need to change your APN settings: If you change your wireless service plan or if the default settings don't apply to your service provider. Depending on your service provider, you might not be able to change the APN settings.

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap Settings > Networks and Connections Installe Network.
- 3. If the Mobile Network or Data services switches are off, but them on.
- **4.** Tap **☆**.
- 5. Complete the fields. If you don't have the required information, contact your service provider.

To reset the default APN settings, tap 2.

Connect to your VPN automatically

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

- 1. On the home screen, swipe down from the top of ind screen
- 2. Tap ☆ Settings > Networks and Connections > ¥P....
- **3.** Tap (1).
- 4. In the VPN Profile drop-down list, tap the profile that you want to use. If us VPN purities appear in the list, create your own or contact your adminstrate.
- 5. Turn on the Connect over Mobile Network switch.

Roaming

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

Switch wire as networks manually

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

To switch wireless networks manually wour wireless service plan must include this service and your device must be connected to a Service UMTs network.

- 1. On the home scream, swipe down from the top of the scream.
- 2. Tap ♦ Settings > Networks and Connections > Mobile Network.
- 3. If the Mobile Network switch is off, turn it on.
- 4. In the Network Selection Mode drop-down list, tap Manual.
- **5.** When your device finishes scanning for networks, tap a notwork.

Turn off data services while roaming

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

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap ★ Settings > Networks and Connections > invoile Network.
- 3. If the Mobile Network switch is off, turn it on.
- 4. In the Data services while roaming dron-down light tap Off or Promise.

Manage your mobile data settings

- 1. On the home screen, swipe down from the we are ine screen.
- 2. Tap Data Management.
- **3.** Change any of the settings on the screen.

Set a monthly data limit notification

You can be notified when you reach your monthly data whit, or when you reach a certain percentage of your monthly data limit.

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

- 2. Tap Settings > App Manager > Perice Monitor.
- 3. Tap : > Data Sage Settings.
- 4. In the Mobile Date Limit field, type your monthly data limit in megabytes.
- 5. Move the **Early Detailmit Netheration** slides to receive an early notification when you are approaching your monthly data limit.
- 6. To change when your monthly date usage cycle starts each month, in the **Monthly Reset Date** drop-down list, tap a date.

Troubleshooting: Mobile catwork I can't connect to the mobile network

Try the following solutions:

- Check that airplane mode is off. It airplane mode is on, the option to turn on the mobile network is unavailable. To turn off similare mode, on the name screen, swipe down from the top of the screen. Tap **Settings**. Turn off the **Airplane Mode** switch.
- Check that the connection to the wireless network is on. To check your connection, on the home screen, swipe down from the top of the screen. Tap * Settings > Networks and Connections > Mobile Network. Check that the **Spile Network switch is on.
- Check that your BlackBerry device is connected to your wireless service provider's network. If you switched wireless networks manually, your device regains connected to that wireless network until you select your wireless service provider's nativary again.
- If your device uses a SIM card, verify that it is correctly inserted into your device.
- If your device normally connects to a CDMA natural your device supports international roaming, check that your device is in roaming mode and mal your SIM care is correctly inserted into your device.

Wi-Fi connections

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

Connect to a Wi-Fi network

When you connect to a Wi-Fi network, your BlackBerry device seves the notives connection. The next time you're within range of the saved Wi-Fi network, if Wi-Fi is turned on your device connects automatically.

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

- 2. Tap Settings > Networks and connections > Wi-Fi.
- 3. If the Wi-Fi switch is off, turn it on
- **4.** Tap a network
 - If the screen requesting a password appears, enter the password for the Wi-Fi network. Tap

 Connect.
 - If you have access to the Wi-Filter and you want to use Wi-Fi Protected Setup, tap **6**. Complete the instructions on the device screen.

5. Tap Connect.

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

Manually connect to a Wi-Fi narrork

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

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

Change the priority of a saved Wi-Fi powork

You can save multiple Wi-Fi network profiles on your BlackBerry device, such as your home Wi-Fi network, your work Wi-Fi network, and even profiles for the Ver Fi network at a local sports arena or restaurant. Your device automatically tries to connect to a source Wi-Fi network using the order that the profiles are listed on the **Saved Networks** screen. To connect more quickly, you can prioritize a Wi-Fi network by moving it higher in the list, so that your device tries to connect to it before other saved Wi-Fi networks.

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap ☆ Settings > Networks and Connections > 'mi-Fi.
- 3. Tap 🌉.
- 4. Tap ‡ .
- 5. Touch and hold the network profile that you want to move and dreg it up or down inclust.
- **6.** Tap **□**.

Delete a saved Wi-Fi network

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

- 1. On the home screen, shape down from the ton of the screen.
- 2. Tap ☆ Settings > Networks and Concactions > Wi-Fi.
- 3. Check that the inti-Fi switch is on
- **4.** Tap **: .** .
- 5. Tap and hold the natwork inat you want to delete
- 6. Tap 👘 .

Disable or re-enable a savor ivi-Fi network

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ★ Settings > Networks and Connections > Wi-Tr.
- 3. Check that the Wi-Fi switch is co.
- 4. Tap 🌉.
- 5. Tap a network.
 - To disable the network, turn of the English Connections which.
 - To re-enable the network, turn on the Enable Connections switch

Wi-Fi network settings

Usually, you don't need to change your settings for a thir-Finishwork; however you might need to change your settings if you have trouble connecting and you need to connect manually.

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

SSID

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

Hidden SSID

Select this check box if you want your PlackBerry device to search for an SSID that is not being broadcast. A hidden Wi-Funetwork isn't listed as an available network on the Wi-Fi screen.

Security Type

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

Password

If the Wi-Fi network is password projected, unler the password.

CA Certificale

Set the rock certificate that your device should use to verify that it's connecting to the correct Wi-Fi network. Depending on the type of network you're trying to connect to, you might also see **Client Certificate**.

VPN Profiles

To use a VPN Profile when somecting to the actiwork select the profile that you want to use.

Band Type

This field is set to Dua! Band by default. If the Wi-Fi nerwork is dual-band, your device tries to connect in the 5.0 GHz band unless the signed strength at the 2.4 GHz band is significantly stronger. If you want to connect to a qual-band network using one band only, choose the band you prefer.

Auto Obtain IP

In most cases this switch should remain on, but if you used to manually specify an IP address for your device you can turn off this switch and the united to creat an IP address appears.

Using Auto-IP

Select this check box if you want your dance to assign itself an 15 audress automatically when it can't obtain one from the Wi-Fi network.

Enable IPV6

Use Proxy

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

Inter-Access Point Handover

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

Connect to another device using Wi-- Direct

On the BlackBerry device that you were to connect to, on the Wi-Fi settings screen, the **Wi-Fi Direct** tab must be selected. To connect to another type of Wi-Fi CERTIFIED device, view the documentation for that device.

Wi-Fi Direct can allow voor device to connect to other BlackBerry devices without using access points or a router so you can chare files, such as more a files, without an Internet connection.

Note: Although you can use Wi-Fi Direct to connect your device to other types of Wi-Fi CERTIFIED devices, apps on your device might not be able to share files with other devices.

- 1. On the home scream, swipe down from the top of the screen.
- 2. Tap ★ Settings > Networks and Connections > Missions > Mission
- 3. If the Wi-Fi switch is on, turn on the switch.
- 4. Tap Wi-Fi Direct.
- 5. Tap the device you want in connect to.

To open the Wi-Fi Direct connection the device you want to connect to must accept the invitation to connect.

Connect to a Wi-Fi CERTIFIED Miracaci device

You can wirelessly display the screen of your PlackBerry device on a Wi-Fi CERTIFIED Miracast device, such as your television or a boardroom projector.

Note: To display your screen on a device that is in a Wi-Ti CERTI-IED Miracast device, you can use a wireless display adaptor or use an HDMi cable to connect your Display Berry device to the other device.

- 1. On the home screen, swipe dover from the way of the screen.
- 2. Tap ★ Settings > Networks and Connections > With I.
- 3. If the Wi-Fi switch is off, turn on the switch.
- 4. Tap Miracast > Share Screen.
- 5. Tap the device that you want to display your screen car.

To stop displaying your screen, on the Wi-Fi screen, ap Miracast > in aconnect.

Add a VPN profile

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

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

If you use a work account that is supported by an Enterprise Mobility Management solution from BlackBerry, some VPN profiles might be automatically adds: and you don't have to manually add a VPN

profile. If you don't see an option to some a VPN profile, then your administrator has turned off this type of connection.

- 1. On the home seeen, swipe down from the top of the screen.
- 2. Tap Settings > ivacworks and Connections > VPN > +.
- 3. Complete the fields. Tyou don't have the required information, contact your administrator.
- 4. Tap Save

Troubleshooting: Wi-Fi

Start by checking it these basic issues:

- Check that you turned on the connection to the infi-Fi network. On the home screen, swipe down from the top of the screen. Verify that the Wi-Fi icon appears blue.
- Check that you're in a Vir-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If other devices can't connect you might need to reset your router. If you're connecting to a work Vir Finetwork or a hotspot, talk to your administrator or an employee at the hotspot.
- Your connection might have timed out. The connecting again.
- If the Wi-Fi network that you want ocean't appear on the Wi-Fi settings screen, it might be hidden. If you know the network name in connecting to see Wi-Fi network manually.
- Check that Mobile Hotspot mode is off. If Mobile Hotspot mode is on, your device can't connect to a Wi-Fi network.

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

- Check that the time on your BlackParry device is synchronized with the network time. If the times are different, it could prevent your device from connecting for example, if connecting to the network requires you to have a certificate on your device, and the certificate has an expiration date).
- If you switched Wi-Fi networks manually, for switching to exorther left-ri network.
- If your email account is a work account, your device might prevent connections to certain wireless access points. For more information, contact your edininistrator.

Still not connected? OK, try the following:

- Check that the settings for the Wi-Fi network are correct. To and out which settings to use, for a home network, refer to the information that came with your route; for a work wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the instepot or talk to an employee at the hotspot who might have details about how to connect.
- If you use the **Press WPS button on Router** setting is Wi-Fi Frotected Setup shock that the Wi-Fi router uses Wi-Fi Protected Setup, and that it is settle send its profile. Yearly that another device is not also attempting to connect at the same time, and that wish more man one Wi-Fi router within range is set to send its profile. For more information see the information that came with your router.

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

- If you use EAP TOS to contract to a William etwork, check that you installed your authentication certificate on your device. The authentication certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you need to contact a support representative, you can access diagnostic information by tapping to on the **Wi-Fi** settings screen. To copy the log information to send to your support representative, in the **Diagnostic Information** drop-down list, rap **Logs**. Tap **Copy Logs**.

Mobile Hotspot

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

Sharing your Internet connection using Mobile Hotspai mode

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

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

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

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

Use Mobile Hotspot mode to share your Internet connection

Before you turn on Mobile Hotspot mode Sheck that your Stackberry device's connection to the mobile network is on.

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap A Settings > Networks and Connections > Installe instruction.
- 3. If you've never used Mobile Hotspot mode before complete the instructions on the screen. Read the screens carefully as they provide important information about the Mobile Hotspot feature. Remember your Mobile Hotspot password for later.
- 4. Turn on the **Mobile Hotspot** switch.
- 5. Accept a request from another device to connect to your mobile hotspot.

The user of the device connecting to your mobile hotspot must know the name of your mobile hotspot and the password you set during the setup process.

Find your Mobile Notspot mode settings

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

- 1. On the hairs screen, swipe down from the top of the screen.
- 2. Tap Settings > Networks and Contractions > Mobile Hotspot.
- **3.** Tap **∴**.

Disconnect a device from your mobile here not

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

- 1. On the home screen, swips down from the ice of the screen.
- 2. Tap Settings > Networks and Connections > Mobile Hotopot.
- 3. Tap the name of the device that you want to disconnect from your mobile hotspot.
- **4.** Tap ⊠.

Troubleshooting: Mobile Hotspot mods I can't use my device as a mobile hotspot

- Check that you're connected to the mobile network if an appears in the upper-right corner of the home screen, then the mobile network is on and connected
- Check that your wireless service wan is sold a use Mobile Hotspot wade. If not, you need to change your service plan before Mobile Hotspot made can work on your BlackBerry device.
- Your wireless service provider might not allow the use or inobije inotspot mode while roaming. For more information, check your service plan or contact your wireless service provider.
- If your wireless service plan supports the use of Mobile Hotsgor mode while reaming, on the Settings
 Networks and Connections > Mobile Network sertings screen, check that the Data Services
 switch is on and the option in the Data services white reaming drop nown list is set to On.
- If you're using your device for work, your organization might not allow the local of Mobile Hotspot mode. For more information, check with your administrator.

I can't connect multiple devices to my mobil- notspot

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

Internet tethering

Internet tethering allows you to share your BlackBerry device's connection to the mobile network with one other device, such as a laptop or tablet, so that you can access the Internet on your other device

anywhere that your BlackBerry device can connect to the mobile network. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Sharing your mobile inclwork connection using Internet tethering

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

Use Internet cethering to share your incernet connection

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

- 1. On the home screen, swing down from the top of the screen.
- 2. Tap Settings ivetworks a Connections > Interest Tethering.
- 3. If you've never used internet tolerang before, complete the instructions on the screen. Read the setup screens carefully as they provide important information about the Internet tethering feature.
- 4. In the Connect using drop-down is a lap USB or Bluetosia.
- 5. Turn on the Internet Tethoring switch.
- 6. Connect your BlackBerry device to a lactop or tablet using a USB cable or Bluetooth connection.

Troubleshooting: Internet tethering I can't use Internet tethering

- Check that your BlackBerry device is connected to the mobile network. If all appears in the upperright corner of the home screen, then your respects a connected to the mobile network.
- Check that your wireless service plan is set up to use local net tethering, if not, you need to change your service plan before you can use linternet to carring.
- If your wireless service plan supports fractine tethering while reading, on the **Settings** > **Networks** and **Connections** > **Mobile Network** settings screen circux that the **Data Services** switch is on and the option in the **Data services while reading** drop-down list is set in **On**.
- If you're using your device for work, your organization might not allow the use of Internet tethering. For more information, check with your administrator.

Bluetooth connections

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

Turn on Bluetooth technology

- 1. On the home screen, swipe down from the top of the coreen.
- 2. Tap ☆ Settings > Networks and Connections > Bluetocin.

3. Turn on the Bluetooth switch.

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

To turn off Blucicoth technology, tap \$ -gain.

Pair and connect with a stuetooth coupled device

Make sure that you turn on Fruetooth toomology on the device that you want to connect to.

Before you can segment voor BlackBerry device with another Bluetooth enabled device, you must pair them.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ♦ Settings > Networks and Constitutions > Fluetooth.
- 3. If the **Bluetooth** switch is off, can in on.

 Your BlackBerry device automatically detects any discoverable devices within range.
- 4. If necessary, to scan again for nearby Bluetours austied devices, tap Refresh.
- **5.** Do one of the following:
 - If the device that you want to connect to supears in the **Sevices** list, tap the device name. Complete the instructions on the succen.
 - If the device that you want to connect to appears in the **Devices** list and has NFC turned on, tap and tap the back of your device with the device you want to connect to.
 - If the device doesn't appear in the **Devices** list, it mints not be discoverable. Check that the device is discoverable then try again. If you don't know how to sheek that the device is discoverable, consult the decoursents is a that same with the device.
 - If the device doesn't appear in the **Devices** list and you can't connect by making it discoverable, you might need to initiate pairing from the device. On your FlackBerry device, in the **Discoverable** drop-down list, tap **On** or **2 Minutes.** It necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

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

Write your Bluetooth pairing infomation to an NFC tag

To write your Bluetooth pairing information to an NFC tag NFC must be comed on

You can quickly pair devices without going to the scrangs serson, by saving your Blustocth pairing information on an NFC tag.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ☆ Settings > Networks and Connections > Cluetooth.
- 3. If the Bluetooth switch is off, turn in on.

4. Tap ▶ and align the back of your clackBerry device with an NFC tag.

To pair and connect, the Bluetooth suchieu device you want to connect to must scan the NFC tag.

Rename a paired or saved Bluetour, enabled device

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

- 1. On the home sersen, swipe down from the top of the screen.
- 2. Tap Settings > Networks and Connections > Pluetooth.
- 3. If the Bluetocth switch is off, turn it on.
- 4. Touch and hold the device you want to remaine.
- **5.** Tap **≡**.
- 6. In the **Device Name** field, enter the new name for the device.

e Disconnect from a paired Sluetooth enable الماتات يراما

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Networks and Connections > Bluetooth.
- 3. Touch and hold the device you want to disconnect
- **4.** Tap €.

Delete a saved Bluetooth enabled device

If you have a long list of saved Bluetosth ensured devices on your DiackBerry device, you can delete the ones you no longer use to make it easier to find the ones you do use

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ☆ Settings > Networks and Connections > Biography.
- **3.** Tap and hold a device.
- **4.** Tap 🛍 .

Pairing your device with a car

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

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

Turn off the My Car feature

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

- 2. Tap ♦ Settings > Networks and connections > Bluetooth.
- 3. Touch and hold your car's name.
- 4. Tap Unset as My Car.

Set how Bluetock anabled our kits across your messages

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

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

- 1. On the home screen, swipe down from the top of the coreen.
- 2. Tap ♦ Settings > Naturaliks and Connections > Bluetooth > ★.
 - To change how long your Blacksory device tries to send messages to the car kit before it times out, adjust the wessage yournload Time out slide.
 - To change which accounts your carkit can access, in the **Message Access Accounts** section, select or clear the checkbox beside each account.

Let your car kit use your device's network credentials

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

- 1. On the home screen, swipe down from the top of the societie.
- 2. Tap A Settings > Networks and Connections > Stuetning > 1.
- 3. Turn on the **rSAP Mode** switch.

Automatically establish a Bluetooth connection when you turn on your device

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ☆ Settings > Networks and Connections > Bluetooth > →
- 3. Select the Connect to the last device when turned on check look.

Supported Bluetooth profiles

Your BlackBerry device is a Bluetooth Smart Ready device, and supports the arches that follow. If your device is associated with a work account, your administrate; might disclose use of a profile.

Profile	Description
Advanced Audio Distribution Profile (AZDir)	This profile allows you to stream audio files from your BlackBerry device to Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
Audio/Video Sessiote Cossissi Profile (AVECP)	This profile allows you to use the buttons on a b'uetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.
Generic Audio/Video ็บรถา่bution Profile (GAXXX)	content from your BlackBerry device to Bluetooth enabled devices such as music players, stereo headphones, stereo speakers, laptops and decktop computers.
Generic Object Exchange Profile (GCF:')	This prome allows you to share files between your blackBerry device and a Bluetooth enabled device.
Human Interface Device (HID)	this profile allows you to connect your BlackBerry device to Bluerooth enabled devices such as a kovposition from the connect your BlackBerry
Hands-Free Profile (HFP)	This profile allows you to connect your BlackBerry victice in Suetooth enabled headsets that support the Hands-Free profile. This profile can support voice dialing.
Message Access Profile (MAP)	this profile allows you to use a Bluetooth enabled sar kit with your BlackBerry device to notify you of new massages. This profile can also help you read, delays, prowse, compuse, and send messages.
Object Push Profile (OPP)	This profile allows you to send files, such as pictures, contacts, or events to a Bluetooth enabled device.
Personal Area Networking - User/Network Access Point (PAN - U/NAP)	This profile allows you is use your BrackBerry downer as a morisin when the connected to a Bluetosic enabled computer.

