BlackBerry Smartphone

User Guide

BlackBerry

STRICTLY CONFIDENTIAL

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Setup and basics

New in this release

Introducing BlackBerry 10 OS

BlackBerry 10 OS is designed to help you stay productive and do more with your BlackBerry device. This release introduces exciting new features, such as BlackBerry Blend and BlackBerry Assistant. It also introduces updates 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

The BlackBerry Blend icon

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

To download and learn more about BlackBerry Blend, visit www.blackberry.com/BlackBerryBlend.

Related information

About pairing and connecting your device to a computer or tablet, 104
About BlackBerry Blend, 234
Disconnect your device from BlackBerry Blend, 235

BlackBerry Assistant

The BlackBerry Assistant icon

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

With the BlackBerry Assistant app, you can perform a variety of everyday tasks by talking or typing in natural language. When you say or type a request, the BlackBerry Assistant app can perform your request, search your device, or search the Internet, and provide a response.

Using the BlackBerry Assistant app you can start a BBM chat, make a phone call, send an email message, and add an event to your calendar. You can also update your status in social networking apps, and search for directions, weather forecasts, information about restaurants or shopping, plus much more.

Related information

About the BlackBerry Assistant, 176
Learn what you can say or type in the BlackBerry Assistant, 178

Things you can do with the BlackBerry Assistant,176

Android app support

The default Apps icon

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

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

Android apps that you download to your device are more closely integrated with the BlackBerry 10 OS. When you tap the share icon 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 BlackBerry 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 apps from the Amazon Appstore,204
Change your Android app installation settings,205

Updated look and feel

The new notifications icon

Splashes of color, flattened buttons and screen layouts, and new wallpaper and icons – these are some of the elements you will notice with the fresh new look of BlackBerry 10 OS.

Modernized visual elements help you navigate your BlackBerry device and improve your productivity within apps. In the apps installed with the BlackBerry 10 OS, the action bar at the bottom of the screen uses color to highlight the next, or next best action. Icons 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 left you can see all your apps. By default, when no apps are open, the home screen displays 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,158
Add folders to the home screen,174
Turn off icon labels in the action bar,158

BlackBerry Hub

The BlackBerry Hub icon

With a single tap, BlackBerry Hub Instant Actions let you quickly sort and manage messages in the list view of the BlackBerry Hub! From the BlackBerry Hub, you can also file sent email messages, set how frequently an IMAP account syncs with your BlackBerry 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 email message by leaving the BlackBerry Hub.

The BlackBerry Hub has been updated to improve the relevance of suggested contacts. The BlackBerry Hub suggests contacts that are associated with the email account you are sending the email message from and that you have communicated with in the last 60 days.

Related information

Manage your messages with BlackBerry Hub Instant Actions, 64
File an email, 63
Add an IMAP or POP email account, 65
Download attachments in a message, 60
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Calendar

The Calendar icon

The Calendar app now has an agenda view and a Meeting mode feature. 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 detects 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 BlackBerry Remember app. You can create a task in the Calendar app, and view the task in the Calendar app and the BlackBerry Remember app.

Related information

View your events, 181
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BlackBerry Remember

The BlackBerry Remember icon

The BlackBerry Remember app lets you 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 closely integrated with the Calendar app. You can create a task in the BlackBerry Remember app, and view the task in the BlackBerry Remember app and the Calendar app.

Related information

Change the default view in the Remember app, 241
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Create a folder or task list in the Remember app,230
Add tags to an entry 227

Camera

The Camera icon

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

By default, the Camera app detects the conditions of the scene you want to take a picture or video of, and suggests the settings to use. Automatic suggestions 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 later.

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 when recording fast-moving objects.

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BlackBerry Story Maker

The BlackBerry Story Maker icon

The BlackBerry Story Maker app takes the work out of making picture 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 app, you can easily add favorite pictures and videos to your stories. You can also personalize your stories by changing the theme and editing the pictures and music, before sharing the stories with your friends, colleagues, and family.

Related information

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Pictures

The Pictures icon

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

Related information

About automatic stories, 92
Set how pictures are organized in albums, 95
Add a picture to the Favorites screen 96
Add a picture to BlackBerry Story Maker, 93

Videos

The Videos icon

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 favorite 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 BlackBerry Story Maker app. You 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, 104
Add a video to BlackBerry Story Maker, 103
Add slow motion to a video, 102
Turn on the equalizer in videos, 105

Music

The Music icon

A marquee banner is displayed at the top 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 Favorites screen, 99
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Device Monitor

The Device Monitor icon

To help you track your data usage, on the Device Monitor 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,148
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Settings menus

The Settings icon

A new gesture lets you open the Quick Settings menu when you are in an app. Use two fingers to swipe down from the top of the screen to open the Quick Settings menu.

And you can now rearrange the options in the Settings menu. Move options that you access frequently to the top of the Setting menu to make them more accessible to you.

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Customize your device settings,115
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Advanced interactions

The advanced interactions icon

Advanced interactions are designed to improve the battery life of your BlackBerry device and to help you do things faster. Advanced interactions let 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 standby mode when you place the device face down on a flat surface.

Related information

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Security

The Lock icon

To improve the security of information on your BlackBerry device, you can control what appears in notifications on the screen when your device is 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.

Related information

About Lock Screen Notifications,46
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Your device at a glance

What's different about the BlackBerry 10 OS?

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

How do I get back to the home screen?

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

BlackBerry device showing a directional arrow starting from below the bottom of the screen and moving upward. Shows the gesture to get back to the home screen.

How do I get to the menu?

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

To see more actions that you can perform in an app, tap The More actions icon or The More tabs icon .

BlackBerry device showing a tap on the More icon in the lower-right corner of the screen. Shows the gesture to see more actions.

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 of screen. Tap Image **Settings**.

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

BlackBerry device showing a directional arrow starting from above the top of the screen and moving downward. Shows the gesture to see the settings and help.

BlackBerry device showing two directional arrows starting from above the top of the screen and moving downward. Shows the gesture to see the settings for the device from an app.

Where is my email or other messages?

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

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

BlackBerry device showing a directional arrow starting from below the screen and moving in an arc toward the right side of the screen. Shows the gesture to view the BlackBerry Hub.

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 The answer a call icon .

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 The decline a call icon .

Screen showing an incoming call.

To make a call, in the Phone app, tap The dialpad icon . Dial a number. Tap **Call**.

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

- To quickly turn on Silent mode, on the home screen, swipe down from the top of the screen and tap The notification icon .
- You can set custom ring tones when you add or edit 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 Image **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 check if your old apps are available for download on the **My World** screen or find new apps.

How do I edit or move text?

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

Select text

Touch and hold a character or word.

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

Text field showing selected text with handles.

Move text

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

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

Menu showing the cut, copy, select all, and share icons.

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 circle.
- To move the cursor one character at a time, tap the top, bottom, 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.

Screen showing the cursor inserted between two characters.

Where are my tasks, memos, and voice notes?

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

Where do I find my files?

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

Where can I find my device info and passwords?

Where can I find my PIN?

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

How do I find my own phone number?

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

Where is Password Keeper?

You can download the Password Keeper app from the BlackBerry World storefront. If you used BlackBerry Link or a media card to transfer data from 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 down from the top of the screen. Tap Image **Settings** > **About**. To change the type of information displayed, tap an option in the drop-down list.

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

How do I search?

If you want to find something on your BlackBerry device, such as a message, a song, or an app, or if you want to search the Internet, you can say or type your search in the BlackBerry Assistant. To open the BlackBerry Assistant, on the home screen, tap The BlackBerry Assistant icon.

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 Desktop Software and can be used with your BlackBerry 10 device.

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

Notification icons

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

Icon	Description
The email message icon	Email message
The text message icon	Text message
The BBM message icon	BBM message
The Facebook message icon	Facebook message
The Twitter message icon	Twitter message
The LinkedIn message icon	LinkedIn message
The phone call icon	Phone call
The voice mail message icon	Voice mail message

Icon	Description
The notification message icon	Notification messages from apps and services such as BlackBerry World

Menu icons

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

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

Icon	Description
The More actions icon	Open a menu of actions
The More tabs icon	Open a list of ways to navigate or filter information
The Compose icon	Compose a message
The Attachments icon	View attachments
The Share icon	Share an item, such as a picture, with someone
The Reply icon	Reply to an email
The Reply All icon	Reply to all recipients of an email
The Forward icon	Forward an email
The Voice Note icon	Record a voice note
The New Entry icon	Add a new entry in the Remember app and the Calendar app

Setting up your device

To set up your BlackBerry 10 device, you need a nano SIM card. If you 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, videos, 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 card

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

1. Locate the SIM tray on the left side of the device.
2. Push the tip of the tool provided in the box that your device came in, or a paper clip, into the hole to release the tray.
3. Pull out the tray.
4. With the metal contacts facing away from you, place the nano SIM card in the tray.