Profile	Description
Phonebook Access Profile (PFAP)	This profile allows you to use a Bluetooth enabled car kit to access contact information on your BlackBerry device, for example, to allow the car kit to place a call to a contact or display a caller name.
Micro SIM Access Fronte (MSAF)	This profile allows you to connect your device to devices that run on a GSM network, such as a car phone, and extend SIM card functionality to the device.
Serial Port Profile (SPP)	This profile allows you to connect your device to Electooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
Device Identification Frofile (DIP)	This profile allows Bluetooth enabled devices to access information about your BlackBerry device model in support plug and play features, such as automatically downloading required drivers.

Troubleshooting: Bluetooth I can't pair with a Bluetooth enabled govies

- Check that your BlackBerry device is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If your Bluetooth enabled device requires a passkey and you don't know what the passkey is, check the documentation that came with your Bluetoon enabled device. Sometimes the passkey is set to **0000** until you change it. If you don't know what the passkey is, my 1000.
- If your BlackBerry device doesn't detect the Bluetocii enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. On the home screen, swipe down from the top of the screen. Tap & Settings > Networks and Connections > Bluetooth. In the Discoverable drop-down list, tap On or 2 Minutes. If indeed by your PlackBerry device password. Start the pairing process according to the documentation that came with the device.
- If the Bluetooth enabled device uses a battery, connect the device to a power source and then try again. Depending on the device, if the battery power level is too low for device much still operate but be unable to pair.
- If Mobile Hotspot mode is on, verify that you're trying to connect to a Fluetont's enabled device that uses the Handsfree, Serial Port, or Personal Area Network profiles.

I keep losing the connection with " Hluetooth enabled car kit

• Check that your car kit is using the latest software version that is available. For more information about your car kit's software version, see the documentation that came with your car kit.

Move your StackBeing device to enother location in your vehicle or turn your device to face another
direction. The solution of your device's antenna in relation to your car kit's Bluetooth antenna may
affect the Bluetooin connection.

NFC

NFC is a short-range wireless technology that's used for quickly creating connections between your BlackBerry device and other NFC-enabled devices or NFC tags. NFC is designed so you can easily share content and information without having to pair your BlackBerry device with another NFC compatible device. Depoining on your wireless service provider and the applications you have installed on your device, there are many interesting usings you can do using NFC, such as sharing a picture with a friend or paying for a purchase using your device.

What is NFC?

The NFC feature might not be available, depending coryour wireless service provider, your administrator's settings, and your BlackBern, covice model

NFC is a short-range wireless technology that's designed for easily sharing content and information without having to use pairing information.

Depending on the applications you have installed on your device and the NFC compatibility of other devices, there can be many interesting ways to use MFC. Here are a few possibilities:

- Simultaneously exchange contact cours with a new triend or pusiness acquaintance.
- Pass a picture to your friend.
- Pay for your bus or subway ride.
- Pay for your morning coffee without taking out voterwalls.
- Grab a coupon from a poster you see on the street.
- Gain access to your building when you get to work.
- Send a webpage you're viewing to a friend.
- Add a friend to your BBM contacts.
- Copy smart tag information to an NFC tag.

These are just a few of the things you can do with NFC for more, play with NFC on your device, be creative, and see what you can do.

Turn on NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

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

- 2. Tap ♦ Settings > Networks and connections > NFC.
- 3. Turn on the NFC Connecavity switch.

Send a file using NFC

The NFC feature usignt not be available, depending on your wireless service provider, your administrator's settings, and your StackBerry device model.

With NFC you can exchange many kinds or files, including pictures, music, contact info, and even webpages, between your PlackBory devices and other NFC-enabled devices.

- 1. Depending on now many files you want to send, on your BlackBerry device do any of the following:
 - To send a singly file, find and open a file.
 - To send multiple files, find and highlight the files that you want to send. Tap Y > NFC.
- 2. Align the back of your PlackBerry device with an NFC-enabled device.
- 3. If necessary, tap Send.

Tip: In most cases, you can exchange files between two NFC-chabled BlackBerry devices simultaneously. This functionality is really handy if you to trying to exchange contact information saved in the Smart Tags app.

Find your NFC settings

The NFC feature might not be available, descending on vouc wireless service provider, your administrator's settings, and your BlackBerry device model

You can set whether your BlackBerry device prompts you before sending or receiving files. You can also set when your device can be used for doing things such as making credit cord payments or providing access credentials to get into a building.

- 1. On the home screen, swipe down iron the top of the screen
- 2. Tap ☆ Settings > Networks and Connections > N.T.c.

Connect your device to an HDM' display

- 1. Using an HDMI cable, connect your BlackBern, device to an in DMI list is play.
- 2. Your device automatically detects the resolution of the Hotel display that your device is connected to. However, if you must change the resolution and the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**. In the **Hom! Display Mode** drop-down list tap the display mode that you want to use.

Monitor your wireless data usage

You can check how much data you have used over your mobile network or your Wi-Fi network. You can also monitor which apps and services are using the most date, and you can close some apps to help reduce your data usage or improve the device performance.

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

- 2. Tap Settings > App Manager > Perice Monitor.
- **3.** Tap **≡**.
- 4. Tap Mobile Data of Wi-Fi
- 5. Tap an app or series.

BlackBerry Keyboard and typing

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

Typing on theBlackBerry Keyboard

Type an accented character

The list of available accents depends on the active input languages. If you set multiple input languages, the accents for the languages that can be predicted together appear for a letter. For example, when English, French, and German are cot. Includes their alphabets are smaller, you get accent options for all three languages.

- 1. On the BlackBerry Keyboard, press and hold the lotter that you want to add the accent to.
- 2. When accented characters appear above the Moreourd, tap the accounted character that you want to type.

Type a symbol or number

- 1. On the lower-right side of the BlackBerry Keyborard, press
- 2. Tap the symbol or number that you want to type.

Type an uppercase character

- 1. On the BlackBerry Keyboard, press
- 2. Press a letter.

Tip: To turn on CAP lock, press at and ♠.

Keyboard shortcuts: Typing

Some shortcuts might not be available depending on incluying input language that you use.

Undo an automatically corrected word	Press 🖪 twice.
Insert a period (.) in a text field	Press twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press .
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAP lock	ாக் and ் . To turn off CAP lock, press ்
Type a symbol	Processing. Tap the symbol that appears on screen.
Type the alternate character on a key	Press and the character key.
Type an accented or special character	or special character you want.
Type a number in a text field	คำเครา and press the number key.
Type a number in a number field	Fres- the number key
Turn on NUM lock	Press and . To turn off NUM lock, press
Highlight a line of text	Touch and hold the text. Move your finger up or down on the screen
Highlight text character by character	Touch and hold the lext. Move your finger left or legit on the setteen to solest each character.
Cut highlighted text	Tap the highlighted toxic Tap
Copy highlighted text	Tap the signlightsuited. Tap

Paste text

Change Kevebard, includ, or typing settings

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

- 1. On the home screen, swips down from the top of the screen.
- 2. Tap Settings > Language and Input.

Type faster with automated posistance settings

You can change your typing settings to help you type faster on your BlackBerry Keyboard. Keyboard feedback provides an audible indication of your typing process or when a misspelled word is corrected.

A different tone is used for the A and @123 keys to differentiate these keys from alphabetical keys. In addition, you can change your settings so that your device autometically capitalizes new sentences or so that pressing twice inserts a period.

- 1. On the home screen, swipe down from the too or the screen.
- 2. Do one of the following:
 - Tap

 Settings > Language and Imput > Mediction and Correction.
 - Tap ☆ Settings > Language are input > Feedback.
- 3. Tap the settings that you want to change

Select text using the BlackBerry Keybosic

The BlackBerry Keyboard provides several ways is nighlight and said text.

- 1. Select text using one of the following methods:
 - On the screen, touch and hold the word.
- 2. To expand the text selection, do one of the following:
 - To automatically select more text, continue to touch and hold the local or the screen. Your selection expands from a word to a sentence, and from a sentence to a paragraph the longer you hold.
 - Tap reto expand the selection to a word.

- To select more published text, such as in a browser or PDF file, move the cursor indicator handles to highlight the whole section of text.
- To select more text in a text sector, such as an email message, place the cursor at the beginning of the text you want to select. Touch and hold of and drag the circle of interest on the screen to highlight the woole section of text.

To dismiss the selection, tap anywhere on the scroon.

Cut, copy, and paste text

- 1. Select the text that you want to cut or copy
- 2. Lift your finger off the solesh. The toxt editing menu appears.
- **3.** Do one of the following:
 - To copy the text, tap the organighted text. Text is
 - To cut the text, tap the highlighted text : ap

 β.
- 4. To paste the text, touch and hard the location whom you want to paste the text and then release your finger. Tap .

Selecting word suggestions that appear while you type

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next. When you pause your typing, suggested words are displayed above the BlackBerry Keyboard. You can quickly select a suggested word by tapping it

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what were you might type next and displays suggested words on the row of touch screen kevs above the keyboard. You can quickly select a suggested word by placing your finger on the keyboard under the word and flicking it up toward the screen.

Select a suggested word

To use a word that appears above the BlackBerry Keyboard, tan into sciencial.

Spell check

Turn on spell check

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ♦ Settings > Language and Input > Spell Colors.
- 3. Set the Spell Check switch to On.

Accept spelling suggestions

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

Tap the underlined word.

- To accept a specing suggestion, tap the suggested word.
- To add the word to your personal dictionary, tan Add to Dictionary.

Change spell check sortings

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Language and Input > Socii Check
- **3.** Tap the settings that you want to deange.

Edit your personal dictionary

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Language and innot > Spell Chebr. > Fait Personal Dictionary.
 - To add a new word to your personal dictionary, ran 4.
 - To edit a word that's already in your personal disciousness tup the word.

Creating custom text shortcuts

he word substitution feature lets you create your own text shortcuts. When you set up shortcuts, your BlackBerry device replaces the shortcut with a full word or phrase

Tip: Word substitution is sometimes known as autotext.

Turn on word predictions

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Language and Input > Prediction and Correction.
- 3. Set the Show Predictions switch to On.

Add a new text shortcut

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

2. Tap Settings > Language and input > Prediction and Correction > Word Substitution.

3. Tap +.

Clear the learned words list

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

- 1. On the home screen, swing down from the ion of the screen.
- 2. Tap ♦ Settings > Language and Input > Prediction and Correction.
- 3. Tap Clear Learned Words.

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

Change or delete a text scortcut

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

Typing using voice dication

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

- 1. To turn on voice dictation, on the home screen, swips down from the top of the screen.
- 2. Tap Settings > Language and !...put.
- 3. Tap Voice Dictation.
- 4. Turn on the **Dictation** switch .
- 5. In the Language drop-down list, tap the language you want to use.
- 6. If you want to automatically include practization, turn on the Auro-Punctuate switch.

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

Language

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

Change your display language

The language you selected during the mind setup of your BlackBerry device is your display language. The home screen, ElackBerry Hub, and supported applications display content in this language.

- 1. On the name screen, swipe Jown from the top of the screen.
- 2. Tap & Settings > Language and input.
- 3. In the Lawguage drow-down list, incline language that you want to use.

Change your device's regional settings

- 1. On the home science, swipe down from the top of the screen.
- 2. Tap ☆ Settings > Language and Innui
- 3. In the **Region** drop-down list, sap the region that you want to use to set your device's date format, default currency, and manber format.

Change your input language

Your input language is the language in which you type documents, email messages, and text messages. You can select up to three languages that you want to be able to type in. The default language is the display language you chose.

Tip: If you need to switch input languages offer, make sure that your device is set up to detect your languages automatically. To enable language detection, run on the **Language detection** switch on the **Input Languages** screen.

- 1. On the home screen, swipe down from the top or the screen.
- 2. Tap ☆ Settings > Language ard input.
- 3. Tap Input Languages > 5.
- 4. Select the checkboxes beside the languages that you wern to enable.

If you can't select the checkbox beside a language, you may aready have three languages selected. Browse the full list of languages and clear a language incorporate you no longer want to use. Then, select a new input language.

Select an alternate keyboard layout

Some languages have more than one keyboard layout ortion. For those languages, you can select the keyboard layout that feels most natural for you to use. The QWEPT's keyboard layout is available as an option for all languages.

- 1. On the Input Language screen, tap one of the enabled languages that you have already selected.
- 2. If more than one option exists, in the drop-down is the analysis.
- 3. If you want the layout you've selected to be the default whenever you use this language, tap Make Default.

Change your language while typing

If you previously set up more than one input language, you can quickly switch between those languages while you're typing

- 1. Tap the text field.
- 2. Press and J.
- 3. Tap the language that you want to type in

The keyboard rayout, such as OWETTY, OCENIZ, or AZERTY, also changes to the default layout for the language that you are eveloging

Change your voice input language

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Longuage and input.
- 3. Tap Voice Dictation
- 4. In the Language drop-drwn list. the language you than το use.

Keyboard input methods

An input method enables you to type words or unaracters that are not available using the characters on your keyboard layout. In some cases, input methods one your a phonetic approximation of a word based on the keyboard layout you are using. Your dampe can men suggest a character or discritic based on the sound you choose.

In other cases, input methods provide you with gestures and key combinations for languages. Some keyboard input methods are common to all supported languages, such as word prediction or selecting accented characters by pressing and hording keys.

All keyboard input methods also support using and lary to access symbols.

You can use your BlackBerry device in many different languages, regardless of the default language you select. However, the differences between the language you use may made that you need specific tips to use your BlackBerry Keyboard with a language that is different than the default keyboard layout. For example, if you use a language that has more characters in the aiphabatthan the language that your keyboard supports, you need to know how to access those patitional characters.

Typing in other languages

You can set your BlackBerry device to recognize three different input languages when you type. As you type, your device makes predictions based on each of including language families. For example, if you use a Latin-based display language, predictions appear for any of the configured Latin-based languages. Similarly, if your display language is Korean, it will not display arches or Latin-based suggestions. When you set more than one typing language, you may need to consider the following:

• Some languages, such as Thai and Arabic, have more characters in the alphabet than there are keys on the keyboard. You need to use a keystroke combination to access the second or third character on a particular key. For information about how to access these types of characters, see the help for typing in that language.

- Different languages may have different reyboard layouts. For example, American English uses a QWERTY keyboard layout, but French uses an AZERTY keyboard layout. Some keys appear in locations that you may not be used to
- Similar languages may have slightly entirement keypolard layouts. For example, many languages use a QWERTY keyboard layout. However, Danish, Spanish, and Romanian include different characters on the basic keyboard that are tit on other QWERTY keyboard layouts.
- Some supported languages, such as Hebrews Farsi, and Arabic, read right-to-left. If you change to one of these languages from a left-to-light language in the middle of a sentence, your device automatically places the characters you that on the left side of the cursor. When you change back to the left-to-right language, you need to move your cursor back to the right side of the text.

Typing in Arabic or Farsi

The Arabic and Farsi keyboard layouts support the following features:

- The Arabic language has more characters in the alphabet than there are keys on the keyboard. As a result, more than one native character appears on one key. There may be alternate letters that are related to a primary letter or have a similar force. You can use the keyboard mapping guide that appears with the typing task to determine now to press and hold a letter or multi-press to access the second and third characters on each key.
- The Farsi language has a few characters and one different from the basic Arabic alphabet. These characters are listed on the keyboard mapping gains.
- Word prediction and flicking word suggestions the screen of you have this feature turned on)
- You can type alternate characters in two ways. You can pross and press a letter. A second method is to press and hold the primary character. Then, select the alternate character from the options.
- The Arabic language has many diacritics that you can add to characters. To add a diacritic, press the diacritic key on the row of touch screen keys above the revocate. Then, touch the diacritic you want to add.
- To type a symbol, tap sym. To view more symbols, tap sym again.

Character guide for Arabic or Farsi

The typical Arabic keyboard layout looks like this:



The following table shows now to type the Arabic and Farsi alphabet when there is more than one native character on each physical key.

Single key press	Uniole key pres	ু ⊬ key press	Multi-tap
ص	ض		ص ض
ث			
ق			
ف			ڤ
غ			
٤			
ه			
Ż			
ζ			
τ	ر (Farsi oniv	¿(Farsi sulv)	₹
w	ŵ		س ش
ي		S	ئ ي
ب	پ (Farsi oni) پ	(Farsi cilly)	Ų
J			
1			1:10
ت	ő	i	
ن			
1			
<u>s</u> j	८ (Farsi only)	الانتان (Farsi الانتان)	55
ذ			
د			

Single key press	Double key press	↑ + key press	Multi-tap
J			
9		ۇ	ؤ
j	rarsi only)	ژ (Farsi only)	ۯ
ظ			
Ь		32	

Typing in Chinese

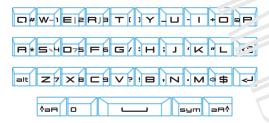
Your BlackBerry device supports Chinese Canglie, Chinese handwriting, and Wubihua (Strokes) input methods. To type in Chinese, you must ramiliarize vouself with the keyboard layout for Chinese characters. When typing in Pinyin on a non-Chinese handsard, you can use the phonetic sound of a character to get Chinese discritics to appear as word predictions.

The Chinese language input meticous support the following features:

- You can type using a Latin-based alphabet on a QWLTT keypoard layout by pressing and then a letter.
- To type a symbol, tap sym. To view more symbols, tap symingain.

Character guide for Wubihua

The typical Wubihua or Chinese 5 stroke keyboard raveor looks like this:



Typing in Danish, Norwegian, Finnish, or Swedis!

The Danish, Norwegian, Finnish, and Swedish languages are largely based on a Latin alphabet with a few variations. These languages use the basic QWERTY acypoard larguage with the audition of Å, Æ and Ø (for Danish and Norwegian), and Ö and Ä (for Finnish and Swedish). The keyboards also support the following features:

• Word prediction and flicking word suggestions up one screen (if you have this feature turned on)

• You can type alternate characters in two ways. You can press and press a letter. A second method is to press and hold the primary character. Then, you can select the alternate character from the options.

- Alternate characters are available for I (Ä), G (Ö), P (Å), K (Æ), and L (Ø). To type an alternate character, press and holding primary character. Then, select the accented character.
- To type a symbol, sap sym To view more symbols, tap sym again.

Typing in Greck

The Greek keyboard supposes the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)
- You can type alternate characters in two ways. You can press and press a letter. A second method is to press and hold the primary unaracter. Then, you can select the alternate character from the options.
- To type a symbol, tap sym To view more symbols. 125 sym again.

Typing in Russian

The Russian keyboard and language supporte the following features:

• Word prediction and flicking word suggestions ບຽວເວັບ the screen (if you have this feature turned on)

To access more Cyrillic characters on the Sussian keyboard layout, you can use one of the following methods:

- To type an uppercase character, voil can press Agaid press a letter.
- Alternate characters are available for T, I, P, 1, 166, or \$. 10 type an alternate character, double-press the primary character.
- To type an accented version of a character, press and held the etimary character. Then, you can select the accented character.
- To type a symbol, tap sym. To view more symbols, tap sym again.

Character guide for Russian

The typical Russian keyboard with Cyrillic characters looks like this

The typical Russian keyboard looks like this:



Typing in Hebrew

The Hebrew keyboard supports the forcwing features:

Word prediction and flicking word organizers up onto the screen (if you have this feature turned on).

- To type a letter from the Latin-based alreadet using a QWERTY keyboard layout, you can press and press a letter

Typing in Japanese

The Japanese keypoard supports the following features:

- Word prediction and flicking word suggestions up and the screen (if you have this feature turned on).
- To type a letter from the Latin lossed alphabet using a CV/ERTY keyboard layout, you can press and press a letter.
- To type a symbol, tap symbols, tap symbols, tap sym again.