BlackBerry device showing where to insert the nano SIM card.

5. Push the tray into the slot.

Insert a media card

1. Locate the SD tray on the left side of the device.
2. Push the tip of the tool provided in the box that your device came in, or a paper clip, into the hole to release the tray.
3. Pull out the tray.
4. With the metal contacts facing away from you, place the media card (microSD card) in the tray.

BlackBerry device showing where to insert the media card.

5. Push the tray into the slot.

Set up your device using the Setup app

If your device is connected to a mobile network 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 BlackBerry World storefront
- Learn how to transfer content from your old device
- Customize your device settings

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

To open the Setup app, on the home screen, tap The Setup icon .

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 life.

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, swipe up from the bottom of the screen.

   BlackBerry device showing a directional arrow starting from below the bottom of the screen and moving upward. Shows the gesture to get back to the home screen.

2. To see your messages in the BlackBerry Hub, slide your finger from left to right.

   BlackBerry device showing a directional arrow moving to the right. Shows the gesture to move between your apps and the BlackBerry Hub.

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

   BlackBerry device showing a directional arrow moving to the left. Shows the gesture to move between the BlackBerry Hub and your apps.

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, slide your finger up and to the right.

BlackBerry device showing a directional arrow starting from below the screen and moving in an arc toward the right side of the screen. Shows the gesture to view the BlackBerry Hub.

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 an app, tap The more actions icon or The more tabs icon .

  BlackBerry device showing a tap on the More icon in the lower-right corner of the screen. Shows the gesture to see more actions.

- To see more actions for a specific item, such as a song or picture, touch 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 app, to find the device settings, use two fingers and swipe down from the top of the screen.

  BlackBerry device showing a directional arrow starting from above the top of the screen and moving downward. Shows the gesture to see the settings and help.

  BlackBerry device showing two directional arrows starting from above the top of the screen and moving downward. Shows the gesture to see the settings for the device from an app.

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.

  BlackBerry device showing a directional arrow moving upward. Shows the gesture to scroll.

- To move between the BlackBerry Hub and your apps, slide your finger left and right.

  BlackBerry device showing a directional arrow moving to the left. Shows the gesture to move between the BlackBerry Hub and your apps.

Use a slider

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

On the slider, drag the slider handle.

BlackBerry device showing a directional arrow moving to the right. Shows the gesture to progress through a file.

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 hold the item.
- To highlight multiple items, such as pictures or songs that you want to share, touch and hold one item. Tap The select more icon and tap more items. To clear an item, tap it again.

BlackBerry device showing a tap on an item. Shows the gesture to select an item.

Zoom in to or zoom out from the screen

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

Do any of the following:

- To zoom in, slide your fingers apart.

BlackBerry device showing two directional arrows moving apart from each other. Shows the gesture to zoom in.

- To zoom out, slide your fingers together.

BlackBerry device showing two directional arrows moving toward each other. Shows the gesture to zoom out.

Advanced interactions

If you're looking for ways to do things more quickly or to extend battery 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 BlackBerry 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.

BlackBerry device showing the device being picked up from a flat surface. Shows the gesture to wake up your device.

To turn on this feature, tap Image **Settings** > **Advanced Interaction**. 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 silence the ring tone or vibration. You still receive a notification of the missed call.

BlackBerry device showing the device being turned facedown. Shows the gesture to silence a ring tone or vibration.

To turn on this feature, tap Image **Settings** > **Advanced Interaction**. Turn on the **Flip to mute** switch.

Flip to save power

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

BlackBerry device showing the device being turned facedown on a flat surface. Shows the gesture to extend battery life.

To turn off this feature, tap Image **Settings** > **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 apps, change your ring tone, and set your wallpaper.

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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 on community forums. Share tips on social networks and BlackBerry blogs.
- blackberry.com/contact: Find information about who to call with questions about warranties, repairs, billing, or technical support.

Device Switch

Switching to your new BlackBerry 10 device has never been easier. Whether you are switching from an iPhone, an Android, or a BlackBerry device, there are several options that you can use to transfer your data.

Preparing to switch devices

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

- Complete all of the instructions in the Setup app that opens the first time that your BlackBerry 10 device starts after you insert the battery.
- If you have information saved to your SIM 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 device.

Switching from a BlackBerry device

When you switch from a BlackBerry device to a BlackBerry 10 device, several methods are available to transfer data. The transfer method you use depends on the types of data that you want to transfer and 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 transferred	Requirements
Device Switch app	• Contact info • Calendar entries • Pictures • Videos • Documents • Notes	• Device Switch app must be installed on both devices • Both devices must be connected to the same Wi-Fi network • Previous device must be running BlackBerry Device Software 5, BlackBerry 6
Media card	• Music • Pictures • Videos • Alarm settings • BBM contacts • BlackBerry Browser bookmarks and folders • Text messages (SMS and MMS) • Phone history • Wireless connection profiles	• Removable media card • Previous device must be running a version of BlackBerry 7
BlackBerry Link	Data saved to the storage space on your previous device, including the following: • Contact info • Music • Pictures • Videos • Calendar entries • Settings	• BlackBerry Link installed on a computer • Computer • USB cable • Previous device must be running BlackBerry Device Software 5.0 or later

Transfer method	Data transferred	Requirements
	• Phone history • Fonts • Tasks and memos • BBM contacts • BlackBerry Browser bookmarks and folders • Alarm and clock settings • Text messages (SMS and MMS) • Password Keeper entries	
SIM card	• Contact info	• SIM card • Previous device must be running BlackBerry 10 or later

Back up your device data

Using a computer and 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, saved searches, messages, organizer data, browser bookmarks, and media files.

You should regularly create and save a backup file on your computer, especially 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 unforeseen 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 BlackBerry device, to see which version of software is installed on your previous device, on the home screen of your previous device, do one of the following:

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

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

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

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

Switching from a device running BlackBerry 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 computer
- Download and use the Device Switch app
- Use a media card
- Add email accounts to your new device

Switching from a BlackBerry 10 device

If you're transferring data from a BlackBerry 10 device 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 Android device

If you're transferring data from an iPhone or Android device to a BlackBerry 10 device, several data transfer methods are available to you. You can use the Device Switch app to 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 sync the 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 BlackBerry 10 device, go to BlackBerry App World and download the Device Switch app.
2. On your previous device, go to BlackBerry App World and download the Device Switch app.
3. Connect both of your devices to the same Wi-Fi 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 an online account isn't transferred to your new device. Also, any information saved to your media card isn'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 data and settings such as phone history, media files, browser bookmarks, and so on to your new BlackBerry 10 device. 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 isn't transferred to your new device

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

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 10 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 saved 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, click **Setup** > **Device Switch**.
2. Click **Using a Media Card** > **Save Data**.
3. Complete the instructions on the screen.

4. When the backup is complete, remove the media card from your previous device and insert it into your BlackBerry 10 device.
5. On your BlackBerry 10 device, on the home screen, tap The Setup icon > Device Switch .
6. Complete the instructions on the screen

Transfer contact info using a SIM card

1. On your previous device, tap **Contacts**.
2. Swipe down from the top of the screen.
3. Tap The Settings icon .
4. Under **SIM Card**, tap **Copy Contacts from Device to SIM Card**.
5. When your contacts are copied to your SIM card, remove 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 The Settings icon
9. Under **SIM Card**, tap **Import Contacts from SIM Card**.

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

Add an email account to your new device

To transfer calendar and contact information that is associated with an email account, add that 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.
2. Tap Image **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 **Next**.
7. Enter the email account password.
8. Tap **Next**.

After you add the email account, any calendar and contact information associated with that account is accessible on your new BlackBerry 10 device.

After you switch devices

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

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

For information about returning your previous BlackBerry 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 can add your social networking accounts to your new BlackBerry 10 device.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings**.
3. Tap **Accounts**.
4. Tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
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 data

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

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 later

1. On the home screen of your previous device, click the **Options** app.
2. Click **Security** > **Security Wipe**.
3. Select all of the items that you want to delete.
4. Type **blackberry**.
5. Tap **Wipe Data**.

Devices running BlackBerry 10 OS

1. On your previous device, swipe down from the top of the screen.
2. Tap Image **Settings**.
3. Tap **Security and Privacy** > **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 BlackBerry 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 additional devices without your having to pay for the items again.

1. On your new BlackBerry 10 device, tap **BlackBerry World**.
2. Enter your BlackBerry ID username and password.
3. Tap The More Tabs icon .
4. Tap **My World** > **My Apps & Games**
5. Tap **Available**.
   - To reinstall one app or game, tap The Reinstall icon next to the app or game that you want to install.
   - To reinstall multiple apps and games, at the bottom of the screen, tap The More Actions icon > The Select More icon . Tap the apps and games that you want to reinstall. Tap The Reinstall icon .

Troubleshooting: Device Switch

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

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

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

Try any of the following:

- Check that your personal email accounts have been set up. Email accounts aren't transferred and need to be set up in the BlackBerry Hub on the device.

- Check that your work email accounts have been set up. For a Microsoft Exchange ActiveSync email account on a BlackBerry Enterprise Server, contact your administrator for the information required to activate the account.
- Look for memos and tasks in the BlackBerry Remember app.
- Transfer apps by downloading them from the BlackBerry World storefront.

I can't transfer items using my media card

Try any of the following:

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

BlackBerry ID

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

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

Set up a new BlackBerry ID

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

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

Confirm your BlackBerry ID username

When you create a BlackBerry ID, you receive an email message that allows you to confirm the email address that you use as your BlackBerry ID. If 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 email address that you use as your BlackBerry ID username when you created your BlackBerry ID, you can receive a new confirmation email message.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry 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 instructions on the screen.

Change your BlackBerry ID password

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

Change your BlackBerry ID information

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

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

Using your BlackBerry ID to switch devices

Using your BlackBerry ID on a new device

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

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

Find your BlackBerry ID on your old device

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

1. On the home screen of your old device, click **Options**.
2. Depending on your device, do one of the following:

- Click **Third Party Applications** > **BlackBerry ID**.
- Click **Device** > **BlackBerry ID**.
- Click **BlackBerry ID**.

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

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

Do one of the following:

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

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

Phone and voice

Phone

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

Phone icons

Incoming calls

Icon	Description
Incoming call slider showing a directional arrow moving from the center of the slider to the answer call icon on the left side of the slider. Shows the answer call gesture.	To answer a call, touch and hold the circle and slide your finger to the left.
Incoming call slider showing a directional arrow moving from the center of the slider to the decline a call icon on the right side of the slider. Shows the decline a call gesture.	To decline a call, touch and hold the circle and slide your finger to the right.
The reply now icon	Send a message with the Reply Now feature.
The silence ring tone icon	Silence the ring tone.

During a call

Icon	Description
The speakerphone icon	Turn on the speakerphone
The mute icon	Mute a call

Icon	Description
The call notes icon	Take notes during a call
The add calls icon	Start a conference call
The dial pad icon	Show the dial pad
The merge calls icon	Merge calls to start a conference call
The split calls icon	Split a conference call into multiple calls
the BBM Video icon	Move a call to BBM Video

Making and receiving calls

Make a call

1. In the Phone app, tap The dialpad icon .
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 The Calls icon.
2. Tap a name, number, or swipe down from the top of the screen and tap a speed dial contact.

Tip: To send a text message to a recent number, beside the number, tap The down arrow. > The text message icon .

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

Call someone from your contact list

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

Answer or decline a call

Do one of the following:

- To answer a call, touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers The answer icon.
- 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 The decline icon.

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 Reply Now message is sent as a BBM message. If the caller isn't a BBM contact, the Reply Now message is sent as a text message. Depending on the recipient of the Reply Now message, additional text messaging charges might apply.

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

Silence the ring tone when you receive a call

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

When you receive an incoming call, tap The silence ring tone icon.

Put a call on hold

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

Take notes during a call

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

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

1. While on a call, tap The notes icon.
2. Type your notes and include information such as a title, 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 Bluetooth headset connected, or when you remove your device from a case or holster.

Automatically answer or end a call using a case or holster

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

Automatically answer a call when a Bluetooth headset is connected

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

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

Move a call from your headset to your device

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

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

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

Move a call to BBM Video

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

While on a call, tap The BBM Video icon.

Start a conference call

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

Answer a second call while already on a call

1. If you're using the call waiting feature, when you receive a call while already on a call, you can do one of the following:
   - To put the first call on hold and answer the second call, tap **Hold Current Call**. Touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers The answer icon .
   - To end the first call and answer the second call, tap **End Current Call**. Touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers The answer icon .
2. If you put the first call on hold, to merge both calls and start a conference call, tap Merge .

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

Make another call while already on a call

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

1. While on a call, tap The add call icon .
2. Do any of the following:
   - Tap a phone number, name, or speed dial contact.
   - Tap The Contacts icon . Tap a contact.
   - Tap The dial pad icon . Dial a number.
3. To merge both calls and start a conference call, tap Merge.

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

Remove people from a conference call

1. While in a conference call, to view the conference call participants, tap The more tabs icon > The down arrow .
2. Do one of the following:
   - To remove a person from the conference call and hang up, tap End Call .
   - To remove a person from the conference call and keep them in a separate call, tap Split .

Add a contact or number to your speed dial list

There are two different speed dial lists that you can add contacts or numbers to. You can add a total of 12 contacts or numbers to the speed dial list at the 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 The Calls icon or The Contacts icon .

2. Touch and hold a contact or phone number.
3. Tap The Add to Speed Dial icon.

Add a contact to your keyboard speed dial list

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

To call a contact from your keyboard speed dial list, on the home screen, 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 The Calls icon.
2. In your speed dial list, touch and hold a contact or number.
3. Tap The Delete icon.

Delete a contact from your keyboard speed dial list

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

Hide your speed dial list on the Calls screen

1. In the Phone app, tap The Calls icon.
2. Swipe down from the top of the screen.
3. Tap The Speed Dial icon.

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 service provider for more info on blocking specific phone numbers. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap Settings > **Call Blocking**.
3. Turn on any of the switches.

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

Turn on or turn off call waiting

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

1. In the Phone app, swipe down from the top of the screen.
2. Tap Settings > **Call Waiting**.
3. Turn on or turn off **Call Waiting**.

Set up call forwarding

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

1. In the Phone app, swipe down from the top of the screen.
2. Tap Settings > **Call Forwarding**.
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 phone lines, you can make calls with the phone line you want using the Priority Calling feature. With Priority Calling, you can assign a phone line or app to use when you make calls.

1. In the Phone app, swipe down from the top of the screen.
2. Tap the Settings icon > **Priority Calling**.
3. Turn on the **Use Priority Calling** switch.

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

Change your default Reply Now messages

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

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

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

Show or hide your number on outgoing calls

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

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

Adjust the bass and treble of your calls

1. In the Phone app, swipe down from the top of the screen.
2. Tap Settings > **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 top of the screen.
2. Tap Settings > **Smart Dialing**.
    - To change the default country code, tap **Country Code**. Tap a country.

- To change the default area code, in the **Area Code** field, type an area code.

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

Limit the phone numbers that you can call

When you set up and use fixed dialing numbers, you can only make calls and send text messages to the phone numbers that you added to the fixed 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 card for this feature. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap Settings > **Fixed Dialing Numbers**.
3. Turn on the **Fixed Dialing Numbers** switch.
4. Enter the SIM security code provided to you by your service provider.
5. Tap **OK**.
6. Tap **Edit List**.
7. Type a name and phone number.

View your call summary

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

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

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

Tip: To see the details of a specific call, tap The Calls icon . Next to a contact name or phone number, tap The down arrow > The info icon .

Find your own phone number

1. In the Phone app, tap The Calls icon .
2. Anywhere on the screen, touch and slide your finger down. Your phone number appears at the top of the screen.

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

Troubleshooting: Phone

I can't put a call on hold 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 put on 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 BlackBerry device by customizing your notifications and ring tones. You can also turn off all notifications or set your notifications to vibrate. The Instant Previews and Lock Screen Notifications features allow you to stay up-to-date and manage your inbox without having to leave the app that you're in when you receive your messages.