Typing in Korean

The Korean keyboard supports the following features:

- The Korean language has more characters in the signabet than there are keys on the keyboard. As a result, some keys have more than one native character on one key. You might need to use the keyboard mapping guide to determine how to access the special and third characters on each key.
- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- Alternate characters are available for Q. W. Z, and R.
- You can type alternate characters to two weys. You can press to press and hold the primary character. Then, you can select the othernate character from the options.
- To type a symbol, tap sym. To view more symbols, tap sym again

Typing in Latin-based languages

The Latin-based languages that use a variation of the QWERTY, QWERTY, or AZED: Y keyboard layout support the following features:

- Word prediction and flicking word suggestions are onto the social (if you have this reature turned on).
- To type an uppercase character, you can press franci press a letter.
- To type an accented version of a character, press and heid the primary character. Then, you can select the accented character.
- To type a symbol, tap sym. To view more symbols, tap again.

Character guide for Latin-based lessurages

Many languages use the Latin alphabation lowever, there are three keyboard layouts that use the Latin alphabet on your BlackBerry device. If you set up more than one input language, note that the keyboard layout may change.

The QWERTY responded logiculis used by many languages; it's not confined to a single geographic area. Certain languages may have slight variations to the available keys or symbols, but the basic keyboard is the same. GWERTY keyboard layout is used for American English, European English, Czech, Danish, Dutch, Italian, Felian, Peruguesa thomanian, Spanish, Catalan, Galician, Basque, and Vietnamese input.

The basic QWEPTY keyboard looks like this:



The QWERTZ keyboard layout is used for ryping in Gerr. an. Czach, and Hungarian.



The AZERTY keyboard layout is used for typing in French.



The QWERTY, QWERTZ, and AZERTY keyboards using the Latin alphages have different alternate characters depending on the language you select. For example the French, if you tap and hold the letter A, the prediction menu displays accented characters for the letter A. In Homerier, if you tap and hold the letter S, the prediction menu appears with B among the options. Experiment with the BlackBerry Keyboard to reveal the keys that contain alternate characters.

Typing in Thai

The Thai keyboard supports the following features:

• The Thai language has more characters in the alphabet than there are keys on the keyboard. As a result, there is more than one native character on one key. You can use the keyboard mapping guide that appears with the opping task to determine how to access the second and third characters on each key.

- Word prediction and rilicking ward subgestions up anto the screen (if you have this feature turned on).
- To type an alternate character, you can press paid press a letter.
- To type an accented version or a character, you can press and hold the primary character. Then, you can select the accented character.
- To type a symbol, tap Fo view wore symbols, tap sym again.

Character guide for Thai

The following table shows how to type the That alubation when there is more than one native character on each.

Single key press	+ key cress
ไๆ	9
onn on one	n
พอฎ	ñ.
ខ ុក	5
ច័ ី ç	\$
ଳି	e d
รตณ	ů.
นอง	ol ol
ยขณู	ų
บชฐ	3

ฟหฤ	
nni	η
กลฎ	บ
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อก	u
ै र	
đọ .	
ทม์	
ใพฒ	
анВ	₿
Л	

Typing in Vietnamese

The Vietnamese keyboard supports the following features:

• The Vietnamese language has more characters in the alphabet than there are keys on the keyboard. As a result, some keys have more than one native character on one key. You might need to use the keyboard mapping guide to determine how to access the second and third characters on each key.

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type an accenied version of a character, you can press and hold the primary character. Then, you can select the accented character.
- Accented characters are available for F, O, A, and D. To type an alternate character, double-press the primary character.
- To type a sy ເປັດໄ, ເຊັນ ເປັນ view more symbols, tap sym again.

Screen display

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

Change your backlighting

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap **☆ Settings** > **Display**.
- 3. To adjust the brightness, move the slider back and form.

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

Change your font size

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

 Settings > Display.
- 3. In the Font Size drop-down list, tap the Size of font the your want to use.

Set your wallpaper

You can set a picture as your wallpaper. You can also choose a cicture to display when your device is locked that is different from your home screen wallpaper.

- 1. Open a picture.
- 2. Tap Si > Wallpaper.

 You can edit the picture by cropping, adding filters, and more
- **3.** Tap **Done**.
- 4. Select Lock Screen, Home Screen, or Both.

5. Tap **OK**.

Tip: When all of your apps are closed, you can set the option to show only your wallpaper. Swipe down from the top of ide screen. Tap **Settings** > **Display**. Turn on the **Show Wallpaper When All Apps Are Closed** switch. You can swipe right to see all of your app icons.

Use your device as a flashlight

You can add the option to use your device as a trashlight to the Quick Settings menu.

- 1. On the home screen, swice down from the top of the screen.
- 2. Tap ♦ Settings > Quick Settings.
- 3. Select the Flashiight chockbox.

Turn off icon labels in the action par

By default, labels appear under icons in the across ber at the bottom of the screen. The labels identify and explain the signature actions available to you. If you turn off this setting, icon labels don't appear unless you touch and hold the icon in the action bar. To turn off the labels:

Tip: You can slide your finger between iccos to see the 'asels To avoid selecting an option, slide your finger outside of the action bar.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap **☆ Settings** > **Display**.
- 3. Turn off the Always Show Icon Laures switch.

Accessibility

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

For more information, see the Accessibility User Guide

Media cards and storage

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

Moving or copying media files and documents

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

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

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

Transfer files between your computer and devices using a USB connection

1. Using a USB cable, contract your PlackBerry dovice to your computer.



- 2. If necessary, enter your device password.

 Your device and media card appear as device on your computer.
- 3. Go to the files or folders that you want to copy.
- 4. Drag and drop the files or folders.

Transfer files between your computer and donce using a indi-File connection

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

- 1. On the home screen of your BlackBerry device, swipe down from the top of the screen.
- 2. Tap **☆ Settings** > **About**.
- 3. In the Category drop-down list, tap Network. Make note of the inva address
- 4. Tap <.
- 5. Tap Storage and Access.
- 6. Turn on the Access using Wi-Fi switch.

- 7. Type a storage access password.
- 8. Tap Identification on Network and make note of the Username.
- 9. On your compain, do one of the following:
 - If your computer uses a Windows operating system, in a Run command, type the IP address using the following former: \xxx.xxx \xxx.xxx.
 - If your computer uses a Mac operating system, click **Go** > **Connect to Server**. Type the IP address using for rollowing format, ship://soc.axx.xxx.xxx.
- 10. Go to the riles or foliosis that you want to copy.
- 11. When prompted, enter the resername and clorage access password.
- 12. Drag and drop the fires or folders.

Turn on USB mass storage

To use the USB mass sintage feature, you must have a media card in your BlackBerry device.

USB mass storage is designed to let you use your device as a USB drive. Using a USB cable, you can connect your device to a computer. Our stereo, or other external device and access files on your media card.

Note: When USB mass storage mode is on, apps on your device can't access files on your media card.

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap ♦ Settings > Storage and Access.
- 3. Turn on the USB Mass Storage switch.

To stop using USB mass storage, aisconnect your USB can't

Using a media card

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

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

Supported media cards

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

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

Format your media card

You can format your media card to help resolve an issue with the installation and with the installation with the installation and the solution of the installation and the instal

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Storage and Access
- 3. Tap Format Media Card

Wipe data from your media cere

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

- 1. On the home screen, swips down from the top of the screen.
- 2. Tap Settings Seture and Access.
- 3. Tap Erase Media Card.

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

Turn on encryption

Your BlackBerry device creates and stores an encryption key when you turn on encryption. Your device uses this encryption key to access an encrypted files on your media card.

- 1. On the home screen, swipe down from incomo top of the screen
- 2. Tap ☆ Settings > Security and Privacy > Encryption.
- 3. Do any of the following:
 - Turn on the **Device Encryption** switch.
 - Turn on the Media Card Encryption switch.

CAUTION: Turn off encryption or back up your analysts media card files before a security wipe. A security wipe is designed to delete your device data including the encryption key. Without the encryption key, your device can't access your encryption media card files.

Check how much storage space is free

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ★ Settings > Storage and Access.
- 3. Tap Device Storage Details or Media Card Details.

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

How do I free up storage space?

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

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

- Move documents and media files from your device to your media card using File Manager.
- Reduce the size of pictures that you rake and videos that you record. To change the ratio option for your pictures and videos, on the home screen too or > .
- Transfer some of your data to your computer using a USB connection, a Wi-Fi connection, or BlackBerry Link. To download BlackBerry Link, on your computer, visit www.blackberry.com/ BlackBerryLink.
- Delete files that you don't need. To delete multiple items, in an app, tap : > ☑. Select the items and tap : > ⑩
- Delete apps that you don't use. to delete an app, on the home screen, touch and hold an app icon until the icons begin to hank. On the con for the app inat you want to delete, tap in the icon, the app icon, the app icon, the app icon, the app icon and to deleted.

Optimize your device's performance

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

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

Error messages: Media card

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

Your media card isn't recognized

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

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

Media card is password protected

A password is blocking access to the media card and dwa stored on its insert a media card into your BlackBerry device that isn't password protected.

Your media card is read-only

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

Your media card isn't responding

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

No media card was found

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

Troubleshooting: Storage space

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

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

- Check the USS cable and points of correction.
- On the home screen, swipe down from the top of the screen. Tap **A Settings** > **Storage and Access.** Depending on the operating system on your computer, tap the **USB Connection** drop-down list and change to **Connect to Windows** or **Connect to Mac**.
- Consider updating or installing device drivers on your computer. The drivers you need are installed when you download BlackBerry Link. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackberryLink.

Using your device with BlackBerry Link

Use BlackBerry Link to manage your device and allow competitions between your device and your computer. You can:

- Allow remote file access, so that your device can access riles stored in the libraries on your computer.
- View and delete files that are stored on your comparer from your nevice.
- Sync contacts and calendar appointments between your device and your computer.
- Sync music, pictures, videos, and documents between your device and your computer over a USB connection or a Wi-Fi connection
- Back up and restore your device data.
- Transfer supported settings and data to a view device.
- Manage multiple devices on your computer that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

To download the latest version of BlackBerry Link to your companies, visit www.clackberry.com/BlackBerryLink.

About pairing and connecting your device to a competer or telest

You can install programs, such as BlackBerry Blend or SigukBerry Link, on vous computer or tablet to enhance the experience with your BlackBerry device.

Use BlackBerry Blend to interact with your device from your computer or tablet in the same way you'd use them on your device. You can:

View and respond to messages and chats from different accounts in the BlackBerry Hub.

- Access your BBM chats, groups, and channels.
- Access your text (SMS) messages.
- View and update your calendar systems and contacts.
- Copy and transfer your files between your device and computer or tablet.

You can use BlackBerry Blenu to connect FlackBerry devices running BlackBerry 10 OS version 10.3 with computers and tablets running the following software:

- Windows i or later
- Mac OS X 10.7 or late;
- iOS 6.0 or late;
- Android 4.4 or later

To download the latest version of Black Sorry Blend to your computer or tablet, visit **www.blackberry.co.** alack Porty blend.

Use BlackBerry Link to manage your device and allow connections between your device and your computer. You can:

- Allow remote file access, so that your device can access files stored in the libraries on your computer.
- View and delete files that are stored on your computer from your device.
- Sync contacts and calendar appointments between your device and your computer.
- Sync music, pictures, videos, and documents surveys vour device and your computer over a USB connection or a Wi-Fi connection.
- Back up and restore your device data.
- Transfer supported settings and data to a new device.
- Manage multiple devices on your comparer that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

BlackBerry Link supports BlackBerry devices running BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

To download the latest version of BlackBerry Link is your computer. White www blockberry.com/BlackBerryLink.

Related information

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Disconnect your device from BlackBerry Blend, 249

Set up your computer with BlackBerry Link

The first time you open BlackBerry Link, you can give your computer a display name that identifies your computer on your device and in BlackBerry Link. BlackBerry Link displays the default pictures, videos, and documents libraries on your computer that you can sync with and access from your device.

To set up your BlackBerry ID with Plane Perry Link, make sure that your computer is connected to the Internet.

- 1. On your compain, open BlackBerry Link.
- 2. Type a display name for your computer. Click Next.
- 3. Select the music sources on your computer, such as Windows Media Player or iTunes. On a Mac computer, you can also select the folders for your **Documents** library.
- 4. If you have an Internet connection, sind in to an oreate a BlackBerry ID.
- 5. Select the uneckboxes beside the devices you want to grant remote file access to.
- 6. Click Finish.

Set up your device in BlackPorry Link

When you set up your device in FlackBerry Clik, you can one your device a display name. This name appears on your device and also identifies your device in BlackBerry Link.

- 1. On your computer, open BlackBerry Link.
- 2. Connect your device to your computer using a USB cable.
- 3. If necessary, type the person or your device.
- 4. At the side of the BlackBerry Link window, click your device
- 5. Type a display name for your device.
- **6.** Do one of the following:
 - To establish a permanent connection with your computer, on a Windows computer, select the
 Manage this device with BlackDerry Link option. On a Mac computer, select the Link this
 device and this computer option.
 - To establish a one-time connection with your computer, on a Windows computer, select the This is a one-time connection; do not manage this device with StackBerry Link option. On a Mac computer, select the Do not link this device and this computer. This is a one-time connection option.
- 7. Do one of the following:
 - To add your device to BlackBerry Link without transferring data is an old device or updating the device software, on a Windows computer, click Start Using My Device. On a Mac computer, click Next > Finish.
 - To transfer data before you add your device to Black Letty Link. Co. a Windows computer, click **Switch Devices**. On a Mac computer, click **Transfer Data**: follow the instructions on the screen.

If you want to stop associating your device with BlackBorry Link, you can remove your device from BlackBorry Link. If your device is associated with a BlackBorry ID, sign out of BlackBorry ID first.

- 1. On your computer, open BlackBerry Link.
- 2. At the side of the BlackBerry Link window, click your device.
- 3. Click Remove Device.

4. On a Windows computer, click **O**: On a Mac computer, click **Remove**.

About BlackBerry ID and BlackBerry Link

Your BlackBerry iD is a use name (email address) and password used to access multiple BlackBerry products and services, such as EBM and the BlackBerry World storefront. In many situations, your BlackBerry !D allows PlackBerry products to work seamlessly without prompting you to enter your username and password.

If you don't have a StackPerry ID and you was usee, you can create it from BlackBerry Link.

When you sign in with your clackborry ID in BlackBorry Link or BlackBerry Blend, your computer becomes another device that is associated with your BlackBerry ID. All your devices associated with your BlackBerry ID appear in BlackBerry Link

About remote file access

Imagine arriving at a meeting, only to discover that a description you need is on your computer. Remote file access lets you use the File Manager app on your device to access and manage media and documents on the computer that BlackSerry Link is instelled on.

By default, devices you advite BlackBerry Link can access files in the media and documents libraries on your computer, as long as they are associated with the same BlackBerry ID you use in BlackBerry Link. You can turn off remote access for specific devices

Access files stored on your computer

To use this feature, BlackBerry Link must be open an your computer, and associated with your BlackBerry ID. By default, remote file access is turned on when you add a new device to BlackBerry Link. On your computer, you can specify the follows that you want to access.

- 1. Connect your device to a wireless network. For example, a Wint network.
- 2. On the home screen on your device, swipe down from the top of the screen
- 3. Tap **⇔Settings** > Device Connections
- 4. Turn on the Allow Connections switc'ı.
- 5. Tap the computer that you want to access.
- 6. In the File Manager app, tap ≡. If BlackEverry Balance is subject on your device, use the File Manager app in your personal space.

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

Edit or delete a file

On your device, do one of the following:

• To edit a file that's stored on your computer, tap the file. If your BlackBerry device supports editing the file, tap /.

If you save vous changes in the default ocation, \odot indicates when BlackBerry Link is syncing the file and overwriting the original voision on vote computer

• To permanching delete a file from your device that's stored on your computer, touch and hold a file.

Tap m.

Copy a file from your computer to your dame.

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

- 1. On your device, touch and hold a file mat's storem on your computer.
- **2.** Tap 🖺.
- 3. Navigate to where you want to save the file. For example, on your media card.
- 4. Tap Paste.

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

View paired computers

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

- 1. On your device, on the home screen. Stipe Jown from the top of the screen.
- 2. Tap ☆ Settings > Device Connections.

Tip: To access your computer files over the mainle network, turn on the **Use Mobile Network** switch.

To remove a computer from the list, touch and hold a computer. Tap 👼

About backing up device data

Using BlackBerry Link, you can back up and restore most of the data on your BlackBerry device. You can back up your settings, phone history, fonts, caved searches, recogges organizer data, browser bookmarks, and media files.

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

Note: If your device is activated on BlackBerry Enterprise Service 10, contact your coministrator to verify if you are able to back up and restore your device deta

Set backup preferences in BlackBorn Link

You can customize the backup rile near that BlackBerry Link creates and select which types of data to include in your backup file.

On a Windows compared, do the reliaving:

- 1. Open BiackBerry Link.
- 2. At the side of the Black-Barry Link window, ottok your device.
- 3. Click Back Up & Restore.

By default, Black-derry Link options a quick backup of your device, including all data except your media files and applications.

- 4. To back up specific data, do one of the following:
 - Select the Full Dackup ດຽນວ່າ. This ດຽນວ່າ backs ບຸລຸ all of your device data.
 - Select the Custom Backup option. Click Configure. Select the checkboxes beside the data that you want to include in your backup files

On a Mac computer, do the following:

- 1. Open BlackBerry Link.
- 2. At the side of the BlackBerry Link window, click your devise.
- 3. Click Back Up & Restore.

By default, BlackBerry Link backs up all of your device data.

- 4. To back up specific data, do the icliowing:
 - Select the Select data to include in your packup first chackoox.
 - Select the checkboxes beside the date volument to include in your backup files.

Back up your device data

You can manually back up the data on your BlackBerry dayse at any time. By default, BlackBerry Link performs a quick backup of your device, including at data except your needia files and applications. If you set backup preferences, BlackBerry Link creates a backup fits containing the data you specify

- 1. On your computer, open BlackBerry Link.
- 2. Connect your device to your computer using a USB cable.
- 3. At the side of the BlackBerry Link window, click your device.
- 4. Click Back Up & Restore.
- 5. On a Windows computer, click Back Up Device. On a Mac computer, click Back Up Now.

Restore your device data

With BlackBerry Link, you can restore backup files that include supported that from devices running BlackBerry Device Software 5.0 or later and BlackBerry 10 OS

On a Windows computer, do the following:

- 1. Open BlackBerry Link.
- 2. Connect your device to your computer using a USB cable.
- 3. At the size of the BisckBerry Link window, click your device.
- 4. Click Back " & Restore.
- 5. Do one of the inflowing:
 - To restore all of the data in a backup file to your device, click a backup file.
 - To restore species data in a namup file to your device, click a backup file. Click the **Custom Restore** sption. Clear the checkbox beside one or more databases that you don't want to restore.
 - To restore data from a backup file that is a listed slick . Navigate to the .bbb or .ipd file. Click **OK**.
- 6. Click Restore.

On a Mac computer, do the following:

- 1. Open BlackBerry Link.
- 2. Connect your device to your computer using a USS cable.
- 3. At the side of the Black-Barry Link window. click your device.
- 4. Click Back Up & Restore.
- 5. Click Restore Device.
- **6.** Do one of the following:
 - To restore all of the data in a backup file to your device, click a backup file.
 - To restore specific data in a backup file to your device, click a backup file. Clear the **Restore all** data checkbox. Clear the checkbox beside one or more databases that you don't want to restore.
 - To restore data from a backup file that is not listed, click Circuips. Navigate to the .bbb file or .ipd file. Click **OK**.
 - To remove all of your device data and restors your device to its detail ractory settings, click Restore to factory settings.
- 7. Click Restore.