About notifications and ring tones

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

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

Note: Level 1 alerts override existing notification settings.

Change your notifications or ring tones

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

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

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

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

Tip: You can turn on the ring tone for calls while your BlackBerry device is in bedside mode. In the Clock app, swipe down from the top of the screen. Tap The settings icon. 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 for a contact but the sound is turned off for the phone, the phone still rings when the contact calls you.

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

3. At the bottom of the **Notifications** screen, tap **Applications**.
4. Tap an application.
5. Change the **Sound**, **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.
6. Tap The Back icon until the **Notifications** screen appears.

Turn off all notifications and ring tones

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Notifications**.
3. In the **Mode** drop-down list, tap **All Alerts Off**.

Change the notification settings for Level 1 alerts

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Notifications**.
3. Under **Customization**, tap **Level 1**.
4. Do any of the following:
   - Turn on the **Sound**, **LED**, or **Instant Previews** switch.
   - Change the **Tone** or **Vibrate** settings.

Tip: To test the changes that you made to the Level 1 notification settings, at the bottom of the screen, tap The Try It icon .

View and respond to Instant Previews

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

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

- To view the message in the BlackBerry Hub, tap the preview.
- To dismiss the preview, tap The dismiss icon .
- 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 The Reply icon .

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 Image **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 Previews. On the Notifications settings screen, tap an application. In the **Instant Previews** drop-down list, tap **Priority Only**.

Respond directly to Instant Previews

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

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

1. To respond to Instant Previews, tap The Reply icon .
2. Press any key on the keyboard.
3.
4. Type your message.
5. Press The Enter key .

About Lock Screen Notifications

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

Turn off Lock Screen Notifications

By default, Lock Screen notifications are turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **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 to the middle of the screen.

2. To view the Lock Screen Notifications, tap the notification icon.

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

Set your screen to turn on for new notifications

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Lock Screen**.
3. Turn on the **Turn on Screen for New Notifications** switch.

Set Lock Screen Notifications to only display the sender info

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Lock Screen**.
3. Turn on the **Show Sender Only** switch.

Troubleshooting: Notifications and ring tones

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

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

Try the following actions:

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

My device doesn't display Instant Previews

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

My device doesn't display Lock Screen Notifications

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

Voicemail

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

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

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

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

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

Set up your voicemail

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

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

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

Using a visual voicemail service

Listen to a visual voicemail message

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

2. Tap The play icon .

Forward a visual voicemail message

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

Save a visual voicemail message

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

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

Change your visual voicemail greeting

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

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

Change your visual voicemail password

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

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

Prevent visual voicemail messages from downloading while you are roaming

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

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

Deactivate visual voicemail on your device

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

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

BLACKBERRY CONFIDENTIAL

BlackBerry Hub and email

BlackBerry Hub and email

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

Staying connected with the BlackBerry Hub

Email

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

Text messages (SMS/MMS)

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

Social networking

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

BBM and instant messaging

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

Calls and voice mail

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

Upcoming events

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

Notifications

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

Keyboard shortcuts: BlackBerry Hub

In the list of messages

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

In a message

Action	Shortcut
Reply to a message	Press **R**
Reply all to a message	Press **L**
Forward a message	Press **F**
Flag a message	Press **W**
File a message	Press **I**

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 the screen.
2. Tap The Settings icon **Settings** > **Accounts**.
3. If you already added an account to your device, tap The Add Account icon to add another account.

Add an email account

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

Add a social networking or Evernote account

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

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

Add a BlackBerry email account

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

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

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

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

Setting up work accounts

Add a work account supported by BlackBerry Enterprise Service 10

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

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

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

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

Add an email account supported by Microsoft Exchange ActiveSync

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

- Your username and work network password
- Server address

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

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

Tip: When you flag an email message in your Microsoft Exchange ActiveSync account, 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 email service provider:

- Your username and work network password
- Server address

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

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

Add an IMAP or POP email account

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

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

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

1. On the **Add Account** screen, tap The Advanced icon > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the 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 events or contacts, respectively.

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

Change account settings

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

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

Remove an account from your device

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

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

Troubleshooting: Setting up accounts

I can't add an email account

Try the following:

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

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

I can't add a second social networking account

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

BlackBerry Hub message list icons

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

Viewing and searching messages

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

Navigate your list of messages and notifications

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

- To go to messages and notifications for the next day, tap The Next icon .
- To go to messages and notifications for the previous day, tap The Previous icon .
- To go to the top of your list of messages and notifications, tap The To Top icon .
- To go to the bottom of your list of messages and notifications, tap The To Bottom icon .

View messages by account or message type

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

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

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

View filed email

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

Search for a message

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

To filter your search results by sender, date, subject, and more, tap The Advanced Search icon .

Filter your search in the BlackBerry Hub

1. In the BlackBerry Hub, tap The Search icon .

2. Leave the Search field empty. Tap The Advanced Search icon .
3. Tap **Priority**, **Unread**, **Flagged**, **Received**, or **Attachment**.
4. Tap The Advanced Search icon again.

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

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

Viewing important messages with the BlackBerry Priority Hub

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

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

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

View only your priority messages

In the BlackBerry Hub, do one of the following:

- Tap The Hub icon > **Priority Hub**.
- If your Pinch Filter Criteria is set to Priority 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 The More icon > The Settings icon > **Display and Actions**. In the **Pinch Filter Criteria** drop-down list, select **Priority Messages**, **Unread Messages**, **Flagged Messages**, **Draft Messages**, **Meeting Invites**, **Sent Messages** or **Level 1 Messages**.

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

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

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

Change the types of messages that are marked as priority

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Priority Hub**.
2. Turn off the **Sender has the Same Last Name as Me** or **Message Sent with High Importance** switch.

Create a priority rule

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

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

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

Turn off the BlackBerry Priority Hub

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Priority Hub**.
2. Turn off the **Priority Hub** switch.

View attachments sent to you

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

In the BlackBerry Hub, do one of the following:

- To see all of the files that you received as attachments, tap The Attachments icon.
- To view attatchments in a message, tap a message. Tap the attachment.
- To see attachments for a specific account, tap The Hub icon. Tap an account. Tap The Attachments icon.

Download attachments in a message

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

- In a message with one attachment or to download one attachment at a time, tap an attachment.

- To download all the attachments in a message, tap The Download All icon .

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

Sort attachments

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

1. In the list view in the BlackBerry Hub, tap The Attachments icon .
2. Tap The More icon > The Sort icon.
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 the Attachments icon .
2. Touch and hold an attachment.
3. Tap The Download icon .
4. When the download is complete, touch and hold the attachment.
   - To share the attachment, tap the Share icon .
   - To save the attachment, tap the Save icon .

Tip: To share or save multiple attachments, tap The More icon > the Select icon. Select some attachments. Tap the Share icon or the Save icon .

Send email and messages from the BlackBerry Hub

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

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

Reply to or forward an email

In an email, do one of the following:

- To reply to the email, tap The Reply icon.
- To reply to all recipients of the email, tap The Reply All icon.
- To forward the email, tap The Forward icon.

Tip: When you reply to an email, you have the option to delete the text in the original message. Tap The More icon > The Delete Original Text icon.

Attach a file to an email or text message

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

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

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

Add a BCC recipient to an email

1. While composing a message, tap The More icon > The Add BCC icon.
2. Type a contact name or email address.

Send an email or a meeting invitation when composing another message

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

1. While composing a message, touch and hold a name in the **To**, **CC** or **BCC** field.
2. Do one of the following:
   - To send a separate email to the recipient, tap The Send Email icon.
   - To send a meeting invitation to the recipient, tap Invite to Meeting.
   - To add the recipient to your Contacts, tap The Add to Contacts icon.

Compose an email in plain text format

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

1. In an email, tap The More icon .
2. Tap The Plain Text icon .

Change text formatting in an email

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

1. While composing a message, tap The Format icon .
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 The Forward icon .

Managing messages

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

Delete a message

In the BlackBerry Hub, do any of the following.

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

Filing email

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

File an email

You can file your sent and received email messages.

1. In the BlackBerry Hub, touch and hold an email.
2. Tap File .

3. Tap a folder.

Add, rename, or delete an email folder

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

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

Keep all email from a folder on your device

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

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

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 Flag.

Manage your messages with BlackBerry 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 accept or decline meeting invitations without having to open them. If you make a mistake while managing messages, you can tap **Undo** to cancel the last change.

Use BlackBerry Hub Instant Actions

Depending on the message type and your BlackBerry Hub Instant Actions settings, the following actions are available:

- **Calendar invitation**: You can accept or decline a calendar invitation.
- **BBM or text message (SMS and MMS)**: You can reply to or delete a BBM or text message.
- **Email message**: You can file, delete, or flag an email message.

1. In the BlackBerry Hub, in the upper-right corner of the screen, tap The Instant Actions icon.

2. Do any of the following:
   - To delete a message, tap The Delete icon .
   - To file a message, tap The File icon , and choose a folder.
   - To flag a message, tap The Flag icon .
   - To mark a message as read, tap The Unread Email icon .
   - To reply to a text message or a BBM message, tap The Reply icon .

Customize BlackBerry Hub instant Actions for email messages

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Display and Actions**.
2. Under **Hub Instant Actions**, do one of the following:
   - In the **Email Action 1** drop-down list, tap **File** 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 message. Tap The Mark Read icon .
- To mark a message as unread, touch and hold the message. Tap The Mark Unread icon .
- To mark messages before a specific date as read, touch and hold the date bar. Tap The Mark Prior Read icon .

Download or share a picture from an email

In a message, touch and hold an embedded picture.

- To save the picture, tap The Save Image icon.
- To share the picture, tap The Share icon .
- To set the picture as a contact picture, tap The Set as icon.

Save a draft email

1. While composing an email, tap **Cancel**.
2. In the dialog box, tap **Save**.

Securing your email

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

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

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

If your device is associated with a CRL or 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	No certificate is found, or the certificate is not valid.
Purple	The certificate can't be trusted, is unverified, or is unknown.

Set up S/MIME-protected messaging

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

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

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

1. Open a work email message with a certificate attachment.
2. Touch and hold The certificate attachment icon .
3. Tap The Import Certificate icon .
4. If necessary, enter the password.
5. Tap The Back icon .
6. In the BlackBerry Hub, tap The More icon > icon_10_3_core_settings > **Secure Email**.

7. If necessary, tap the **S/MIME** tab.
8. Turn on the **S/MIME** switch.
9. Under **Signing Certificate**, in the drop-down list, tap the certificate that you imported.
10. Under **Encryption Certificate**, in the drop-down list, tap the certificate that you imported.

Turn on IBM Notes email encryption

A work account that supports IBM Notes email encryption must be added to your device.

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Secure Email**.
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 IBM Notes mail encryption to send an encrypted email message, or an email account that supports S/MIME-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 CRL or 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.

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, or opaque-signed messages that only email applications that support encryption can open.

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Secure Email**.
2. Do any of the following:
   - To turn on S/MIME-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 preferred method of encoding to use for replies or forwarded messages you send, select an option in the **Outgoing Message Encoding Suggestion** drop-down list.
   - To send clear-signed messages, tap the **SMIME** tab. Turn on the **Send Clear-Text Signed Messages** switch.

Secure email icons

Icon	Description
The Digitally Signed icon	The email is digitally signed.
The Encrypted Email icon	The email is encrypted.
The Filed Signed Message icon	A message in the folder is digitally signed.
The Filed Encrypted Message icon	A message in the folder is encrypted.
The Verified Digital Signature icon	The digital signature was successfully verified.
The Signature Not Verified icon	There is not enough information to verify the digital signature.
The Signature Cannot Be Verified icon	The digital signature failed verification.
The Certificate Attached icon	A certificate is attached to the email.
The Multiple Certificates Attached icon	Multiple certificates are attached to the email.
The Trusted Certificate icon	The certificate chain is trusted or the certificate status is good.
The Certificate Chain Error icon	There is an error with the certificate chain or the certificate status.
The Certificate Chain Credentials Untrusted icon	The certificate status is being determined.
The Certificate Chain Expired icon	The certificate chain is expired.
The Certificate Chain Credentials Revoked icon	The certificate chain has been revoked.

Navigating the BlackBerry Hub

Peek at your messages in the BlackBerry Hub from anywhere

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

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

BlackBerry device with a thumb and a directional arrow moving in an arc starting from below the device screen to midway up and toward the right of the screen. The BlackBerry Hub is partially visible on the left side of the screen. Shows the peek gesture.

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

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

Illustration of the device with a thumb covering the bottom left corner of the screen. A directional arrow indicates the movement of the thumb from the left to the right.

Jump to the next or previous message

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

Check your upcoming events from the BlackBerry Hub

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

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

BlackBerry device showing an arrow moving down toward the bottom of the screen. Shows the gesture for peeking at your calendar events from within the BlackBerry Hub.

Create a meeting from an email

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

1. In an email, tap The More icon > The Invite to Meeting icon.
2. Enter any additional information for the meeting.
3. Tap **Save**.

Add a contact from the BlackBerry Hub

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

Refresh your list of messages

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

In the BlackBerry Hub, tap The More icon > The Refresh icon.

Customizing BlackBerry Hub settings

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

Set an out-of-office reply

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Email Accounts**.
2. Tap an email account.
3. Turn on the **Send Automatic Replies** switch.
4. Do any of the following:
   - To send out-of-office replies inside your organization, enter a message in the **Reply with** field.
   - To specify a start time and end time to send out-of-office replies, turn on the **Send Automatic Replies Between Specific Dates** switch.
   - To send out-of-office replies outside of your organization, turn on the **Send Automatic Replies Outside of the Organization** switch. If you want external out-of-office replies to say something different from your internal out-of-office replies, enter a message in the **Reply with** field.

Add a signature to an email account

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Email Accounts**.
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 share something (for example, a picture or a website) by email or when you compose a new email, your BlackBerry device sends the email from your default email address. When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap The Settings icon **Settings** > **Accounts**.
3. Tap Set defaults.
   - To change the default account that you send email from, in the **Email Address** drop-down list, tap an account.
   - To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Change how messages are displayed in the BlackBerry Hub

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Display and Actions**.
2. Change your settings. For example, change any of the following settings:

- To view messages as conversation threads instead of single messages, in the **Display Style** drop-down list, tap **Conversation**.
- To stop showing filed messages that have been read, turn off the **Show Read Filed Emails** switch.
- To stop showing sent messages, turn off the **Show Sent Emails** switch.
- To receive a notification when you move a message that isn't synced to your device, turn on the **Notify When Folder Isn't Synced** switch.
- If you want the BlackBerry Hub to remain on whatever view you left it on after idling, turn off the **Return to Default View When Idle** switch.

Color code your accounts

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

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

Restrict contacts in the BlackBerry Hub

If you don't want to receive messages from specific email accounts or contacts, you can block them from the BlackBerry Hub.

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Recent Contact Management**.
2. Tap a contact name to add it to your restricted contacts list.

To remove a contact from the restricted contacts list, from the **Recent Contacts** screen, tap **The Restricted Contacts Icon**, and tap a contact.

Change the order of accounts in the BlackBerry Hub

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

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

Change which messages appear in the BlackBerry Hub

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Hub Management**.
2. Tap an account.
3. In the **Show in** list, tap **Show in Hub Only**, **Show in Separate Account Only** or **Show in Both**.

Change options for text messages

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

- To receive a notification when your sent text messages are delivered or read, under **SMS** or **MMS**, turn on the **Confirm Delivery** switch or the **Confirm Read** 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 **MMS**, turn on the **Reject Anonymous Messages** switch or the **Reject Advertisements** switch.
- To stop receiving MMS messages while roaming, under **MMS**, in the **Auto Retrieval Mode** drop-down list, tap **Home Only**.
- To change the background color of text message conversations, turn the **Dark Background** switch on or off.

Change advanced settings for text messages

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

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

Turn off cell broadcast messages

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

In the BlackBerry Hub, tap The More icon > The Settings icon > **Cell Broadcast**.

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

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

1. In the BlackBerry Hub, tap The Hub icon.
2. Tap **Facebook**, **Twitter**, or **LinkedIn**.
3. Tap The Status icon.
4. Type your status.
5. Tap **Post**, **Tweet**, or **Send**.