About updating your device software with BlackBeiler Link

You might want to update your device software for any of the following reasons

- To access the latest apps and features
- To resolve a technical issue
- Your service provider requires that you update your device software

If a new version of the device software is available for your device, a positioation appears on your computer, beside your device name in BlackBerry Linta. You can object to automatically download device software updates as well as updates to BlackBerry Linta software.

Your data and settings are automatically restored on your device when the software update is complete. It could take up to an hour to update your device software. During that time, you can't disconnect your device from your computer.

Update your device software with blackPoiny Link

Before you begin, make cure that your computer is connected to the Internet.

- 1. On your semputer, open Black Eury Link.
- 2. Connect your device to your congarer with a USB cable.
- 3. At the side of the Siack Scarv Link window circk your device.
- 4. Click Software シpdetes > Check for Updates
- 5. If a software update is available, click install Underso.

Note: If you want software updates to be installed autometically when you connect your device to BlackBerry Link, select the Automatically download updates for your device software and BlackBerry Link checkber.

Restore your device to its ractor; restault settings using PlackBerry Link

If you restore your BlackBerry device to its default settings. BlackBerry Link deletes all of the data and third-party applications from your device. Any IT policies that are applied to your device are also deleted. After you restore your device to its default settings you can run the setup application on your device to begin using the device again.

Before you begin, you should back up your data so macros have a copy on your computer.

CAUTION: You can't stop the process of restoring your device to its default settings after you start it. If you reset your device, the process continues at a the device restarts.

- 1. On your computer, open BlackBer: V Link
- 2. Connect your device to your compater using a USS capts
- 3. At the side of the BlackBerry Link window click was device
- **4.** Do one of the following:
 - On a Windows computer, click Back Up & Posture. Click Faction, reset.
 - On a Mac computer, at the top of the screen, click Black Serry Link > Creferences. Click Reload > Reload.

Troubleshooting: BlackBerry Link

I can't access files on my computer

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

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

1. Minimize the File Manager app examples that you don't see the icon on the app. If you see this icon, use the File Manager app in vour personal space.

- 2. On the home screen, swipe down from the top of the screen.
- 3. Verify that your device is connected to a wireless network.
- 4. Tap KrSetimes.
- 5. Do the following:
 - In the **BlackDerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
 - If your device is connected to a mobile network instead of a Wi-Fi network, in the **Device**Connections section, turn on the **Use Mobile Network** switch.
 - In the Device Connections section, verify that the Allow Connections switch is turned on.

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

- Verify that your computer is issued on and not in sleep mode.
- Verify that your computer has an active internal connection.
- Confirm that you are signed in to your **BlackBerry ID** in PlackBerry Link.
- Verify that the files that we want to access are in the location that is specified in BlackBerry Link.
- Some work or public networks might prevent you from accessing your files on your device. Try connecting to a different network and try again

I don't see my device in BlackBarry Link

On your device, try the following:

- Swipe down from the top of the scroenTap **Settings to the BlackBerry ID section, verify that you are signed in using the same BlackBerry !! as on your computer.
- If your device is connected to a mobile network instead of a 'vvi-Fi network, in the **Device**Connections section, turn on the Use Mobile Network switch.
- In the Device Connections section, verify that the Allow Connections switch is turned on.

On your computer, try the following:

- Turn off synchronization applications or antivirus applications temporarily.
- Sign out of BlackBerry Link and sign in again.
- Reset your BlackBerry ID username and password at www.blackBerry.com/bbid
- If you're using antivirus software on your computer, chack that the mawall is not blocking your connection to BlackBerry Link.

I can't create a backup file that contains all of מייה device מייה device מייה מיים ווער

Try the following:

• Connect your BlackBerry device to your computer using a USP rable. You can't create a backup file of your device data over a Wi-Fi network.

• On your device, verify that you are signed in to your BlackBerry ID. If you are not signed in, BlackBerry Link can't back up the date in your personal space.

- Verify that you entered the password on your device to unlock your work space. BlackBerry Link can't back up the data in your work space if your work space is locked.
- If your device is gottvated on BlackBody Enterprise Service 10, verify with your administrator that you can restore data to your device

I can't restore a backup file to my device

Try the following:

- Connect your StackBerry device to your computer using a USB cable. You can't restore the data to your device over a Wi-Fi network.
- On your device, verify wat you are signed in to your BlackBerry ID on your device. If you are not signed in, BlackBerry Link want restore the data to your personal space.
- Verify that the same DiackBerry ID used on the povice to create the backup file is being used on the device you are trying to restore the backup file to Cri your device, try signing in to the BlackBerry ID that is associated with the backup file.
- If your device is activated on FlackBerry Enterprise Service 16, verify that you entered the password on your device to unlock your work space. StackBerry Link can't restore the data to your work space if your work space is locked.
- If your device is activated on BlackBerry Entopolise Service 10, verify with your administrator that you can restore data to your device



Applications and features



Contacts, Clock, Browser, Calendar, Maps, BlackBerry World, scanning codes

Organizing your apps

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

Leave an app or close an app

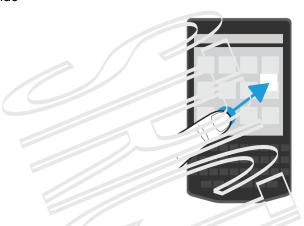
Instead of closing an app when you're done using it, you say make multitasking easier by minimizing an app. You can see your open sops arranged as Asims Frames on the home screen, and you can tap an Active Frame to return the app to full screen. Once you reminize an app, you can close it from the home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

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

Move an app icon or open eap around the home screen

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

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



Add folders to the home screen

You can organize your applicons by adding folders to the nome screen. For example, you can add a folder for all of the games that you download and a folder for all of your business and productivity apps. To hide unused apps, you can add a rolder to the home screen and put all of your unused apps in that folder.

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

Move an app icon out of a folder

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

Rename a folder

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

Deleting apps

You can delete apps from the home screen of your BlackBerry device, or you can derote the apps that you download from the BlackBerry World storefront. Some apps are part of the core BlackBerry experience and can't be deleted.

Delete a downloaded app from BlackHerry World

If you might want to reinstall an app later, you can uninstall it. You can reinstall these apps later without purchasing them again.

- 1. On the BlackBern, World home screen top ≡ > My World.
- 2. Tap My Apps & Garas.
- 3. Tap Installad.
- 4. Touch and hord an item and tap
 - If you think inac you might want to reinstall the applater, tap Uninstall.
 - If you want to permanently delete the applicap Delete.

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

Delete an app from your home screen

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

Tip: Some applicans on your home screen are part of the core BlackBerry experience. These appsican't be deleted, and the delete icon doesn't appear on these any long.

Reinstall an app or game

- 1. On the BlackBerry World home screen top = > "In Viscild > "In Apps & Games."
- 2. Tap Available.
 - To reinstall one app or game, ໂລລັ ໄປໄລ້ ແລະ to the app ວະ ສູລຫວະຕຸລະ you want to install.
 - To reinstall multiple apps and games, at the bottom of the screen, tap -> . Tap the apps and games that you want to reinstall. Tap ::

When you switch to a new BlackBerry device, some approval downloaded from BlackBerry World might not be available for use on your new device. Subject to any statutory include you may have, you will not be refunded for purchased apps if those apps are not available for use on your new BlackBerry device.

About the BlackBerry Assistant

You can use the BlackBerry Assistant to perform various personal and work assets, and interact with your device using natural language.

The BlackBerry Assistant can make multitasking easier instead of paviating to a specific app, you can simply open the BlackBerry Assistant and speak your requests. The StackBerry Assistant responds to help you complete the task or interaction quickly.

If you're in a meeting and need to keep things quiet, you can also type your requests in the BlackBerry Assistant using natural language. When you type your requests, the BlackBerry Assistant stays silent and responds with only text on the cureen.

When you speak your requests through a Bluetocth enabled device such as a headset, the BlackBerry Assistant responds with more detailed information and instructions to help you complete tasks without looking at the screen

Things you can do with the BlackBony Assistant

You can use the BlackBerry Assistant to perform various tasks within the following apps and services. Depending on your device language, BlackBerry Assistant settings, or wireless network, you might not be able to perform some of these tasks.

App or Service	Tasko
	Email:
_	Send an email, repriso an email, and search your email messages.
#	Briti
	Send a BPM message, reply to a BDM message, and search your BBM messages.
<u> </u>	Phone
	Make a call by using a conract name or chone number, and check or return your missed calls.
31	Calendar
	Create a calendar event, edica calendar event, invite colleagues to a meeting, and sequetivous calendar.
Q	Knowledge
	Get answers to thousands of questions with the holp of Wolfram Alpha.
 	Text Messaging
	Send a text message, roply to a text mossage, and search your text messages.

App or Service	Tasks
70	Apris and Settings
	Open apps and change some of your device settings.
Q	Search
	ปearch the internet with your preferred search engine, or search your device by keyword
8	iงองigation
	Get directions to ਵਲਦcific ਕਵਲਾess, city center, or point of interest.
	Alatio
	Set a new alarm, change existing a arms to a new time or frequency, and turn off alarms.
f	Farcinsok
	Send a Facebook message, coarch your messages, and update your Facebook status.
y	Twitter
	Post a tweet find our what topics are trending, search your Twitter direct messages, and sond a orient message.
<u>•</u>	Foursquare
	Check in to your favorite locations with Foursquare.
	Music
	Search your music library, play your favorite songs or playlists, and pause, shuffle, or skip songs while they play.
	Reminders
	Create tasks, notes, and reminders in BlackSerry Remember, and search your tasks, notes, and reminders
<u>~</u>	Weather

App or Service	Tasks	
	Check your local forecast, a different city's forecast, and other weather information.	
Q	Caces	
	Find businesses and points of interest nearby, or find businesses and points of interest in a different city.	
	Signe	
	Sneck scores, schedules, standings, and other info for various professional sports leagues in North America and Europe.	
	Movies	
	Check movie times for a specific movie, or check what's playing at a specific meater.	

Learn what you can say or type in the BlackHolly Assistant

You can find a list of sample requests that you can say or type for each app or service that the BlackBerry Assistant supports. Depending on your device language, BlackBerry Assistant settings, or wireless network, some apps or services might not be available.

- 1. On the BlackBerry Assistant home screen, tap (v).
- 2. Tap an app or service to see a list of same of squesss.

Change your BlackBerry Assistant language actings

If your BlackBerry Assistant language setting is different from your device canguage setting, your BlackBerry Assistant experience might be impected. Text on the series appears in your device language, but you can say or type requests only in your BlackBerry Assistant language.

- 1. On the home screen, swipe down from the top or the screen
- 2. Tap Settings > BlackBerry Assistant.
- 3. In the Language drop-down list, tap a language.

Note: The BlackBerry Assistant supports more languages when Full Assistance mode is turned off.

Turn off full assistance mode

When you turn off Full Assistance mode, you can still the time of BlackBerry Assistant to dial phone numbers and search your device. The BlackBerry Assistant בייביים יוחסרים inore languages when Full Assistance mode is turned off.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > BlackSetry Assistant.
- 3. Turn off the Fire Assistance switch.

Change your search settings

You can specify which categories to include in searches, and which search engines to use to extend your searches to the internet.

- 1. On the home screen, swips down from the top of the screen.
- 2. Tap Settings > clackforry Assistant > Device Search Settings.
- 3. Do any of the following:
 - To specify which categories to include in searches top Categories.
 - To specify which search engines to use when you extend your searches to the Internet, tap **Extended**.

Change your voice interaction settings

- 1. On the home screen, stripe down from the top of the screen.
- 2. Tap ❖ Settings > BlackBerry Assistant.
- **3.** Do any of the following:
 - To turn on or turn off voice responses, in the ກົວເຄື່ອ ກົວ ponse ເກວ pondown list, tap **On** or **Off**.
 - To hear voice responses only whom you rousing a Blusicoun snabled device, in the **Voice**Response drop-down list, tap **With Sinetonic Device** stary.
 - To open the BlackBerry Assistant by pressing and holding the mute key, turn on the **Activate** With Mute Key switch.
 - To open the BlackBerry Assistant with the mute key while your device or screen is locked, turn on the **Allow Activation When Locked** switch.
 - To censor offensive words in your voice interactions, turn on the Censor Offensive Words switch.

Calendar

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

About the Calendar app

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

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

Keyboard shortcuts: Calendar app

Action	Shortcut
Go to today	Press T
Go to a date	Press G
Go to the week view	Press W
Go to the month, view	Press M
Go to the previous day, week, or memin	Press ?
Go to the next day, webs, or month	Piess N
Go to the schedule view.	rress D
Go to the agenda view	Piero A
Create a new event	Press C
Search your events	v.ess S
Edit an event	Onen an event and press E .

Subscribe to a public calendar on your device

Make sure you have the address for רוילנים כמופחdar in iCe:(Gneza (iCS) format.

You can add a public calendar that uses the ICS format to your BlackBorry device so that you can see that calendar in the Calendar app. When the owner or the calendar makes changes to events, the changes are synced to your device. Only the owner can change events in a public calendar. You can also open public calendar links in the BlackBerry Browser or in an email and prickly add them to the calendar in the Calendar app.

- 1. On the home screen, swipe down from the top of the screen.
- 3. In the Calendar Name field, enter a name for me calendar
- 4. In the Server Address field, enter the address for the public calendar in 105 format.
- **5.** Tap **Done**.

View your events

You can view your calendar events for a day, week, or month. You can also go to a particular date in any calendar view by exping [1].

- 1. In the Calendar app, tap
- 2. Do one of the fellowing:
 - To view events is, a single day, tes
 - To view events for a wee! tan for using the pinch gesture to zoom in and see a more detailed view.

 - To view a year, in month view, swipe left.
 - To see an agenda view. ເຊຍ (==.

Tip: To scroll through multiple months in your calendar, in momenth view, swipe up or down on the screen.

Find email and files associated with an event

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

- 1. In the Calendar app, tap an ever. i.
- 2. Tap Emails.

Create an event in the Calendar approximately contained and event in the contained and event in the contained approximately contained and event in the con

- 1. In the Calendar app, tap +.
- 2. Enter the information for the event.
- **3.** Tap **Save**.

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

Invite people to an event

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

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

• If the person that you want to add is in your contact list signifying a name. Tap the name in the list.

• If the person that you want to add in n your organization, and you added your work account to your device, type the name. Tap wook up.

Tip: Some accounts might let you view the participants' availability. After you add the participants to the event, tap the event time, if participants have a schedule conflict, their names appear in red next to the time slider at the top of the screen. To find a time that works for everyone, tap and move the slider until the participants mames turn green.

Add a location to an event

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

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

Schedule a recurring event

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

Change the availability status or reminder time for an evour

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

- 1. When you create or change an event, tan the Colorator drop-driven list.
 - To change the availability status, in the status drop-down list, tap Pusy, Out of Office, Free, or Tentative.
 - To change the reminder time, in the reminder drop-down that tap an option.
- 2. Tap Save.

Add conference call details to an event

When you add conference call details to a meeting or event participants with BlackBerry devices can use the Join Now feature to join the conference call action dialing the various numbers and conference call bridges.

Tip: You can save your conference call details in the FlackPerry Calendar appreciatings so that you don't have to manually add the details to each conference call these lines.

- 1. When you create or change an event, tap the Calendar crop-down list.
- 2. In the Conference drop-down list, do one of the following:
 - To add new conference call details to your event top Add Bridge. Enter a name, the phone numbers, and the access codes. Tap **Save**.

• If you have conference call details saved in your Calendar app settings, tap a conference call bridge.

Add a task to the Calendar and

When you add a lesk to the Calendar esp., your task is added to both the Calendar app and the Remember app.

- 1. In the Calendar applicap 📜 🚬
- 2. Enter your task details.
- 3. Tap Save.

Tip: To see your task in the Remember app, on the home ocreen, open the app.

Hide a calendar

You can temporarily nice calendars from the majoriew in your Calendar app.

- 1. In the Calendar app, swipe down from the top of the screen.
- 2. Tap 31.
- 3. Clear the check box beside the calendar that you wanto hids.

Change or delete an event

If you're the organizer of an event, you can change כו משופלים ל

In the Calendar app, touch and hold an overil.

- To change an event, tap /. Make your changes. Tap Gave.
- To delete an event, tap m
 .

Create a follow-up meeting

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

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

Join a conference call from a meeting reminder

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

In the meeting reminder, tap Join Now

Save conference call details in the Calendar app

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

- 1. In the Calendar app, swing down from the top of the screen.
- 2. Tap \$ > Mobile Conferencing > ...
- 3. Enter the conference call bridge information, such as phone numbers and access codes.
- 4. Tap Save.

Add WebEx details to an event

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

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

- 1. When you create a calendar event tap the Calendar drop-down list.
- 2. Turn on the Add WebEx switch.
- **3.** Tap **Save**.
- 4. On the WebEx Meeting screen, exict your whole pessword.
- 5. Tap Schedule.

WebEx details are added to the notes equal of the exect.

Add WebEx details to an existing event

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

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

- 1. When you change an event, tap :
- 2. Tap 🚺.
- 3. On the WebEx Meeting screen, enter your WebEx accessord.
- 4. Tap Schedule.

WebEx details are added to the notes section of the event, and an update with the details is sent to the event participants.

Edit WebEx details for an existing evering

If you're the organizar of a schaduled calcular event, and you are logged in to the Cisco WebEx Meetings app on your DisokBerry davide, you can edit the WebEx details for the existing event.

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

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

WebEx details are added to the notes scription of the event, and an update with the details is sent to the event participants.

Join a WebEx event

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

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

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

- In a calendar reminder, tap Start WebEx
- In a calendar event, on the event screen, tap Start week; or tap > 1

Send an "I will be late" message

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

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

Share a file with meeting participants

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

1. Touch and hold a file.

- 2. Tap V > Meeting Participants
- 3. Tap a meeting.
- 4. On the Compass screen, type a message.
- 5. Tap Sead.

Customizing Calendar app settings

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

Change your doing calendar

When you add an event to vous calendar as send a mesting 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 📳.
- **4.** To change the default calcular that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Enable Meeting Mode

When you turn on Meeting Mode, your phone notifications are automatically silenced during the meetings you have scheduled in the Calendar applications are entired end, your notifications automatically return to your normal settings.

Note: Meeting Mode only silences phone notifications during meetings that are accepted. Notifications are not silenced during meetings that are free or tentatively accepted.

- 1. In the Calendar app, swipe down from the top of inc screen.
- 2. Tap **⇔** > Meeting Mode.
- 3. Turn on the **Meeting Mode** switch.

Change the email address to use with each carondar

If you have multiple calendars on your BlackBerry device, you can sol a different small address for each calendar. When you create an event in a specime calendar, in discions are some using the email address that you assigned to that calendar.

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

- 1. In the Calendar app, swipe down from the top of inc screen.
- 2. Tap ♦ > Meeting Invitation Settings.

3. Beneath a calendar, in the drop-dam list, tap an email address.

Change default settings for events

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

- 1. In the Calender app, swins down from the top of the screen.
- 2. Tap & Setting > General.
 - To change how long your meetings are soneduled for, in the **Meeting Duration** drop-down list, tap a new duration.
 - To change the descut reminder time for events, in the Meeting Reminder or All-Day Meeting Reminder drop-down list, tap a new time
 - To change the snooze intervals in the **Snooze interval** drop-down list, tap a new snooze time.