Make a phone call from the BlackBerry Hub

1. Tap The Hub icon > **Calls**.
2. Tap The Dial Pad icon.

About public warning messages

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

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

Unsubscribe from public warning messages

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

1. In the BlackBerry Hub, tap The More icon > The Settings icon > **Emergency alerts**.
2. Turn off the switch beside a type of public warning.

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, swipe down from the top of the screen. Tap The Settings icon > **Accounts**. Tap an account. Make your changes. Tap **Save**.
- Check your network connection settings to make sure that your device is connected to a Wi-Fi or mobile network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you're connected to a mobile network, check that data services are turned on. On the home screen, swipe down from the top of the screen. Tap The Settings icon > **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 default, your BlackBerry device initially syncs email for the past 30 days. To change this setting, on the home screen, swipe down from the top of the screen. Tap The Settings icon > **Accounts**. Tap the email account. Tap The Advanced icon. In the **Sync Timeframe** drop-down list, tap an option. Tap **Save**.

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

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

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

I can't see the recipients for a message

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

I can't send or forward a text message

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

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

I can't attach a file to a text message

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

BBM

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

For more information, see the BBM User Guide.

Facebook

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

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

Twitter

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

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

LinkedIn

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

For more information on the LinkedIn for BlackBerry devices app, see the LinkedIn User Guide.

joyn

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

About joyn

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

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

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

Start a joyn chat

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

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

Invite other joyn contacts to a chat

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

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

Delete a joyn chat

On a chat screen, tap The more actions icon > The Delete icon .

Call a joyn contact

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

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

Start a joyn video share

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

During a call, in the Phone app, tap The joyn icon .

Tip: During the video share, tap The joyn icon to start a chat or share a file.

Send a file to a joyn contact

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

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

Block a joyn contact

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

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

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

Turn on joyn while roaming

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

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

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

BLACKBERRY CONFIDENTIAL

Media

Change the media volume

When music is playing, do any of the following:

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

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

Supported audio and video file extensions, formats, and codecs

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

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

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

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

Troubleshooting: Media

I can't open a media file

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

Camera

The Camera might not be available depending on your BlackBerry device model.

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

Camera icons

Icon	Description
The Camera Switch icon	Switch between the front-facing and the rear-facing cameras.
The Camera Capture icon	Take a picture.
The Video Camera Capture icon	Record a video.
The Video Light icon	Turn on the flash while recording a video.
The Stop Recording icon	Stop recording a video.
The Locked Focus Box icon	Touch and hold anywhere on the screen to permanently lock the focus on that area of the screen. Tap anywhere on the screen to unlock the focus.
The More Actions menu	Access more options like flash, shooting modes, settings, and more.

Taking pictures and recording videos

Take a picture

Your BlackBerry device analyzes the current lighting conditions and suggests the scene or mode best suited to those conditions. To accept the suggestion, tap 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 of the screen that you want to focus on. You can focus on any part of the image on the screen, not just the center of the screen.
3. When the focus box turns green, do any of the following:

   - To take one picture, tap The Camera icon .
   - To take continuous pictures when you have Burst shooting mode turned on, touch and hold The Burst icon . The number of pictures you took in Burst mode appears in the lower-left corner of the screen. The camera stops taking pictures when you take your finger off of the icon.

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

Turn on autofocus lock

You can use the autofocus lock on your BlackBerry device to take multiple pictures and videos without having to wait for the focus to adjust between takes. When 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 Focus Box Lock icon appears in the focus box when the focus is locked.

To unlock the autofocus lock feature, tap anywhere on the 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 into focus.

1. To turn off the Face Detection feature, in the Camera app, tap The More Actions icon > **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 BlackBerry device to delay taking a picture for 3 seconds or 10 seconds. The timed delay allows you to get ready for the picture and even get into the shot yourself.

1. In the Camera app, tap The More Actions icon
2. Do any of the following:
   - To set the timer for 3 seconds, tap The 3-Second Timer icon .
   - To set the timer for 10 seconds, tap The 10-Second Timer icon
3. Tap The Camera icon .

To turn off the timer, in the upper-left corner of the screen, tap The 3-Second Timer icon or The 10-Second Timer icon .

Peek at the last picture or video that you took

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

1. Touch and hold the thumbnail at the bottom of the screen.
2. Slide your finger up to expand the thumbnail.
   - To return to the Camera app, lift your finger from the screen.

- To delete the picture or video, slide your finger to the right onto The Delete icon . When you reach the icon, remove your finger and tap **Cancel** or **Delete**.
- To share the picture or video, slide your finger to the right onto The Share icon . When you reach the icon, remove your finger and tap **Cancel** or select a method of sharing.

Record a video

1. In the Camera app, tap The Video Camera icon .
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 The Flash icon .
   - To take a picture while recording a video, tap The Camera icon .

To stop recording, tap The Stop Recording icon .

Set the video size

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

1. In the Camera app, tap The More Actions icon > **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 and seamlessly combines them into one picture. This shooting mode works well when you're trying to capture a breath-taking vista or a large group of people.

Note: Panorama mode can't be used with Burst or Time Shift mode.

1. To turn on Panorama mode, in the Camera app, tap The More Actions icon > The Panorama icon .
2. To take a panoramic picture, tap The Panorama icon 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 The Save icon .

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

Take a picture while recording a video

Using the Camera on your BlackBerry 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 The Video Camera icon .
2. While the video is recording, tap The Camera icon .

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 cough just as you took the picture? You can fix that by swapping in different expressions for any person until everybody is picture perfect. You can also save the Time Shift pictures you take and edit them later.

Take the best picture possible using Time Shift mode

1. In the Camera app, tap The More Actions icon > The Time Shift icon .
2. To take the picture, tap The Time Shift icon . Hold the camera steady until the picture appears.
3. Do one of the following:
   - Move the slider at the bottom of the screen back and forth until you find the best picture. Tap The Save icon .
   - To edit the picture later, tap The Edit later icon .
   - To delete the picture, tap The Delete icon .

Replace a person's expression using Time Shift mode

1. In the Camera app, tap The More Actions icon > The Time Shift icon .
2. To take a picture, tap The Time Shift icon . Hold the camera steady until the picture appears.
3. Drag the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.
6. Tap anywhere on the screen.
7. Tap The Save icon .

Edit Time Shift pictures later

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

Tip: The Time Shift icon (Image) appears on the thumbnails of the pictures taken with Time Shift mode that you saved to edit later.

1. In the Pictures app, on the **Date** screen, tap a Time Shift picture.
2. Tap The Edit icon .
3. Drag the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.
6. Tap anywhere on the screen.
7. Tap The Save icon .

Change the capture settings

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

1. Tap The More Actions icon .
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
The Normal mode icon	**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.
The Burst mode icon	**Burst** This mode is available for the camera. Burst mode allows you to take multiple pictures quickly. This is a good shooting mode to use when taking pictures of fast-moving scenes or subjects.
The HDR mode icon	**HDR** This mode, also known as High Dynamic Range mode, is available for the camera. HDR mode combines multiple pictures together and can capture the contrast between the light and dark areas of a scene
The Time Shift mode icon	**Time Shift**

Icon	Description
	This mode is available for the camera. Time Shift mode allows you to take a bunch of pictures at once so that you can pick the best one of the set.
The Panorama mode icon	**Panorama** This mode is available for the camera. Panorama mode works well for vistas and seamlessly combines multiple images into one photo.
The Turned Off Timer icon	**Timer** This mode is available for the camera. Timer mode adds a 3-second or 10-second delay before the camera takes the picture.

Scene modes

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

Icon	Description
The Auto Scene icon	**Auto** This mode is the most common mode and is available for the camera, video camera, and Time Shift mode. Use Auto mode to capture a wide variety of everyday scenes.
The Action Scene icon	**Action** This mode is available 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 sports or children.
The Whiteboard Scene icon	**Whiteboard** This mode 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 any writing on the board.
The Night Scene icon	**Night** 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.
The Beach or Snow Scene icon	**Beach or Snow** This mode is available for the camera, video camera, and Time Shift mode. Beach or Snow mode 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 turn the feature off.

1. In the Camera app, tap The More Actions icon > **Settings**.
2. Turn off the **Auto Suggest** switch.

Changing the camera settings

You can change your camera settings, such as turning on guidelines, 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 built-in media storage on your device.

1. In the Camera app, tap The More Actions icon > **Settings**
2. Turn off the **Save on Media Card** switch.

Save your original picture along with the HDR version

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

1. In the Camera app, tap The More Actions icon > **Settings**.
2. Turn on the **Save Original** switch.

Turn off Video Stabilization

Video Stabilization is designed to reduce the 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, tap The More Actions icon > **Settings**.
2. Turn off the **Video Stabilization** switch.

Geotag your pictures

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

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

1. In the Camera app, tap The More Actions icon > **Settings**.
2. Turn on the **Geotag Pictures** switch.

Troubleshooting: Camera

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

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

Try the following actions:

- There might not be enough battery power left to use the flash or video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait a moment and then try again.
- Make sure you're using the rear-facing camera.
- Make sure you aren't using Time Shift, HDR, Panorama, or Burst modes. These modes don't use the flash.

I can't take a picture or record a video

Try the following:

- Delete old media files to free up storage space and try again.
- Make sure that neither the camera 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 pictures or videos to my media card

Try one of the following:

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

- In the File Manager app, browse to your media card. Check if there are any other files called Camera. Delete or move any other files called **Camera** to a different folder.

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

Try any of the following:

- If your panoramic pictures are turning out blurry, try slowing 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 scenery with a lot of visual details in the background. Panoramic mode doesn't work well on monochromic scenes or backgrounds, like white walls.

Pictures

You can use the Pictures app to organize the pictures you take with and add to your BlackBerry device. You can also edit, share, and display your pictures. 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
The Date icon	View all of your pictures organized by the date that you took the pictures or added the pictures to your BlackBerry device.
The Albums icon	View your picture albums.
The Favorites icon	View the pictures that you added to the Favorites screen.
The Automatic Stories icon	On the Date screen, watch stories that your device automatically generates.
The Slideshow icon	View your pictures displayed in a slideshow.
The Start Camera icon	Start the camera and take pictures or record videos.

Zoom in or out on a picture

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

- To zoom in, double-tap the area of the picture 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 masterpiece! The picture editor offers many tools to enhance your pictures, as well as adding unique touches to make your pictures stand out from the rest. You can also use the picture editor to reduce red-eye, 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, swipe 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 you want to change.
2. Tap The Edit icon > The Crop icon.
3. Tap an editing option.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon.

Tip: If you select an editing 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 help you tweak the pictures you take and improve qualities like the brightness, saturation, sharpness, red-eye, and more.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap The Edit icon > The Enhance icon.
3. Tap an editing option.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.

- To discard your changes, tap The More Actions icon > The Restore icon .

Tip: If you select an editing option and don't 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 fun finishing 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 that you want to change.
2. Tap The Edit icon > The Filters icon .
3. Tap an editing option.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

Tip: If you select an editing option and don't like the results, to quickly discard 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 old TV.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap The Edit icon > The Frame icon .
3. Tap an editing option.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

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

About automatic stories

Your BlackBerry device combines the pictures and videos that you take into automatically generated stories. Pictures and videos are selected by the date taken 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 family.

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 helps 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 The Settings icon .
2. Do any of the following:
   - To add geotags to your pictures, tap **Turn On Geotagging**. Turn on the **Geotag Pictures** switch.
   - To add your home address, tap The Home Address icon . Under **My Places**, 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 tweak stories automatically generated by your BlackBerry device.

1. In the Pictures app, tap The More Tabs icon > The Date icon .
2. Tap The Automatic Stories icon .
3. Tap The Edit icon .
4. Do one of the following:
   - To tweak the story, tap The Tweak icon . When you're done making your changes, tap **Done**.
   - To change the media, tap The Change Media icon . When you're done making your changes, tap **Save**.

Turn off automatic stories

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

1. In the Pictures app, swipe down from the top of the screen. Tap The Settings icon .
2. Turn off the **Automatic Stories** switch.

Add a picture to BlackBerry Story Maker

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

1. In the Pictures app, touch and hold the picture that you want to use.
2. Tap The Use in Story Maker icon .
3. Do one of the following:

- Tap an existing story.
- Tap **Create New Story**.

4. If necessary, edit the story.

Tip: You can add multiple pictures to a story at the same time by tapping The More Actions icon > The Select Items icon . Tap the pictures that you want to use. Tap The Use in Story Maker icon .

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 share your pictures with contacts, meeting participants, Twitter followers, and others.

1. In the Pictures app, touch and hold the picture that you want to share.
2. Tap The Share icon
3. To edit the picture before you share it, tap The edit icon .
4. Edit the picture and tap **Save**.
5. Select the method that you want to use to share the picture.

Tip: You can share multiple pictures at the same time by tapping The More Actions icon > The Select Items icon . Tap the pictures that you want to share. Tap The Share icon .

Take a screen shot of your device

1. To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.
2. To view your screen shot, do one of the following:
   - In the Pictures app, tap The More Tabs icon > The Date icon .
   - If you have BlackBerry Balance on your device, switch to your work space. In the Pictures app, tap The More Tabs icon > The Date icon .

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 albums to organize your pictures based on events, people, dates, or any other category that you can think of.

1. In the Pictures app, touch and hold a picture.
2. Tap The Move icon .

3. Tap The New Album icon .
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, enter 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 The Settings icon .
2. In the **Sort items in albums** drop-down list, tap **Oldest To Newest** or **Newest To Oldest**.

Move a picture to a different album

1. In the Pictures app, touch and hold the picture that you want to move.
2. Tap The Move icon .
3. Do one of the following:
   - Tap the album that you want to move the picture into.
   - To create an album, tap The New Album icon . 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 The Properties icon .
3. In the **Name** field, enter a new name for the picture.

Rename or delete an album

1. On the home screen of your BlackBerry device, tap The File Manager icon .
2. Touch and hold a folder.
3. Do one of the following:
   - To rename the folder, tap The Rename icon .
   - To delete the folder, tap The Delete icon .

Add a picture to the Favorites screen

Add pictures to the Favorites 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 Add to Favorites icon .

Tip: You can add multiple pictures to the Favorites screen at the same time by tapping The More Actions icon > The Select Items icon . Tap the pictures that you want to add. Tap Add to Favorites icon .

To delete a picture from the Favorites screen, in the Pictures app, tap The More Tabs icon > The Favorite icon . Touch and hold a picture. Tap The Delete Favorite icon.

Supported picture file extensions

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

- BMP
- JPG
- GIF
- PNG
- TIF
- WBMP

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

Music

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

Music icons

The FM Radio might not be available depending on your BlackBerry device model.

Icon	Description
The Music Library icon	View all of your music organized alphabetically and by artists, albums, and genres.

Icon	Description
The All Songs icon	View all of your music, organized alphabetically.
The Playlists icon	View all of your playlists, including playlists generated by your BlackBerry device. These automatic playlists include the music you last played, recently added music, and music organized by year and decade.
The Favorites icon	View all of the songs that you have added to the Favorites screen.
The Play icon	Play a song or play all of your music.
The Shuffle icon	Shuffle your music. To stop shuffling your music, tap the Shuffle icon again.
The Repeat icon	Repeat the song currently playing or repeat all. To stop repeating, tap the Repeat icon again.
The FM Radio icon	Listen to the FM Radio.

Playing your music

Play, pause, or skip a song

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

1. In the Music app, tap a song, an album, or a playlist.
2. To view the music player controls, tap anywhere on the screen.
   - To play a song, tap The Play icon.
   - To pause a song, tap The Pause icon.
   - To skip to the previous song, tap The Previous icon.
   - To skip to the next song, tap The Next icon.

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 visible on the screen, tap the screen.
3. When the music player controls are visible, tap the screen.
4. Slide your finger on the volume slider to turn up or turn down the music volume.

View your music

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

Creating playlists and organizing your music

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

Create a playlist

1. In the Music app, tap The More Tabs icon > The Playlists icon .
2. Tap **Create a Playlist**.
3. Do any of the following:
   - To add songs individually to your playlist, beside the songs that you want to add, tap The Add icon .
   - To add all of the songs by an artist, tap **Artists**. Beside the artist that you want to add, tap The Add icon .
   - To add albums to your playlist, tap **Albums**. Beside the albums that you want to add, tap The Add icon .
4. Tap **Done**.
5. To name your playlist, tap in the text field at the top of the screen and enter a name.
6. Tap The Save icon .

Add the music that's currently playing to a playlist

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

- To add the song to a playlist, tap the screen. Tap The More Actions icon > The Add to Playlist icon .
- To add the album to a playlist, touch and hold the album name. Tap The Add to Playlist icon .