Change how your calendaria displayari

- 1. In the Calendar app, swipe down from the top of the screen.
- 2. Tap **☆ Settings** > **General**.
 - To change the day that the week starts on in the First Pay of the Week drop-down list, tap a day.
 - To change the week to a 5-day work week, or a 1-day full week, in the **Week View** drop-down list, tap an option.
 - To view week numbers, turn on the Display Ward Name of switch.
 - To change the date that the year starts on the first Work of the Year drop-down lists, tap a date.
 - To change your daily working hours, in the **Start** and **End** drop-down lists, tap a time.

Troubleshooting: Calendar app

I can't sync my calendar

Try the following:

- If your calendar is associated with one of your accounts (for example, your Grial calendar), check that synchronization for the calendar is turned on. On the home surgen, swips down from the top of the screen. Tap **Accounts**. Tap an account. Check that the **Sync calendar** switch is turned on.
- If the calendar is saved on your computer in Microsort Outlook or Apple ical, try using BlackBerry Link to sync the calendar info on your computer with your BlackBerry devices to more information, see the BlackBerry Link help.
- If your calendar still isn't in sync, try removing and readding the account that the calendar is associated with.

I can't reply to or send meeting invitations

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

New or updated everas aren't appearing in my calendar

You might need to rairsen your selendars. In the Calendar app, tap : > n.

I have duplicate colondar colones

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

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

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

- 1. On the home screen. Swipe down from the top of the screen.
- 2. Tap **☆** Settings > Accounts.
- 3. Tap : .
- 4. Tap Clear Local Calendar.

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

Contacts

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

About the Contacts app

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

Keyboard shortcuts: Contact-

Action	Shortcut
Search for a contact	In the contact list, start typing a contact's name.
Edit a contact	In the contact list, tap a contact. Press E.
Go to the top or a contact or details	In a contact's details, press T .
Go to the bottom of a contact's dolatis	In a contact's details, press B .

Adding contacts to the Contests app

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

Add a contact to the Corlects app

- 1. In the Contacts app, tan
- 2. Enter the information for the contact. For admittional fields, tap
- 3. If you have a work account and BlackBerry Balance is set up on your BlackBerry device, to save the contact in your work space, at the top of the sersen, tap **Work**. After you start adding the contact information, you can't save the contact in your personal space.
- **4.** Tap **Save**.

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

Copy contacts to and from your Silla card

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

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

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

- 1. In the Contacts app, swipe down from the top of the screen.
- 2. Tap ☆.
 - To copy all the contacts from your SIM card to your device memory, tap **Import Contacts from SIM Card**.

- To copy all the contacts from You'r device memory to your SIM card, tap Copy Contacts from Device to SIM Card.
- To view your SIM card contacts and decide which ones you want to copy to your device, tap Manage SiM Card Contacts

Add a contact from the cais scream

- 2. Touch and gold a phone number.
- 3. Tap 🖳.
 - To add the phone number to an existing contact every, tap a contact from the list.
 - To add the contact as a new sociact, tag
- 4. Tap Save.

Import contact card information to your contact inst

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

- 1. Tap the contact card.
- **2.** Do one of the following:
 - If the contact card contains one somact only, tao
 - If the contact card contains multiple contacts tag import.

Contact views

When you tap a contact in the Contacts app your BlackParry deduce shows you lots of details about the person. Some info, like a contact's birthiay, the company the person works for, and the person's picture, is pulled from social networking accounts that you added to your device, like Twitter or LinkedIn. Other info can be added by you. There are three lebs, or views that you can tap through.

Details

This view shows you an overview of contacts' details: how to contact their, where they work, their birthdays, and so on. You can tap on phone numbers or email addresses to start connecting with contacts.

Updates

This view shows you your contacts' most recent updates from social networking apps like Twitter and Facebook. If you added a contact's company name, the Updates view also shows you news about that company. Tap on an update to see it in a social networking app or the browser.

Activity

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

Changing contacts in the Contacts app

Add or change a picture for a consuct

- 1. In the Occuracts applies a contact
 - To use a picture from a social networking account that you added, tap one of the available pictures at the log of the sersen.
 - To use a savou pickine, in the picture area, igu Browse to the picture.
 - To take a picture with the camera, in the picture area, tap . Tap . Take a picture. If necessary, crop or edit the picture. Tap **Jone**.
- 2. Tap Save.

Change info for a contact

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

Delete a contact

- 1. Touch and hold a contact.
- 2. Tap 💼 .

Copy a contact to another account or storage incation

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

- 1. In the Contacts app, touch and hold a contest.
- 2. Tap 🗻.
- 3. Select the checkbox beside an account or sicrage location.
- **4.** Tap **Done**.

Create a contact group in the Contacts app

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

- 1. In the Contacts app, tap 🛂.
- 2. In the Group Name field, type a name for the contact group.

- 3. Tap 🛂.
- 4. Select the contacts to add to the group
- 5. Tap Done.
- 6. Tap Save

Add a contact to a contact group

- 1. In the Contacts apply tap a contact group.
- 2. Tap 🖊 > 🚅.
- 3. Select the contacts is add is the group.
- **4.** Tap **Done**.
- 5. Tap Save.

Remove a contact from a contact group

- 1. In the Contacts app. tap a contact group
- 2. Tap 🖊.
- 3. Beside the contact's nears, rap .
- 4. Tap Save.

Rename a contact group

- 1. In the Contacts app, tap a contact group.
- 2. Tap /.
- 3. In the Group Name field, type a new name in this group.
- **4.** Tap **Save**.

Add a contact to your favorites

When you add contacts to your favorites, their pictures appear at the top of your contact list so that you can quickly connect with them.

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

Related information

Add a contact or number to your speed dial list 4/

Contact someone

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

Related information

Add a contact or number to your sand dial list, 47

Set a custom ring tone for a contact

- 1. In the Contests app, tep a contest
- 2. Tap ...
- 3. At the bottom of the Edit Contact screen, tag Fing Tone and Notifications.
- 4. Tap a noufication give, and make vou changes.
- 5. Tap Back.
- 6. Tap Save.

Search for a contact

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

In the Contacts app, taບ 🔾

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

Filtering contacts

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

View contacts by account or type

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

- 1. In the Contacts app, tap =
- 2. Tap the type of contacts that you want to see

Hide a set of contacts

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

- 1. In the Contacts app, swipe down from the top of the screen
- 2. Tap **☆**.
- 3. In the Show Account in Contact List section, turn or the switch beside the account that you want to remove.

Sort your contacts in the Contacts app

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

- 1. In the Contacts app, swipe down from the top of the screen.
- 3. In the Sort Contacts by drop-down list tap a sort option.

Share a contact

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

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

Troubleshooting: Contacts

My contacts weren't merged automatically

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

- 1. In the Contacts app, touch and bold a contact.
- 2. Tap 🔽.
- 3. Tap the contacts that you want to marge
- 4. Tap 🤽.

My contacts' pictures change sometimes

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

I have duplicate contact entries

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

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

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

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Accounts.
- 3. Tap :

4. Tap Clear Local Contacts.

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

Clock

The Clock app is made up of four screens. On the Alarm Clock screen, you can turn on or turn off your alarm, set your clarm time, and add multiple alarms. On the World Clock screen, you can view the time in other parts of the world. You not also use the scopwatch and set a timer from the Clock app.

Keyboard shortcuts: Clock

Using the stopwatch

- On the Stopwatch screen, ic start or stop the stopwatch, press
- On the Stopwatch screen, to reset the stopwatch and clear lab results, press

Using the timer

- On the Timer screen, to start or srop the timer, pros-
- On the Stopwatch screen, to reset the times, press

Setting the alarm clock

Set an alarm

- 1. Tap > ≥ .
- 2. At the bottom of the screen, turn on the Alarm switch
- 3. Touch and hold the dial outside of the clock race
- 4. Slide the dial around the clock face to your desired time

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

Set additional alarms

You can set multiple alarms to go off on the same day, or you can set admitional alarms to go off on different days at different times. You can keep track or all the alarms you can be useful them, and you can set a different alarm tone, recurrence, and snooze direction for each alarm.

- 1. Tap **|** > **|** ≥ .
- 2. Do one of the following:

- If you have only one alarm set. ap (2).
- If you have two or more ผลrms set, tรุม \$ > 2.
- 3. Type an alarm came.
- 4. Set an aiarm time, recurrence tone, and shooze duration.
- 5. Tap Says.

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

Manage your additional alarms

- 1. Tap **□** > **○** > **६**.
- 2. Do any of the following:
 - To turn on or turn off an elarm, next to the elarm, tage the switch.
 - To change the alarm name, time, tone recurrence, or snooze duration, tap an alarm.
 - To delete an alarm, touch and an alarm. Tab 🚎

Change your alarm tone

- Tap >
- 2. Tap
- 3. Tap an alarm.
- 4. Tap Alarm Tone.
- 5. Select one of the alarm tone options.

Tip: To use music you have added or downloaded to your PlackBerry device, tap #.

Set an alarm for multiple days

- Tap >
- 2. Tap 👼
- 3. Tap an alarm.
- 4. Tap Recurrence.
 - To set a daily alarm, turn on the **Daily** switch.
 - To set an alarm to recur on specific days, valect the shock box not to one or more days.

Set the snooze

- 1. Tap **□** > **□**.
- 2. Tap

- 3. Tap an alarm.
- 4. Tap Snooze.
- 5. Select a length of time.

Stopwatch:

- **1.** Tap **=** > ∅
- **2.** Tap ▶.
- 3. To start a new lap, tap Lap

To view your lap times, swige from right to left.

Timer

Set the timer

- Tap > ∅.
- 2. Touch and hold the dial outside of the clock face.
- 3. Slide the dial around the clock face to your desired time
- **4.** Tap ▶.

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

Change your timer tone

- 2. At the bottom of the screen, tap the time.
- 3. Tap Timer Tone.
- 4. Tap a timer tone.

Tip: To use music you have added or downloaded to vote StackBerry device, tap Add Music.

World clock

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

Add a city to the world clock screen

- 1. Tap **=** > **③**.
- 2. Tap +.
- 3. Enter a location.

4. Tap a city.

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

Delete a city from the world clock setteen

- 1. Tap 🗲 > 🕞
- 2. Touch and hole a city.
- 3. Tap 📆.

Turn on bedside mede

When bedside mode is rurned on, you're not routified of now messages, but any alarms that you have set will sound and your BlackDarry device insplays the rune, dimly lit. You can also set the option to hear only phone calls when in bedside mode.

- 1. In the Clock app, whipe down from the top of the screen.
- 2. Tap 2.

Tip: When your alarm goes off in incuside mode, you can ap anywhere on the screen to snooze the alarm. To turn off the alarm in bedside mode, whipe up from the bottom of the screen.

Change your bedside mode settings

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

- 1. In the Clock app, swipe down from the cop of the screen
- 2. Tap 🌣.
- 3. Do any of the following:
 - To turn on only your phone ringer while in bedside mode, turn on the **Phone Calls in Bedside**Mode switch.
 - To turn off all wireless connections in bedside mode turn off the **Wireless Connections in Bedside Mode** switch.

Change the clock face

- 1. In the Clock app, swipe down from the top of the sorcess.
- 2. Tap ☆.
- 3. Tap the Clock Face drop-down list.
- **4.** Tap a clock face type.

BlackBerry World

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

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

Search for apps and yames

You can search the entire BlackSerry World eterefront, or you can choose to search for a specific type of item. For example, you can choose to search for only defines or apps.

- To search the entire BieckBerry World storefront, on the BlackBerry World home screen, tap Q.
- To search in a specific section, tap ____ rap Apps or Cames. Tap Q.
- To search using a recent search term, tap . Tap a recent search term.

Browse categories

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

- 1. On the BlackBerry World home screen, rap
- 2. Tap Games or Apps.
- 3. Tap a category.
- 4. If necessary, tap a subcategory

Tip: After you browse to a subcategory of appear games, you can filter the list of apps or games to show only free items, items for sale, contems with a specific standarding. To filter a list of apps or games in a subcategory, tap **All Apps** or **New Arrivals**. Tap **[4]**.

Scan a QR code

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

- 1. In the BlackBerry World storefront, swipe down from the region in excress.
- **2.** Tap 驟.

Delete a recent search term

- 1. On the BlackBerry World storefront home screen, tax
- 2. Next to a search term, tap .

Turn on private browsing

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

- 1. In the PlackBerry World storologic, swips down from the top of the screen.
- 2. Tap 👯 : General
- 3. Turn on the Provising switch.

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

Download and buy apps and semes

Apps and games that you be generated and down! Jaded again as many times as you want to on the same BlackBerry device, and on up to four additional devices without your having to pay for the items again.

- 1. In the BlackBerry World storefront, rap an item.
- 2. In the upper-right corn -r or the screen, tex the button with the price displayed on it.
- 3. If necessary, enter your BlackBerry 15 password.
- 4. To change your payment method before vot pay for an itere, tan the **Payment Options** icon. Tap a payment method.
- 5. Tap Purchase.

Tip: To share an app or game, tap .

Buy a subscription to an app or a game

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

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

Cancel a subscription

- 1. On the BlackBerry World storefront home screen, tep _____ My World > My Appe & Games.
- 2. Tap Subscriptions.
- 3. Tap an app, a game, or an item.
- 4. Tap Unsubscribe.

Redeem a promo code

1. In BlackBerry World, swipe down from the top of the cureen.

- 2. Tap
- 3. Enter the promo code.
- 4. Complete the instructions on the scream

Change your payment options

- 1. In the BlackParry World storefront, swind down from the top of the screen.
- 2. Tap ♦ > Paymont Options.
- 3. Enter your BlackPerty ID pessword.
- 4. Tap a payment curton.
- 5. Do any of the following:
 - To add a new payment marcud, tap-!
 - To set a default payment motiona, tap 🙀.
 - To edit a payment ruction, tap /.
 - To delete a payment method top w.
- 6. Complete the instructions on the screen.

About BlackBerry Guardian

Feel safe and secure when you down an apps and games from BlackBerry World with BlackBerry Guardian.

BlackBerry Guardian evaluates all apps and games in SiackForm World before they're made available for downloading. BlackBerry Guardian is designed to protect you from downloading apps and games that might include malicious software or privacy concerns. The BlackForm Guardian icon in the BlackBerry World storefront indicates that the app or game has been evaluated for malicious software or privacy concerns.

BlackBerry Guardian also incorporates technology from software security leader Trend Micro. BlackBerry Guardian is constantly evolving to help identify the most advanced towns of malicious software and privacy concerns.

If malicious software is discovered in an app or game after it's ວາຊົນໃນ, the ແລກ or game is removed from BlackBerry World.

Android apps

Get apps and games designed for Android smartphones and matall them on your BlackBerry device using the Amazon Appstore!

Downloading and installing Android apps from the ranazon Appstore

Create an Amazon account or sign in with your existing Amazon account to search for apps and download apps from the Amazon Appstors.

After you download an app from the Amezon Apostore, tap **Install** at the top of the screen. You can also check out the **!ielp** screen in the Amezon Apostore for more info.

Downloading and installing Android apps from other sources

In addition to using PlackBerry World and the Amazon Appstore to download apps and games, you can also get Androin apps and games from various unitd-party websites and mobile market apps. Most websites and mobile market apps include an installation button that appears after you download an Android app file incursant serious and app tile by spening it in the File Manager app on your BlackBerry device.

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

CAUTION:

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

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

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

Change your Android app installation settings

- 1. On the home screen, swipe down from the lop of the screen.
- 2. Tap Settings > App Manager > Instaining Apps
- **3.** Do any of the following:
 - To allow the installation of Android apps from sources often than the Amazon Appstore, turn on the Allow Apps from Other Sources to be Installed switch.
 - To stop inspecting Android apps and identity apps that are potentially harmful to your device or data, turn off the **Inspect Apps Before Installing** switch.

Navigating within an Android app

In Android apps, you can show or hide an action bar at the bottom of the sciedul or you can quickly go back to the previous screen.

Do any of the following:

- To see the additional actions that we can perform, in an app, swipe down from the top of the screen.
- To show or hide the action car at the bottom of the screen, swipe down from the top of the screen. Tap **Show** or **Hide**.
- To go back to the previous screen place your finger below and halfway across the screen. Slide your finger diagonally up and to the left.



Maps and GPS

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

BlackBerry Maps icons

Icon	Description
0	Show your current location on the map.
2 ⋄	See your Recents. Facorites, and Contacts rocations.
A	Get route directions.
Q	View places that you search for or have added to the map. Purple icons are used to identify locations that you have searched for Silue icons illustrate places that you have added to the map.

Icon	Description
×	Clear the places that you have pinned and added to the map.
⊗	ώυ to the τισμ screen.

Search for a place or an address on a map

You can use the GPS fearure on your BlackBerry revice to search for a specific address or a type of location and view the results on the man.

- 1. In the Maps app, in the **secret** field, enter an address of a descriptive word, such as "coffee" or "hospital."
- 2. Do one of the following.
 - To view all of the search results as pins on the map, oress the **Enter** key.
 - To view a specific search result as a pin or the map, fan a search result.
- **3.** On the map, to view more information about the location, including phone numbers and reviews, tap the location name.
- 4. To get directions, next to a search result or location, to a

Tip: When you search for a type of location, for example "gas stations." and you view all of the search results as pins on the map, you can view a dolested list of the types of gas stations and information about each location. To view the list, after you view the search results as pins on the map, in the upper-right corner of the screen, tap ■.

Pin a place on a map

In BlackBerry Maps, you can add pins to vour map to track where vourse going or to mark points of interest.

In the Maps app, do one of the following:

- On the map screen, touch and hold the place that you want to pin.
- On the search results screen, tap a search results

To clear all of the pins from a map, on the map screen, tap

Get directions

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

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

- On the map screen, search for an address or a place using the search field. In the search results, tap a place.
- On the map screen locate a pin that you added to the map. Tap the pin.
- On the map screen, tap : > 2, Tap Secents, Favorites, or Contacts. Tap an address, a place, or a contact
- Tap ▲ .
- 3. To begin receiving turn-by-turn directions, tap 🛕.

To stop turn-by-turn oractions in the map view or detail view, tap **x**. To stop turn-by-turn directions in the street-level view, inplantations on the screen. Tap **x**.

Switch to the man or detail new for turn-by-turn directions

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

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

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

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

Show or hide traffic

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

Do one of the following:

- On the map screen, tap > ½.
- When viewing or listening to turn-by an directions in the stract-level view, tap : >

To hide traffic data, tap $\frac{1}{2} > \frac{1}{2}$.

Mute voice-guided directions

By default, voice-guided directions are turned on

- 1. If you are in the map view or the detail list view to return to the strest-level view, tap A.
- 2. To turn off voice-guided directions, tap ...

Change your route preferences

You can change your route preferences while viewing or listaging to imm-by-rum directions in BlackBerry Maps. You can set your route to avoid toll roads, highways car-sharing lanes, or rerries. You can also set the type of route that you want to take (fastest, simplest, or sources).

1. In the Maps app, swipe down from the top of the sc.e.c.

- 2. Tap ♦ > Route Options.
- 3. Turn on the switches for the types or things that you want to avoid. Tap the type of route that you want to take.

Recalculate routes

While viewing or listoring to turn-cy-turn directions, you can manually recalculate your directions when you make a wrong turn or would like aircraftive directions.

- 1. If you are in the street-level view to show the navigation bar, tap the screen.
- 2. Tap : > 1.

My places

In BlackBerry Maps, you can fine your favories, recent places, and contacts' places on the **My Places** tab.

Add a place to the Fazorites screen

- 1. In the Maps app, tap = > 👢
- Tap ⊕.
- 3. On the Add Favorite screen, select a place from the list or tap New Entry.
- 4. If necessary, enter any additional information.
- **5.** Tap **Save**.

Tip: You can also add places to the Fovorities screen by fourning and holding a search result or contact name and tapping ★.

To remove a place from the Favorites screen, top a > 1 Tap Forcerites. Touch and hold the place that you want to remove. Tap *.

Add your work or home address

In BlackBerry Maps, you can add your work and home audresses to save time when planning trips and getting directions.

- 1. In the Maps app, tap $\geq 2_{\circ}$.
- 2. Do one of the following:
 - Tap : > Add Home.
 - Tap : > Add Work.

View your recent places

BlackBerry Maps remembers and organizes the last 100 places that we searched for so that you can quickly access them again.

- 1. In the Maps app, tap $\geq 2_{\circ}$.
- 2. Tap Recents.

Clear your recent places

You can clear the use of recently viewed places in BlackBerry Maps.

Tip: If you have pieces that you want to keep so tical you don't have to search for them again, add them as a favorite before you permanently clear the list

- 1. In the Maps app, swipe down from the top of the screen.
- 2. Tap \$> Clear History.
- 3. Do one of the following:
 - To delete your history, record destinations, and searches, tap Clear Recents.
 - To delete your render places and searches, and reset the app to the default settings, tap **Reset**Maps.

View a contact's address on a man

If you have added an address to an entry in the Contacts any you can view the contact's location on a map and get directions.

- 1. In the Map app, tap 🗄 > 👤
- 2. Tap Contacts.
- 3. Touch and hold a contact's name.
- **4.** Tap **⊗**.

Changing settings for Maps

Switch between kilometers or miles

BlackBerry Maps displays distances using either imperial (feethering and kilometers) measurements, as set in your device settings

- 1. In the Maps app, swipe down from the top of the screen.
- 2. Tap 🔯 > Units of Measure.
- 3. Tap Change Device Settings.

Change default route settings

If you always want BlackBerry Maps to show you the featest or shortest reces, or want to avoid certain things on your route, such as highways, toll roads, car-shorted lenes, or feates, you can change your default settings.

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

2. Tap 🜣 > Route Options.

Switch between voice-guided prompts and tones

BlackBerry Mans can prompt you about upositing turns using voice directions or tones.

- 1. In the Maps app, swing down from the top of the screen.
- 2. Tap 🌣 > Navigadon Audio.
- 3. Tap an option

Turn on Night Mode

- 1. In the Maps and, swipe down from the top of indiscretion.
- 2. Tap ⇔ > Night Mode
- 3. Do one of the following:
 - Tap Automatic.
 - Tap **On**.
 - Tap Off.

Change the map language to local

In BlackBerry Maps, you can set the map text to discuss in the Isaguage specific to the map or area that you're currently viewing.

- 1. In the Maps app, swipe down from the top of the socretion.
- 2. Tap **⇔** > Map Settings.
- 3. Tap Local.

About location services

You can turn on location services so that location-based applications and services, like BlackBerry Maps, can find your location. Location-based applications can use GFS technology and other information to provide you with information, such as driving directions.

Turn on or turn off location services

Some apps require GPS location information to work as expecieur

- 1. On the home screen, swipe down from the top of the occeen.
- 2. Tap Settings > Location Services.
- 3. Turn on Location Services.

Change location permissions for apps

You can review and remove any GPS iduation-related permissions that individual apps have requested. Some apps require specific permissions to work as expected.

- 1. On the name screen, swipe wwn from the top of the screen.
- 2. Tap & Settings > Security and Erivacy > Application Permissions.
- **3.** Tap an a *>*○.
- 4. Tap a switch

Turn on or turn of location-based ads

If location-based advage turned on, approximg the Advagusing Service can use your GPS location to present more relevant promotional content or areas. No data that personally identifies you is ever shared with third-party advertisers.

- 1. On the home screen, swipe down from the top of the screen.
- 3. Turn on Location-based 1.50.

Turn on or turn off traffic data

If traffic data is turned on, your BlackParry davice sends anarymous GPS location information to provide traffic data to BlackBerry applications.

- 1. On the home screen, swipe down from incline of the screen.
- 2. Tap ☆ Settings > Location Services
- 3. Turn on Traffic Data Collection.

About the compass

The digital compass on your BlackBerry device works like a resultar compass, but also includes more features. For example, you can choose whether the compass points to true north or magnetic north. The compass also works in any direction or orientation, including upside down.

Get a compass reading

To get a compass reading, rotate and tilt your PlackBerry durice.

The current direction that you're facing appears at the top of the screen.

Point the compass to true north or to magnetic corth

You can choose to navigate with your compass using since true north or regnetic north. Magnetic north, which is what a standard compass points to, can be influenced by several factors and isn't constant. True north, or geographical north, is what you would see on a paper map and is constant. If

you would prefer to navigate based corrue north (for example, if you are using your compass to follow a map) you must turn on GPS.

In the compass age, do one of the following:

- To navigate based on true porth, at the bottom of the screen, turn on the switch.
- To navigate pased or magnetic ratin, at the bottom of the screen, turn off the switch.

Troubleshooting: Compass

I'm not getting an accurate reading from the compass

Try the following ຂວາວແຮ່

- If the compass doesn't point north, move your PlackBerry device away from metal objects, such as magnets or electronics.
- If you have turned on a coation Services and are navigating based on true north, you need the GPS receiver to be able to connect to GPS satellites. The moving outside or near a window in order to establish a GPS connection.

I'm seeing the interference indicator when I try ic use the compass

The interference indicator appears on the screen when something is interfering with the compass on your BlackBerry device.

Try the following action:

• Move your device away from metal, then relate each tit your device until the indicator disappears.

Browser

With the BlackBerry Browser, you can browse the Internal Stream video, switch between multiple tabs, download files, share links to webpages, and more

Browsing the Internet

Use the BlackBerry Browser to browse the internet actionly and conveniently on vest BlackBerry device.

Keyboard shortcuts: Browser

Action	Shorical
Go forward one page	Press :
Go back one page	Press P

Action	Shortcut
Find text on a page	Press S
Open the address bar	Press U
Open your bootanarks	Press K
Open your history	Press H
Open your tahs	Press W
Enter reader mode	Press R
Refresh a webpage	P.ES L
Zoom in	Press !
Zoom out	ress O
Go to the top of a webpage	ress T
Go to the bottom of a wzwpage	Desc E
Move down the screen	Prosp
Move up the screen	Fress A and

Go to a website

- 1. Type a web address or search turn into the audress bar at the bottom of the BlackBerry Browser.
- 2. Press .

Tip: To maximize your screen space, the address car disappears after a few seconds. To bring it back, swipe down on the screen.

Change the current search engine

After you change the search engine, the BlackPory Browser continues to use the new search engine until you change it again.

- 1. While you're typing a search term in the Browser, tap the search enoine toon in the oppright corner of the screen.
- 2. Tap the search engine that you want to use.

Add a new search engine

You can add search engines so that they are available in the drop-down list when you search for a term in the BlackBerry Browser.

Note: This feature is not available for some search providers.

- 1. Open the BlackBerry Browser.
- 2. Navigate to a search engine (for example, www.wikipedia.org).
- 3. Search for a term of subject.
- 4. On the search results page, tap -> +.
- 5. Tap Add.

Remove a search engine

- 1. Open the Black Perry Frowser and type a search term in the address bar.
- 2. Tap the search engine icon in the upper-right curner of the screen.
- 3. Touch and hold a search stigine.
- 4. Tap 💼.

Using Browser tabs

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

Open, switch between, or close tabs

In the BlackBerry Browser, tap 🍒

- To open a tab, tap
- To switch between tabs, tap a ιab.
- To close a tab, on the tab that you want to close, iep 📶

Tip: Close a tab when you're finished with it is improve the performance of the Browser.

Open a link in a new tab

- 1. In the Browser, touch and hold a link.
- 2. Tap 🗐.

Share a link or picture

You can share items on the web through an email, a text message, Facebook, Twitter, BBM, and more.

In the BlackBerry Browser, do one of the following

- To share the webpage that you're looking at, te: און באיל ביי
- To share a link or a picture, touch and hold the link or picture. Top **1**.

Search for text on a webpage

On a webpage, tap : > Q.

View webpages in a reader-friendly format

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

On a webrage, tap

Change text size in requer mode

Do one of the following.

- To increase the text size, tap
- To decrease the text size text ...

Change the background color in reader mode

Tap : > 🔼

Find files that you downloaded

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

In the Browser, tap : > 1.5.

Clear your list of downloaded files

In the Browser, tap : > 亡 > 🛍

Add a website to your home screen

You can create a shortcut to a website of your home sorder as that you can quickly go to a website without opening the browser first.

On a website, tap : > 1.

Save a webpage

You can save a webpage in HTML format so that you can access the webpage when you're offline, or send the webpage as an attachment.

- **1.** On a webpage, tap : > **.**
- 2. Choose the location that you want to save the web-sage in.

Changing your Browser settings Customize the Browser start screen

You can change what you see when your first open the Black Serry Browser You can ser a specific home page, show thumbnails of the webpages that you visited recently or requestly, or open the webpages that were open in your previous Browser session.

1. In the Browser, tap : > ❖ > Display and Actions.

- 2. Tap the On Startup Show drop-down list.
 - To set a specific home page, tan in inome Page. Type a web address.
 - To show thurnbnails of the webpages that you visited recently or frequently, tap **New Tab Page**.
 - To open the webpages from your previous Browser session, tap My Tabs From Last Time.

Turn on Adobe Flash Support

- 1. In the Browser, tap >> Display and notions.
- 2. Turn on the schobe Flack switch

Bookmarks and browsing history

Bookmark your favorite webbaces so that you can easily access them the next time you use the BlackBerry Browser.

Bookmark a favorite wobpage

On a webpage, tap 🔢 > 🌠.

View your Browser bookmar!...

In the BlackBerry Browser, tap 🗇 > 🏂

View your bookmarks by tags or in a list

- 1. In the BlackBerry Browser, tap
- 2. Tap Tags or

Organizing your bookmarks

It's a good idea to keep your bookmarks organized so that you can more easily find the webpages that you're looking for.

Change your bookmarks

You can change the name or web address of a pookmar!.

- In the Browser, tap □ > ★.
- 2. Touch and hold a bookmark.
- **3.** Tap ★.
- **4.** Type a new name or web address.

Add, rename, or delete a bookmark tag

Tags help you categorize your bookmarks so that you can find them more whickly. For example, you might use tags to organize your favorite news-related websayes or blogs.

In the BlackBerry Browser, tap □ > ★.

- To add a tag, touch and hold a bourmark Tap > In the Add tags field, type a tag name.
- To rename a tag, tap Tags. Youch and haid a tag. Tap 🛂. Type a new name for the tag.
- To remove a tog from a bookmark, touch and hold a bookmark. Tap 🤧. Tap a tag.
- To delete all instances of a tay, tap Tags Touch and hold a tag. Tap 💼.

Delete a pookmark

- 1. In the Browser, tap >>
- 2. Touch and rold a brokinark
- 3. Tap 📆.

View your browsing history

- 2. Tap 🕒.

To close your browsing nistory, tap <.

Tip: To view a webpage in your essergy, on a webpage, touch and hold

✓ until your history appears.

Delete your browsing history

- 1. In the Browser, tap 🗇.
- 2. Tap 🕒.
 - To delete all of your browsing history tap
 - To delete a specific webpage from your browsing history, touch and hold the thumbnail for the webpage. Tap m.

Browsing safely

To help you browse safely, you can check the certificates for a wessite, change the security settings, and change permissions for specific websites in the Black-Gary Erowser.

About website certificates

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

Website certificate icons

Icon	Description
•	The website's identity lies been verified by an extended validation certificate from a rusted certificate authority.
	The wobsite's identity has been verified by a domain-validated certificate from a leasted certificate subscrity.
	Some pairs of the website are secure and other parts of the website are not.
0	The website might be because the certificate is unknown. Entering sensione information on the website is not recommended.

Change Browser security settings

In the Browser, tap : > > Privacy and Security

Security settings

Remove History Items

Specify how often your BlackBorry device automatically deletes the browsing information from your BlackBerry Browser history

Private Browsing

Keep your browsing information your history, exenciatiles, cookies, and so on) only while a browsing session is open. When you close the Drowser, the information is automatically deleted.

Block Pop-ups

Choose whether or not to allow pop-up windows to appear in voir browsing session.

Accept Cookies

Let websites use cookies to send and receive intermation between the website and the Browser. Cookies can be helpful because websites can use them to remain or information about your preferences and user information, but cookies can pose a privacy risk as well.

Clear Cookies and Other Data

Clear all of your saved Browser information.

Clear History

Clear your Browser history.

Change permissions for specific wisites

As you browse the Internet, you might grant permissions to allow websites to access information, such as your location. You can remove those permissions at any time.

- 2. Tap a wobsite. Tap Faic.
- 3. Tap x baside the permissions that you want to remove.
- 4. Tap Done

Troubleshooding: Browser

I can't watch a video online

While you can stream many videos from the web on your PlackBerry device, some video formats aren't supported, and some vietsites block content from being viewed on mobile devices. For more information about supported video formats, scarce the their.

The Smart Tags application explained

The Smart Tags app takes bits of information and transforms the info into a smart tag. Info can include text, websites and other URIs, phone numbers, amail addresses and connection information. You can copy the smart tag to an NFC tag display it as a QR Code, or you can pass the smart tag directly to another BlackBerry device. The Smart Tags app disses you is store the smart tags that you receive and use them or pass them on later.

Instead of handing out business cards, try creams your swin smart tag insi contains your contact information so that with just a click, recipients can call, text, or send you an email. Have an event coming up? Try making a smart tag that contains the event information, then copying the smart tag to a writeable NFC tag that is attached to a small gift for your guests.

The NFC feature might not be available, depending on your witeless solvice provider, your administrator's settings, and your BlackBerry device made

Scan a QR Code, barcode, or an NFC ag

The NFC feature might not be available, depending on your wheless service provider, your administrator's settings, and your BlackBerry device mode!

When you scan a QR Code or barcode by using the Gmart Tage app, your device seves the information as a smart tag.

When you scan an NFC tag, your device opens the information in the corresponding application type. You can save the information as a smart tag by opening the Smart Tags suppliefore you scan the NFC tag.

Do any of the following:

- To scan a QR Code or barcode, chen the Smart Tags app. Tap III. Hold your device so that all four concers of the QR Code or barcode appear on your screen.
- To scan an NFC too, tap the back of your device against the NFC tag.



Delete a smart tag from voice device

- 1. In the Smart Tags app, tap 🚅 🗸 💋
- 2. Select one or more tags that you want to delice.
- **3.** Tap **⋮** > **ŵ**.

Create your own smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can create your own smart tag to share with other devices, save to an NFC tag, or display as a QR Code.

- In the Smart Tags app, tap ⊕.
- 2. Tap a tag type.
- 3. In the fields that appear on the screen, enter the necessary information.

Tip: You can group multiple tags together. Press and hold an existing tag. Tap Attraction Supposed Steps 2 and 3 to create a tag.

Smart tag types

More smart tag types might be available depending on the cope installed on your BlackBerry device.

Web

Use to create a smart tag anat, whom spened, takes you to a webpage.

Smart Triggers

Use to create a smart tag that, when written to an NFC tag and then tapped on, can trigger various settings on your device.

Wi-Fi

Use to create a smart tag that, when written to an NFC tag and then tapped on, connects you to a specified wi-Fi natwork.

Bluetooth

Use to create a smart tag that, when writion to an info tag and then tapped on, pairs you with a specified Bluetooth smalled device.

Contact

Use to create a smart tag tigh, when opened adds the contact information in the Contacts app.

Event

Use to create a smark rag that when opened, creates an appointment in the Calendar app.

Geo Location

Use to create a smart tag that, when opened, searches for directions in the Maps application.

Phone

Use to create a smart tag that, when opened, calls a nhone number.

Email

Use to create a smart tag that, when opened, composes an email. When you create the tag you can fill in the Subject and Message fields to prenopulate these fields when the tag is opened, or you can leave these fields blank.

Text Message

Use to create a smart tag that, when opened, composes a text message (SMS or MMS). When you create the tag you can fill in the Message fictuato prepositions field when the tag is opened, or you can leave this field blank.

Text

Use to create a smart tag that displays a message.

Other

Use to create a smart tag that identifies a resource by using your own UP: Conform Resource Identifier). For example, if you create your own application for the BrackBerry region, you can use this tag type to create a smart tag for your app.

Favorite a smart tag

You can make smart tags easier to find if you mark them as reverties.

- 1. In the Smart Tags app, touch and find the tag that you want to favorite.
- 2. Tap ★.

View your favorice smart tags

In the Smart Taur app, tap => ★.

Share a smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your blackBerry device model.

In the Smart Tag- app touch and hold a tag.

- To display the smarting as a QP Code for another device to scan, tap 📆.
- To share the smart tag through a mossage, such as an email or text message, or to share the smart tag with an application, such as BlackBerry Romamber, iap 😯. Tap a message type or application.
- To send the smart t_ag to another NFC-oncersi BlackBerry device, tap ♥ > NFC. Align the backs of the devices.
- To copy the smart tag to a writeable NFC tag, tap . Take your device against the NFC tag.

Tip: NFC tags are often sold as stickers. If you cony your smart tag to an NFC tag sticker, you can stick your smart tags nearly anywhere

Lock a smart tag

The NFC feature might not be available, dopending on your wareless service provider, your administrator's settings, and your BlackForty device model.

If you copy a smart tag to a writeable NFC tag, and you plan to leave the NFC tag in a public space, you should lock the NFC tag to prevent tampering. When an NFC tag is socked it can't be unlocked, changed, or erased.

- 1. In the Smart Tags app, tap : > N_a.
- 2. Align the back of your BlackBerry device with the tao

Change a smart tag title

- 1. In the Smart Tags app, touch and hold a smartag.
- 2. Tap /.
- 3. Enter a title.
- 4. Tap Save

Erase smart tag information from an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's services, and your BlackPerry device model.

If the NFC (ag isn't locked, you can erase the smart tag information that is stored on it.

- 1. In the Smart Tags app, tap -> N.
- 2. Align the back of your BlackBerry device with an NFC tag.

File Manager

You can use File Manager to view, save Eigh, and share files and folders on your BlackBerry device. You can also access files that are saved in the close.

Viewing files

View files on your device

To view a file in File Manager:

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

To go back, tap <.

Tip: If BlackBerry Balance is enabled on your device and you were to access your work files, on the home screen, swipe down from the top of the screen. Tap switch to Work.

View files on connected devices or networks

You can view files on devices that are connected to your FlackBarry device, such as a media card or a device connected by a USB cable. If you are logged in to a good application on your device, you can also access files stored in the cloud. To access a fire stored on another device:

- **1.** Tap **≡**.
- 2. Tap a device.

Files and folders stored on the selected device appear in the Managor when opened or when viewed.

Managing your files

Rename a file or folder

File Manager allows you to make changes to file and folder names, such as rixing a typo or word. To rename a file or folder:

1. Touch and hold a file or folder.

Tip: To change a file type, touch and gold a file Tap

> ✓.

Add a folde:

When you open file Managar, a list of pre-defined folders appears. To add a folder, do the following:

- 1. Navigate to where you want to add a new forder.
- 2. Tap :
- **3.** Tap □ _.

Note: You might not have pre-defined folders on a connected device or drive, such as a computer or a media card.

Search for an item in File Manager

- **1.** Tap Q.
- 2. Enter all, or part, of the name of the item you are searching for.

Note: To search for an item on a connected device, you must perform the search when the device is open in File Manager.

Sort files and folders

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

Tip: To change the way you view your files and follows, tap = to view them as a list or ■ to view them as a grid.

Tap **:** > **↓** ≥ .

- To change the way files and folders are society, textourt > Name, Detay Type, or Size.
- To change the order of your files and folders, cap Orders Assertium, or Descending.

Select multiple files

- 1. Tap **:**
- 2. Tap 🔽.
- **3.** Tap the items that you want to select.

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

Transferring files

Share files

- 1. Touch and isoid a file.
- 2. Tap 🎷.
- 3. Choose a destination.

Tip: To share multiple files. tap = > 🗾 : ap the files you want to share. Tap 😯.

Move a file

- 1. Touch and haid a file or rolder.
- 2. Tap 🔼.
- 3. Navigate to where you want to move the rile.
- 4. Tap Move.

Copy a file

- 1. Touch and hold a file or foliage.
- **2.** Tap 🛅.
- 3. Navigate to where you want to copy the file or forder.
- 4. Tap Paste.

Working with zip files

Zip files and folders

Zip your files to help reduce memory space. You can zip a single tile or colder, or zip multiple files or folders. You can also zip all of the files in a particular folder using the Zip All option.

Touch and hold a file or folder.

- To zip a single file or folder, tap 1 .
- To zip multiple files or folders, tap 🗐. Tap the files or folders you want to zip, then tap 🖟.

Unzip a file

You can unzip files, and also preview their contects. When you unzip a file, a folder is created with the same name as the zip file. The unzipped contents can be viewed in this folder.

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

Calculator

You can use the Calculator app on your EleckBerry device for more than just adding and subtracting. Switch between standard and scientific calculator views, convert a unit of measurement, calculate a tip, and more.

Switch between a swantific or standard calculator

Using the Cacataior app, you can easily coange the calculator mode with the swipe of a finger.

- 1. In the Calculator, and tap Calculator.
- 2. To switch between scientific or standard esigniator mode, swipe left or right on the calculator keypad.

Convert a unit of measurement

You can use the Calculator app on your Black Para device to convert one unit of measurement to another. The calculator includes many deficient types of measurements that you can convert, such as temperature, volume, and weight You can easily convert units of measurement and quickly get back to what you were doing.

- 1. In the Calculator app, tap Converter.
- 2. Choose a measurement type, the unit to convert from, and the unit to convert to.
- **3.** Enter the value that you want to convert.

Calculate a tip

When you're at a restaurant, you can use the up calculator to figure such ow much of a tip to leave. You can customize your calculations to specify the number of pectus included on the bill and the percentage of the bill or to calculate a percentage for the tip. The tip calculator can also calculate how much each person owes on a bill, making it easy to divide up a bill among a table of people.

- 1. In the Calculator app, tap **Tip**.
- 2. In The bill field, enter the total of the bill
- 3. In the **Tip** field, enter a percentage.
- 4. In the Number of People field, enter the number of rouple you are splitting the bill with.
- 5. To round the totals up, tap the Round Upwerus check wark.

View your previous calculations

- 1. In the Calculator app, tap Calculator.
- 2. To view your previous calculations, in the answer tierd, tap
- **3.** To hide your previous calculations and return to the calculation \exists again.

To clear all of your previous calculations, tap in .



Productivity and work



Remainber, Blackbury Balance, BlackBerry World for Work, voice notes

Switch between your personal space and work space

When BlackBerry Balance tounnology is set up on your BlackBerry device, you can quickly switch between your personal space and work susce.

Tip: To differentiate between your personal space and work space, you can set a different wallpaper for your personal space.

- 1. From the home screen, to switch between spaces, swipe down from the top of the screen. Tap Switch to Personal or switch to Work.
- 2. From your personal space or work space, do any of the tollowing:
 - To switch between your personal octures and work pictures, in the Pictures app, tap

 Open Personal Pictures or Open Work Pictures.
 - To switch between your personal files and work week, in Adobe Reader, Documents To Go, or File Manager, tap ■. Tap Personal Space or Work Strate

When you switch between personal files and work tiles, the appropriate a decond instance of the application in the personal space or work space you are constituing.

About BlackBerry Balance and your work space

BlackBerry Balance technology helps address corporate socurity concerns without limiting personal use of your BlackBerry device. If your administrator terms on BlackBerry Balance, the device data, apps, and network access are separated so that you have a work space and a personal space. The separate spaces help you avoid activities such as accidentally copying work data into a personal app, or displaying confidential work data during a BBN: video size if your administrator torse on BlackBerry Balance, your administrator can also specify security policies that turn on and turn off features on your device. For information about the security policies set on your device, contact your administrator.

By default, your device uses the personal space. You can tuse for activities such as taking pictures, downloading videos, playing games online, saving files in a media card, and posting on a social network.

In your work space, you can access were work email, contacts, and calendar, create work documents, and browse to corporate intrenet sites. Your work space can include a separate version of BlackBerry World that contains the applications you are allowed to download and use at work. If your work space is protected with a password, you must belock your work space to reveal the details about your work data.

You can access each personal data and work data from certain places, such as Search.

Lock your work space

If your BlackPoing device uses BlackDern, Falance technology to separate your work and personal activity, you can look your work space and continue to access personal files, personal apps, and personal data in the consonal space on your device.

- 1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen Tap & Settings > Blackgarry Balance. Turn on the Work Password switch. Type a password.
- 2. On the home screen, swipe down from the top of the screen.
 - To immediately lock vour work syspet, tap 3.
 - To automatically lock your work space after a set amount of time, tap **Settings** > **BlackBerry Balance**. In the **Lock Work Space** after drop-down list, select a time interval.

Take care to remember your work space password. If you force your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are pellers.

Change your work space password

- 1. On the home screen, swipe down from incrop of the screen.
- 2. Tap A Settings > BlackBerry Baranes. 30 one of the following.
 - To change your work space password, tex change Fassword. Type a new password.
 - To unlock your work space and BlackBerry device using the same password, turn on the **Use as** my device password switch. Type your device password. Type your work space password.
 - To set the maximum number of times you can type you work space password incorrectly, in the **Password Attempt Limit** drop-down list, select a number.

Take care to remember your work space password. If you forger your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space with permanently erase all of the content and files stored within it, such as work files, messages, pictures and videos. To add a work account back to your device, you will need to contact your administrator.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap & Settings > Black Serry Balance > 1 ...
- 3. Type blackberry.

Tip: If you plan to give away or recvole your device, remember to delete all of the data on your device by performing a security wipe, and remove your SIM card and media card.

Does my device have BlackBerry Balance?

BlackBerry Balance is available only on BlackBerry devices associated with an Enterprise Mobility Management solution from PlackBerry.

To confirm if your device uses StackBerry Balance, do one of the following:

- On the home screen, swipe down from the top of the screen. If you see **Switch to Work** or **Switch to Personal**, BlackBerry Salance is installed.
- On the home screen, setting down from the top of the screen. Tap **A Settings** > **About**. In the **Category** drop-down list, scroll and look for **Work Space**. If you don't see that, or you see **Work Space Only**, your device isn't set up to use PlackBerry Balance.

How do I set up BlackBerry Palance?

Your administrator must set up Blackberry Balance and associate your work account with an Enterprise Mobility Management (EMM) solution from Blackberry. After your adminisets up BlackBerry Balance, a work space is automatically added to your BlackBerry device and voice are prompted to finish the activation.

For more information about EMM solutions from PlackBerry, visit **blackberry.com/business.html** and **docs.blackberry.com**.

What content is in my work space and my personal space?

If your administrator turns on BlackBerry Balance technology. Your device data, apps, and network access are separated so that you have a work space and a personal source on your BlackBerry device.

Work apps that are open appear with the 📋 iccii on the number screen.

Depending on the rules set by your administrator, the apps and features that are part of the BlackBerry 10 OS might be available in your work space, personal space or both. The forceting table describes the default behavior for most BlackBerry 10 OS apps. The table describe the lochavior of apps that you purchase from BlackBerry World or that your administrator sends to your device.

User Guide	Productivity and work	
Description	Apps and features	
These apps and features are available only in your work space and they display work data.	BlackBerry Work DrivesBlackBerry World – WorkBlackBerry Enterprise IM	
These apps and features are available only in your personal space and they display personal date. Depending on the rules set by your administrator you might have excess to work contacts in the Phone, BBM, and text messaging apps. Note: The Camera applie also available in the work space but the app saves pickings to your personal space.	BBM BlackBerry Protect BlackBerry Story Maker BlackBerry World Cax Calculator Carnera Clock Compass Dropbox Evernote Garies Toursquare Garies Tithouln Madia seru Music Phone StM carr Sinart Tags DiackBerry Story Maker Text mesoaging (SMS and MMS) Twitter Video samore Videos Voice maining Moather YouTube	

Description	Apps and features
These apps and features are available in your work space and personal space. Your work vala and personal data are displayed together.	 BlackBerry Hub BlackBerry Assistant BlackBerry Remember Calendar Contacts
These apps and features are available in your work space and personal space. Depending on which space you open an applie, you can access either your work data or personal data. You can spen two instances of these apps at the same time.	Adobe Reader BlackBerry Maps Adobe Reader
Depending on the rules say by your suministrator.	Picturas

Can I use personal apps on mowork's network's

some apps might not appear in your work space

If your administrator turns on PiackBerry Falance technology, depending on the rules set by your administrator, you or your administrator can allow work appears access your organization's Wi-Fi or VPN network.

On the home screen, swipe down from the top of the screen. Tap & Settings > BlackBerry Balance. If the Allow Personal Apps to Use Vacik Networks switch is on, you can use personal apps on your organization's network.

If personal apps aren't allowed to use your organization's networks and it a personal network isn't available, personal apps that need access to the interior might not work.

Where is my picture that I just took?

If your BlackBerry device uses BlackBerry Balance technology, attentionents seved from work email messages are only accessible in the work space. Any pictures taken using your device camera, whether you opened the Camera app from your work or personal space are stored in your personal space. All of your media card files are also stored in your personal space.

For example, since BBM is a personal app, to create a profile picture you can use a picture taken with your camera, but you can't use a picture that you downloaded from an small message score to your work account.

What happens to my device data if I leave my organization?

If your administrator turns on PlackPory Palance technology, your administrator can delete your work data from the work space on your BlackPory device and leave your personal data and applications intact in the personal space. If you store personal data within work apps, for example you add a personal contact to the Contacts app in your work space, that personal data is deleted from your device when your administrator deletes your work space.

Your administrator can delete all of your device data, including your personal content. This feature helps to secure your device was lost or stolen.

Troubleshooting: Work space and Black Berry Balance

My device is quarantined

Your BlackBerry device might be quarantined if your work account is associated with an Enterprise Mobility Management (ElviM) solution from BlackPerry, and solvices aren't correctly activated on the SIM card in your device. If the EMM solution from BlackBerry detects that the security of your device is compromised, your device might also be quarantined.

If your device is quarantined, your administrator metiles you that your device can't access your work space until you resolve the issue. Your administrator might delete the data on your device, prevent access to unlock your device, or remove your device from your gradulation's network.

To correct the problem and leave quarentine, by using a different SIM card or changing your wireless service plan. If the security of your device has been compartised, you might need to wipe your device to delete all of the data. For further assistance, configur your administrator.

BlackBerry Blend

You can use BlackBerry Blend to stay connected and increate with your BlackBerry device from your computer or tablet. When you use BlackBerry Blend, you can access your messages, files, events, and contacts on your computer or tablet the same way you'd use memors your device.

About BlackBerry Blend

You can use BlackBerry Blend to stay connected and interact with your BlackBerry device from your computer or tablet. When you use BlackBerry Blend, you can access your messages files, and certain apps on your computer or tablet the same way you'd use from on your device. Discreet, on-screen notifications alert you to incoming messages, chats, and updates.

You can use BlackBerry Blend on a computer or table: to:

- View and respond to some messages and chats from different accounts in the SlackBerry Hub.
- Access your BBM chats, groups, and channels.
- Access your text messages (SMS).

- View and update your calendar exerts and contacts.
- Copy and transfer files between your device and computer or tablet.
- Open a browser with a secure connection to view private information from your organization's intranet, if your device is associated with a felockBerry Enterprise Service 10.

For more information about using BlackBerry Blend on your computer or tablet, visit www.blackberry.com/blackberry.blend

Turn on mobile narwork access for DisckPour Blend

BlackBerry Blend works who your device is connected to a Wi-Fi or mobile network, or a computer using a USB cable connection. To turn on the mobile network connection:

- 1. On your device, on the home screen, swipe down them the top of the screen.
- 2. Tap Setting: Device Concections
- 3. Turn on the Use Mainte Network switch.

Using a mobile network connection might resulting figure data charges.

Add BlackBerry Blend to Quick Factings

- 1. On the home screen, swipe down from its top of the screen
- 2. Tap ☆ Settings > Quick Settings.
- 3. Select the **BlackBerry Blend** chackbox.

 If you have many quick settings itsins, you can swipe here so left to see BlackBerry Blend.

Disconnect your device from Black Serry Stond

If you're away from your computer or tablet, and west to stop a Blacksonv Elend session, you can use your device to disconnect.

- 1. In the BlackBerry Blend app, touch and hold the computer or tablet that is connected to your device.
- 2. Tap Disconnect.

If you want to prevent BlackBerry Blend from connecting to your device without deleting the paired computer or tablet, turn off the switch next to the paired computer or tablet.

Delete paired computers or tablets

Computers and tablets that you paired with BlackBerry Elect appear to the BlackBerry Blend app on your device.

- 1. In the BlackBerry Blend app, touch and hold the regired computer or takes.
- 2. Tap 🛍 .

Remember

BlackBerry Remember is a productivity and for collecting, managing, and categorizing the information that you want to remember. With the Remember app, you can sort your information as entries in folders or lists, categorize the entries with tage record voice notes that are related to the entries, and add due dates to entries so that you descripted a task.

Collecting and organizing tasks, notes, and more with the Remember app

If you're planning a trip to Paris, you can create a folder called "My Trip to Paris" in the Remember app. As you're browsing the Internet on your device, you can send trip-related websites to the folder. When you remember something you need to do before the trip, you can add a to-do item to the folder, and add a due date to the item so that you don't forget about it. Everything you need to remember about the trip is in one place.

The Remember app is designed to sync with the assessments that you add to your BlackBerry device. If you added a work email account to your device, your tasks, notes and flagged messages from your work account are kept in sync with the Remember app. If you added an Evernote account to your device, you can access your Evernote recebooks in the Remember app and sync your Remember folders to Evernote.

Adding a folder, task list, or an only to the Reinember app

Create folders, task lists, or entries in the Remember applied help vou stay organized. The more entries you add, the easier it is to track items on your to-do list.

Create a folder or task list in the Fornember 27

- 1. Tap Notes to create a new folder or Tasks to create a new rask list
- 2. Tap : > □.
- 3. Type a name for the folder or task list.
- 4. To sync your folder or task list with an account (for example, an Evernote account), choose an account from the **Save to** drop-down list
- 5. To change the color of the folder, tap a different color swatch.
- **6.** Tap **Save**.

Add an entry to the Remember app

When you add an entry to BlackBerry Remember, in most cases you can choose between a note or task. Tasks include a completion checkbox and the option to add a doe date or reminder. When you create a new task, it also appears in the Calendar applict you add an entry to a finite that's synced with one of your accounts, you might not be able to choose whether the entry is a note or task.

1. Tap Notes or Tasks.

- 2. Tap 4.
- **3.** Enter the information for the entry such as a title, notes, tags, and a due date.
- 4. Tap Save.

Add a due date and reminder inthe to a took

When you add a due rate to a task in BlackBerry Remember, your BlackBerry device adds the entry to the Calendar app. To receive a reminder, you roust add a specific reminder time to your task.

- 1. While you're guiding or changing a lask.
 - To add a due data turn on the **Due Date** switch. Tap **Date**. Select a date.
 - To add a reminder time, turn on the Reminder switch. Tap Date. Select a reminder date and time.
- 2. Tap Save.

Add tags to an entry

Tags help you to categorize your entries. For example you can add the tag "recipe" to any entries containing recipes, and men filter your entries by that tag.

- 1. In the Remember app, tap an activ.
- 2. Tap Tags.
- 3. Type your tag name.

Format the text in an entry

Depending on the account that your entry is associated with you might be able to apply formatting to italicize, bold, or underline text, creare lists or charge the text size and color.

- 1. In the Remember app, tap an entry.
- 2. In the Additional notes field, tap

Hide synchronized folders in the Remember app

When you add an email account that is supercited by interesting ActiveSync, by default, the tasks and notes from that account appear as synchronized indders in the Remember app. To hide these folders:

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap **♦ Settings** > Accounts.
- 3. Tap an account.
- 4. On the Edit Account screen, turn off the Sync Tasks switch.

Record a voice note in the Remember app

You can use BlackBerry Remember to record voice include.

1. In a folder, task list, or on the Tasks or Notes screen tap

- 2. Tap .
- 3. Speak your voice note.
- 4. When you're finished, tan -> Done.

Tip: You can also take pictures without leaving the Remember app. To take a picture, in an entry or on the Tasks or Notes series, tap

Send something to the Remember and

Using the sharing capacilities of your FlackBerry device, you can send photos, videos, audio files, websites, or Documents to Go tiles to BlackFerry Remember.

- 1. In an app, touch and hold the item that you want to send to the Remember app.
- 2. Tap V > Remember
- 3. Edit the item if necessory.
- **4.** Tap **Save**.

Changing a folder, task list, or entry in the Remember app

Change an entry

- 1. In the Remember app, tap an cotty.
- 2. Make your changes.
- 3. Tap Save.

Convert an entry to a note or a tack

When you change an entry in the Ramembaraup, you can convert its format, for example, from a note to a task.

- 1. Tap the folder name or, if your entry isn't saved to a folder, tap Unfiled.
- 2. Tap Task or Note.
- 3. Select a folder or tap None.

Move an entry to a different folder

If you have BlackBerry Balance set up on your device, entries associated with a work account can't be moved to a non-work folder. Also, if a work folder is specifically meant for notes or tasks (for example, folders synced with an email account supported by Microsoft Exchange ActiveSyno), you might not be able to move entries in that folder.

- 1. In the Remember app, touch and hold an entry.
- 2. Tap 💸, and select a new location for the entry.
- 3. Tap Move.

Change the color of a folder or a take list

- 1. In the Remember app, touch and hord a folder or a task list.
- 2. Tap /.
- 3. Tap a color.
- 4. Tap Save.

Delete a folder, task list, or entry in the Remember app

CAUTION: If you delong a folder or took list, the outries inside are also deleted.

- 1. In the Remember app touch and hold a folder, tesk list, or entry.
- 2. Tap 📆.

Viewing and searching your entries in the Romember app

There are several ways to some inrough or view your sums in the Remember app. You can use the search feature to easily find the entries you need.

Search for an entry in the Semember app

- 1. Open a folder or task list.
- 2. Start typing your search term.
- 3. Tap a result.

View Remember entries that have the same rea

If you added tags to your BlackBerry Poissember services, you can filter entires by those tags.

- **1.** In the Remember app, tap **Tags**.
- 2. Tap a tag to view entries with that tag-

Sort your Remember app entries

Note: Depending on whether you are sorting tasks or notes some of these options might not be available.

- 1. Tap 🔣.
- 2. Tap 📜.
- 3. In the Sort Order drop-down list, select one of the following:
 - Due Date
 - Title
 - Creation Date
 - Last Modified Date

Change the default view in the Remember app

You can set the default view so that whom you open BlackBerry Remember, you see what's important to you.

- 1. In a folder or on the hemember folder screen, swipe down from the top of the screen.
- 2. Tap **☆**.
- 3. In the Default View drop-down list, scient one of the following:
 - Tasks View
 - Notes View
 - Tags View
 - Most Recent

Restart the app for the changes is take effort.

Troubleshooting: Remarkber app

I can't add due dates, tags, voice noise, or attachments to an entry

If your entry is in a folder thore synced with an email account or an Evernote account that you added to your BlackBerry device, you might not be able to add due dates, tags, or attachments to the entry. Try moving the entry into a new folder.

I can't send something to the Remember app

Some items can't be sent directly to BlackBoay Servicinser. You should be able to send photos, videos, audio files, websites, contacts, and Documents to Go tiles to the Bernember app.

You might not be able to share certain items in folders that are synchowith a work account.

I can't open a folder in the Remember ວຽວ

If your device is set up to use BlackBerry Balance, you might need to enter your work space password to access all of your folders and entries.

- 1. In the Remember app, at the top of the screen. ap work Space is Locked
- 2. Enter your work space password.

Documents To Go

Using Documents To Go, you can create, edit, and format Microsoft Word accuments and Microsoft Excel spreadsheets. You can also edit, view, and present Microsoft PowerFairt presentations on your BlackBerry device.

For more information on Documents To Go, see the L'scuments To Go, 'ser Guide.

Print To Go

Print To Go allows you to print various files from your computer to a BlackBerry device that is associated with your BlackBerry 15 over the wireless network.

For more information on Fint To Go see the Print To Go User Guide.

BlackBerry World for Work

In the BlackBerry World for Work storefront, you can find apps that your company recommends and apps and games that your company allows you is install. Apps that are required or recommended by your company are found on the **Company Apps** schedul, while the apps that your company allows you to install are on the **Fublic Apps** schedul.

BlackBerry World for Work is located in the work space on your BlackBerry device. The apps and games that you download from BlackBerry World for Work using the same payment method that you selected in the BlackBerry World storefront.

For more information about BlackBerry World for Work, see the SiackBerry World for Work User Guide.

Enterprise IM

Enterprise IM on your BlackBerry 10 device provides vou with sessess to your organization's instant messaging service. You can chat with other use to stay informed and somected between meetings, at lunch, and while you're on the go.

Enterprise IM User Guide

Enterprise IM for Cisco

Enterprise IM for Cisco on your BlackBerry 10 device provides you with excess to your organization's instant messaging and presence services. You can chat with other users to stay informed and connected between meetings, at lunch, and while you to on the go

Enterprise IM for Cisco User Guide

BlackBerry Bridge

Connect your BlackBerry 10 device to a BlackBerry FrayBook teblec to view items on your tablet's larger screen, use your smartphone as a remote control, and more

For more information, see the Black Bridge User Guide.

BlackBerr, Travel

The BlackBerry Travel applies your personal travel assistant. You can use the app to help you monitor your upcoming flights, create a travel itinerary, and book hotels, rental cars, and limousines. You can also use the FrackBerry Travel app while you're traveling to find local points of interest, calculate currency exchange rates, and monitor the weaper in the city you've traveled to.

For more information on PlackBoary Travel, see the StackBerry Travel User Guide.

BlackBerry Work Prives

You can use the BlackBerry work Drives app to connect to your organization's shared network drive with your BlackBerry to device

BlackBerry Work Drives User Guide

Salesforce

Salesforce allows you to share posts with users and groups in your organization and collaborate with your colleagues.

For more information on Salesforce, see the Salesforce User Partie.

Adobe Reader

Adobe Reader lets you view, annotate, search, complete, and single PDF files on your BlackBerry device.

For more information on Adobe Reader, see the Adobe Popular locar Guide.

Connect to Microsoft OneDrive

The Connect to Microsoft OneDrive app provides a cloud storage space to save and store files off your device. With Connect to Microsoft OneDrive, you can:

- Back up your files for safekeeping.
- Sync files across various devices so your latest information to available at your finguraps.
- Access files from virtually anywhere.
- Share your documents, pictures, and videos with others.
- Free up storage space on your device by saving files to the cloud.

For more information on Connect to Microsoft OneDrive, see the *Connect to Microsoft OneDrive User Guide*.

Connect to Proppox

Connect to Dropbox grovides a groud storage space to save and store files off your device. With Connect to Dropbox, you can:

- Back up your files for safekeeping.
- Sync files across various devices so your laiset information is available at your fingertips.
- Access files iron virtually anywhere.
- Share your documents, pictures, and videos with others.
- Free up storage space on your device by deving files to ine cloud.

For more information on Connect to Dropbox, see the Connect to Dropbox User Guide.

Box for BlackBerry 10

Box for BlackBerry 10 provides a cloud storage space to save and store files off your device. With Box for BlackBerry 10, you can:

- Back up your files for safekeeping.
- Sync files across various devices so your latest incomprise its available at your fingertips.
- Access files from virtually anywhere
- Share your documents, pictures, and videos with others.
- Free up storage space on your device by round files to the cloud

For more information on Box for Black Serry 13, see the Box rock Plack Berry 10 User Guide.



Security and backup



Passwords, lock your smartphone, PlackBerry Protect, Password Keeper

Passwords and looking

There are several types of soks, PIN. and passwords that you can use to help protect your BlackBerry device.

If you use your device for work your organization might already have security settings in place, such as requiring a password to unlock your device.

BlackBerry ID

A BlackBerry ID is an email address and password that gives you access to BlackBerry websites, apps, and services. If you change your BlackBerry device, a BlackBerry iD helps you to transfer data to your new device. Make sure that you use including blackBerry in for all of your BlackBerry devices.

Log in with your BlackBerry ID to do the following and raise more:

- Keep track of your app purchasss and payment options from the BlackBerry World storefront.
- Make the most of BBM features. Such as because up and moving BPM contacts to a new BlackBerry device.
- Start and stop BlackBerry Protect.

Password locking and screen locking

While your device is locked, you can still receive frontier of new email and text messages (SMS and MMS), make an emergency phone call, view your bettery charge level for an alarm, or take a picture.

To conserve battery power and avoid accidental key presses, look the sessen. To help to avoid unauthorized use of your device, you need to as a service pressed.

In your display and security settings, you can set your device to lock itself after a certain amount of inactivity. You can also write a custom message that displays on the locked screen.

If you forget your password, it can't be recovered. BlackBerry recommends that you have up your data regularly. By default, for security reasons your device data is deleted when an incorrect password is entered ten times.

BlackBerry Balance and the work space password

If you associate your device with your organization's network, your administrator might turn on BlackBerry Balance technology. BlackBerry Balance is designed to separate and secure areas of your device as work-only or poisonal-only.

Your administrator may require you to set a work space password to protect files, apps, and data associated with your organization, such as your work email account. You can use the same password for both your work space and device.

If you enter your work space password more than the allowed number of times, your work space and the contents within it are deleted like can reduct or increase the number of allowed work password attempts in your Falance settings.

Note: Your administator might not permit you to change some password lock options for your work space, such as the password requirement or the timeout duration.

Network lock and unlock rouge

To use a SIM card from another sented provider, for example, it you're travelling and want to use a local service provider's network, you can request unlock codes (MEP codes) from your current service provider, and change the Phone Network Lock settings for your SIM card.

If you exceed the number of allowed attempts to exist an unlock code, your SIM card will allow emergency calls only. For assistance, you can contact your service provider.

SIM card PINs

You can set two different PINs for the Sim card in your device. You can use a SIM card PIN to help to prevent unauthorized use of your SiM card in another device. For example, if you lose your SIM card and someone tries to use it in another device, the SiM card can't be used unless the PIN is entered correctly. If you exceed the number of allowed accompts to entering SIM card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your wincless service provider for a PUK code.

A SIM card PIN2 is designed to enable certain phone features like fixed dialing.

To get a SIM card PIN, contact your service provider and turn on SIM card security in your security settings.

Lock or unlock your device

Tip: A quick tap on the **Power/Lock** key will put vour device to sizep. This should help you conserve battery power.

Related information Lock your work space, 244

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking the screen doesn't turn off notifications for incoming calls or messages.

Press the Fower/Lock key on the top of vour device.



To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackGarry device data and prevent unauthorized use of your device? You can set a varice password so to tryou can lock your device when it's in open view or not in use.

- 1. If you don't have a password, on the home screen, swipe down from the top of the screen. Tap ☆
 Settings > Security and Privacy > Dombe Password. Turn on the Device Password switch. Enter a password.
- 2. To lock your device, do one of the fair wing:
 - Press and hold the Power/Lruk key. Tap
 - To automatically lock your device after a rotatin amount of three, on the home screen, swipe down from the top of the screen. Tap the times a focusing and Privesy Device Password. In the Lock Device After drop-down list, select an interval.
 - To automatically lock your device when it's in a Biack ົວການ ຄອງອຸດ on the home screen, swipe down from the top of the screen. 「ap ☆ Settings > Security and Frivacy > Device Password.

 Turn on the Lock Device When Holstered ຈະຫວັດ.
 - To allow an active app to override when your device locks, for example, so your device does not lock while you are watching a movie in the videos app, on the home screen, swipe down from the top of the screen. Tap **A Settings** > Security and Privacy > Security and Privacy

To unlock your device, press the **Power/Lock** key. Swing reaction the bortom of the screen. When prompted, enter your device password.

Lock your device with your work space password

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can use one password to unlock your device and your work space.

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

- 2. Tap Settings > Security and Procy > Device Password > BlackBerry Balance.
- 3. If prompted, type your work space vastword.
- 4. Turn on the Use as my device password switch.
- 5. Type your device password Tap OK.
- 6. Type your work space password fap OK

Unlock your device with a network unlock Jode

To obtain the unlock coos for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. If you plan to travel internationally and you want to use a SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider or sociated with your device, on the home screen, swipe down from the top of the screen. Tap : Settings > About. In the Setegory drop-down list, tap SIM Card.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Security 250 Frivacy > SIM Corg.
- 3. In the Phone Network Lock section, take a locked item.
- 4. When prompted, enter the unlock code.

CAUTION: For security reasons, cachemics code can only be shieted incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock road, your SiM card will allow emergency calls only. For assistance, contact your service provider.

Change or remove your device passward

CAUTION: If you can't remember the password for your Diack Schiv device, the only way to change your password or regain access to your device is to delete all of your data by completing a security wipe.

If BlackBerry Balance technology is set up or your device, depending on the rules set by your administrator, you might not be able to remove the password for your device.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ★ Settings > Security and Privacy > Device Password > Crange Cavide Password.

To stop using a password, turn off the **Device Password switter**. **Related information**

Change your work space password, 244

How do I reset my device password if I forget :57

Your BlackBerry device password can't be recovered to changed if you don't enter your current password correctly. For security reasons, the only way that you can coset your password without

knowing your current password is to delete all of your device data. You can do this by entering an incorrect device password multiple times

BlackBerry recommends that you regularly create and save a backup file on your computer.

Display text when your device is tocked

You can display text on the screen of your Flack Derry device when the device is locked. For example, you can display a favore quote emorgency contact information, or your own contact information so that if you loss your device, anyons who finds it can contact you.

- 1. On the home screen, wips own from the top of the screen.
- 2. Tap Settings > Security and Privacy > Lock Screen.
- 3. In the Lock Screen Message fields, type the lext.

To delete the text that appears on the screen when vour device is locked, delete the text in the **Lock Screen Message** fields.

Protect your SIM card with a Pin

You can use a SIM card PIN to prevent unauthorized use of your SIM card in another device. For example, if you lose your SIM card and someone tries to use in another device, the SIM card can't be used unless the PIN is entered consoily.

You can request the PIN for your SM pard from your service provider.

- 1. On the home screen, swipe down from the less of ide screen
- 2. Tap ♦ Settings > Security and Frivacy SIM Card
- 3. Turn on the SIM Card PIN Lock switch.
- 4. Type the SIM card PIN that your service provider gave you

CAUTION: If you exceed the number of allowed attempts to enter the GMI card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your service provides.

Change your SIM card PIN

- 1. On the home screen, swipe down from the top or the screen.
- - To change the PIN that protects your SIM card, tag . range PIN 1.
 - To change the PIN that controls access to calling features such as fixed dialing, tap Change PIN
 2.

BlackBerry Protect

BlackBerry Protect includes features designed to help you find your BlackBerry device and help protect your device's data if your device is ever lost of stolen. You can manage up to seven devices from your BlackBerry Project account

Finding and protecting a lost device

After you turn on BlackBerry Protect in your device sectings, visit http://protect.blackberry.com and sign in with your PlackBerry 15. On the BlackBerry Protect website, you can view the current location of your device on a map, make it ring (even if it's in silent mode), or display a custom message on your locked device to provide instructions about how to contest you. If your device is stolen, you can remotely lock it, change no password, or delete all of the data from your device.

If you add a work email account to your device, your administrator might disable BlackBerry Protect, or the ability to remotely change your password or locate your device.

Set up BlackBerry Protect on your device

To use BlackBerry Protect, your BlackBerry device must be connected to a wireless network.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ★ Settings > BlackBerry Protect.
- 3. Turn on the BlackBerry Protect switch.
- 4. To be able to view the current location or your device on a map top Location Services. Turn on the Location Services switch.

Tip: To use BlackBerry Protect features. go to introductional protect.blackberry ID.

Find more information about Black Party Protect

For more information on BlackBerry Protect, see the BlackBerry Protect User Coide.

Troubleshooting: BlackBerry Protect

I can't turn on BlackBerry Protect

If your BlackBerry device is associated with an Enterprise Mobility Management section from BlackBerry, this feature might be turned off by your administrator. To learn about how your device can be protected against loss or theft, contact your administrator.

Security settings

You can set and change the security settings for applications on your BlackBerry device, and set up parental controls to restrict or limit access to features and content. You can use a smart card, and import certificates from your computer is increase the security of data on your device. And if you need to permanently delate all data from your device, you can wipe it.

Setting security permissions for ague

BlackBerry 10 OS includes application permissions that are designed to let you control the information and features that an application can access on your BlackBerry device. For example, you can control whether an app can access your email, contacts, pictures, or the location of your device. Keep in mind that some applications require specific permissions to work. You can also help safeguard your device by downloading apps only from trasted sources, such as the BlackBerry World storefront.

When you open an app for the dist time, your device might display a list of the files and features that the app wants to access. If something doesn't seem light to you, you can reject the app's request to access an item. For example, you might deveload a game that requests access to your messages, which might make sense if the game includes a feature to share your game score. However, if you aren't comfortable with the game having the ability to compose and view year email messages, you can turn off access to messages or delete the app. You can view or change remails most apps in your device settings.

For some apps, when you install the app, you are prompted to accept or decline all of the requested permissions. If you decline, the prompt will appear again the first time or u open the app. You can't change the application permissions later uplies you delays and upliestall the app.

Change or view app permissions

In some apps, if you turn off permissions, the app might not work as you expect. If an app isn't working as you expect it to, consider turning on some or all of the app permissions

- 1. On the home screen, swipe down from the top of the screen
- 2. Tap Settings > Security and Privacy > Application Termissions.
 - To view permissions for a particular app, tap an app.
 - To view which apps use a particular permission, in the Formission crop-down list, tap the permission.
- **3.** To turn on or turn off a permission, tap the switch.
- 4. Restart your BlackBerry device for the change to take effort.

Related information

Turn off your device, 126

Wipe your device to delete your data

Before you wipe your Black Serry device, consider backing up your data on a computer. A security wipe is designed to permanently delete your data so it can't be recovered. This includes email accounts, downloaded apps, media riles, describents, browser bookmarks, and settings.

- 1. On the home screen, wipe down from the top of the screen.
- 2. Tap Settings > Security and Privacy > Security Wipe.
- 3. Type blackberry.
- 4. Tap Delete Data.

When the security sipe is complete, your device is turned off automatically. To turn on your device, press the **Power/Lock** key.

Tip: If you are planning to give away or recvelatiour device, remember to also remove your SIM card and media card.

Related information

Delete your work space, 244

Using Parental Controls

Parental Controls are designed to give you more control over how a BlackBerry device can be used and contacted. You can turn off access to certain apps, features, and content. You can also restrict incoming phone calls and messages to people in the Contests app.

Parental Controls settings are protected with a password, making their difficult to change or turn off without your knowledge. You can set your device so that the Parental Controls password is required to add an email or social networking account, or to parentals an app from the BlackBerry World storefront.

Note: If BlackBerry Balance technology is turned on, the Parental controls feature is not available.

Restrict or limit access to features and content

- 1. On the home screen, swipe down from its top of the screen
- 2. Tap ★ Settings > Security and Privacy > Parentar Controls.
- 3. Turn on the Parental Controls switch.
- **4.** Enter the Parental Controls password.
- **5.** Tap to change the options.

Import a certificate from your computer

- 1. Do one of the following:
 - To import the certificate using a USB connection, consect your clack Parry device to your computer using a USB cable. If necessary, on your computer, since your device password.

- To import the certificate using a wi-Fi connection, on your device, swipe down from the top of the home screen. Tap **A Sectings** > Storage and Access. Turn on the Access using Wi-Fi switch. Type a storage access password. Tep Identification on Network and make note of the Usernage.
- 2. On your davice, on the home screen, whipe down from the top of the screen.
- 3. Tap Settings About
- 4. In the Calegory diep-dove list, lap Marwork
- 5. In the Wi-Fi or USP section, make note of the 1914 address.
- 6. On your computer mediante to and copy a certificate file.

 - If your computer uses a Mac operating system, select Go > Connect to Server. Type the IP address in the following formal: smb://xxx.xxx.xxx.
- 7. Do one of the following:
 - If your computer uses a Windows operating system, open the **media\downloads** folder. If necessary, enter the username and storage access password.
 - If your computer uses a Mac oppositing system, open the **media/downloads** folder. If necessary, enter the username and storage access password.
- 8. Paste the certificate into the media downloads or media/downloads folder.
- 9. On your device, tap < > Security and Prive Sur Compares > incores.
- 10. Follow the instructions on the screen.

About smart cards

You can use a smart card and your device password to window your BlackBerry device. You can also use smart card certificates to send S/MIME-protected incessages.

Smart cards store certificates and private keys. You can import opticates from a smart card to your device by using the BlackBerry Smart Card Reader or a microSD smart card. Private key operations such as signing and decryption use the smart card. Public key operations such as verification and encryption use the public certificates on your device.

Use two-factor authentication

You can use a smart card and your BlackBerry device password to unlock your device.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Security and Privacy > Device Programmed > Authorizontor Sciengs.
 - To set your device to use a smart card to unlock your device or your work space, in the **Smart Card User Authenticator** drop-down list, tap **Device** or **Your**.

• To set your device to remember the format of the password that you type in a password field (numeric or alphanumeric), turn on the **Smart Password Entry** switch.

• To set your device to lock when you remove your smart card from your device or BlackBerry Smart Cara Reader furn on the cock or chard Removal switch.

Import a certificate from a smart cord

You can import a certificate from a microstal smart card inserted in your BlackBerry device, or a BlackBerry Smart Card Reader that is parted with your device using Bluetooth technology.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap Settings > Secrety and Privacy > Small Card > Import Certificates.
- 3. Follow the instructions on the screen

Store your smart card password on voor device

You can set your BlackBerry donce to temporarily store your smart card password, so that you don't have to enter it as often. To clear the cache, sow your device.

- 1. On the home screen, swipe down from the top of the screen.
- 2. Tap ☆ Settings > Security and Privacy > Smart Card.
- 3. Turn on the PIN Caching switch.

Turn off LED notifications for a superior of

The red LED flashes when your Black Berry device accessed data on a smart card. You can turn off this indicator.

- 1. On the home screen, swipe down from the time of the screen.
- 2. Tap ♦ Settings > Security and Privacy > Smart Card.
- 3. Turn off the LED Activity Indicato Cawitch.

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The information provided in this guide is applicable to the following smartphons models:

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