Edit or rename a playlist

1. In the Music app, tap The More Tabs icon > The Playlists icon .
2. Tap a playlist > The Edit icon .
   - To change the name of the playlist, in the text field at the top of the screen, enter a new name.

- To add music to the playlist, tap The Add icon . Beside the song, artist, or album that you want to add, tap The Add icon .
- To delete a song from the playlist, beside the song that you want to delete, tap The Minus icon .
- To change the song order in the playlist, drag the song to where you want it to go in the playlist.

3. Tap The Save icon .

Add a song to the Favorites screen

1. In the Music app, touch and hold a song.
2. Tap The Add to Favorites icon
3. To view the songs that you added to the **Favorites** screen, in the Music app, tap The More Tabs icon > The Favorite icon .

To remove a song from the **Favorites** screen, touch and hold a song. Tap The Remove Favorite icon .

Set a song as your ring tone

1. In the Music app, touch and hold a song.
2. Tap The Set As Ringtone icon .

Turn on the equalizer in the Music app

The equalizer feature in the Music app on your BlackBerry device is designed to improve the sound quality of the music you're listening to. Options include bass, treble, airplane, jazz, rock, spoken word, and more.

Note: When the equalizer is turned on, the sound settings apply 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 album, or a playlist.
2. Tap The More Actions icon > The Equalizer icon .
3. Tap an option.
4. Tap **Done**.

To turn off the equalizer, when a song is playing, tap the screen. Tap The More Actions icon > The Equalizer icon . Tap **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 The More Actions icon > The Audio icon .
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 The More Actions icon > The Properties icon .

Turn on Music Shortcuts

If you want to control your music faster and easier, you can set the volume keys to quickly skip songs in the Music app on your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Main Volume**.
3. Turn on the **Music Shortcuts** switch.
4. In the Music app, to skip songs, press and hold the **Volume Up** key or **Volume Down** key.

Play your last music selection

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

1. In the Music app, tap The More Tabs icon > The Playlist icon .
2. Under **Collections**, tap **Last Played**.

To save the music list as a playlist, tap The More Actions icon > The Save icon .

Troubleshooting: Music

I can't open a media file

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

Videos

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

Videos icons

Icon	Description
The Date icon	View all of your videos organized by the date that they were recorded.
The Library icon	View your videos organized into albums.
The Favorites icon	View all of the videos that you added to the Favorites screen.
The Unwatched icon	This icon appears in the corner of the thumbnails of the videos that you haven't watched yet.
The Change Video Size icon	Change the video size while a video is playing.
The Start Camera icon	Start the camera and record 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 The Play icon or The Pause icon .

Editing videos

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

Tip: When you edit a video, to see more editing options, swipe on the visible timelines.

Rotate a video

1. In the Videos app, touch and hold the video that you want to rotate.
2. Tap The Edit icon > The Crop icon .
3. Tap an editing option.

4. When you're done rotating your video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

Change the length of a video

1. In the Videos app, touch and hold the video that you want to change.
2. Tap The Edit icon > The Length icon .
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 length of the video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

Enhance a video

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 app, touch and hold the video that you want to change.
2. Tap The Edit icon > The Enhance icon .
3. Tap an editing option.
4. If necessary, move the slider to achieve the effect that you want.
5. When you're done editing your video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

Tip: If you select an editing option and don'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 the video that you want to change.
2. Tap The Edit icon > The Enhance icon .
3. Tap The Slow Motion icon .
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 of the following:
   - To save your changes, tap **Save**.

- To discard your changes, tap The More Actions icon > The Restore icon .

Add filters to a video

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

1. In the Videos app, touch and hold the video that you want to change.
2. Tap The Edit icon > The Filters icon .
3. Tap a filter.
4. When you're done editing your video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap The More Actions icon > The Restore icon .

Tip: If you select an editing 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 app on your BlackBerry 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 hold the video that you want to use.
2. Tap The Use in Story Maker icon .
3. Do one of the following:
   - Tap an existing story.
   - Tap **Create New Story**.
4. If necessary, edit the story.

Tip: You can add multiple videos to a story at the same time by tapping The More Actions icon > The Select More icon . Tap the videos that you want to use. Tap The Use in Story Maker icon.

Organizing your videos and albums

In the Videos app on your BlackBerry device, you can create albums to organize your videos.

Create a video album

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

1. In the Videos app, touch and hold a video.
2. Tap The Move icon .
3. Tap The New Album icon .
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, 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 move.
2. Tap The Move icon .
3. Do one of the following:
   - Tap the album that you want to move the video into.
   - To create an album, tap The New Album icon . Select the 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 video.
2. Tap The Properties icon .
3. In the **Name** field, enter a new name for the video.

Add a video to the Favorites screen

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

1. In the Videos app, touch and hold a video.
2. Tap Add to Favorite icon .

To delete a video from the Favorites screen, in the Videos app, tap The More Tabs icon > The Favorite icon . Touch and hold a video. Tap The Delete Favorite icon .

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 The More Actions icon > The Repeat icon .

To turn off the repeat feature, when a video is playing, tap the screen. Tap The More Actions icon > The Disable Repeat icon .

Turn on the equalizer in videos

You can use the equalizer feature in the Videos app to improve the sound quality of your videos based on preset conditions. Options include bass, treble, airplane, and more. When the equalizer is turned on, the sound settings apply to all of the videos that you watch, not just the video that was playing when you turned on the equalizer.

1. When a video is playing, tap the screen.
2. Tap The More Actions icon > The Equalizer icon .
3. Tap an option.
4. Tap **Done**.

To turn off the equalizer, when a video is playing, tap the screen. Tap The More Actions icon > The Equalizer icon . 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 customize 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 New 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. Tap **Next**.
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, tap the story.

Tip: If you chose an album to select pictures and videos from, you can tap The Back icon to go back and add pictures and videos from another album.

Editing stories in BlackBerry Story Maker

You can edit your stories using options such as themes, reordering 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 The Change Media icon .

   Tip: To sort your media to make it easier to search, tap The Date icon , The Albums icon , or The Favorites icon .
4. To delete a picture or video from the story, tap the thumbnail of an item.
5. To add a picture or video to the story, tap the thumbnail 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 story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap The Tweak icon .
4. Touch and hold the thumbnail of the picture or video that you want to move and drag it to where you want it to go.
5. Tap **Done**.

Edit the media used in a story

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

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap The Tweak icon .
4. Tap the picture or video that you want to edit.
5. Tap The Edit icon .
6. Make your changes. Tap **Save**.
7. Tap **Done**.

Change the music or titles in a story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Do one of the following.
   - To change the music, tap The More Actions icon > The Change Music icon .
   - To change the titles, tap The More Actions icon > The Rename icon .
4. When you're done making your changes, tap **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-screen, try swiping 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 The Delete icon .

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 The More Actions icon > The Save icon .

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

Change your BlackBerry Story Maker settings

1. In BlackBerry Story Maker, swipe down from the top of the screen.

2. Tap The Settings icon .
   - To change the resolution that stories are saved in, turn on or turn off the **Save in 1080p Resolution** switch.
   - To change the location where stories are saved 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 The More Actions menu > The Story Settings icon .
4. Do any of the following:
   - To remove titles and credits from your stories, turn off the **Titles and Credits** switch.
   - To remove collages from your stories, turn off the **Arrange 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 **Automatically 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 theme currently 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. You can share your media files wirelessly using one of the following methods:

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

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

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. 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 trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.
2. Tap The more actions icon .
3. Tap The Play on icon .
4. Select a device to play or view the media file on

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

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

Share your media files with DLNA Certified devices

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

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Media Sharing**.
   - To share your media files, turn on sharing for each type of media file that you want to share.
   - To grant access to devices so that they can access your media files, tap **Devices**. Select the checkbox beside each device that you want to grant access to.

About FM 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 favorite 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 The More tabs icon > The FM Radio icon.
2. Tap The More Actions icon > The Scan icon.
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 The More tabs icon > The FM Radio icon.
2. Tap The Tune To icon.
3. Slide your finger to the radio station that you want to tune to.
4. Tap **Tune to**.

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

Listen to the FM Radio

The FM Radio on your BlackBerry device has controls for listening to music that are 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 The Pause icon. To start listening to the station again, click The Play icon.
- To go to the next or previous station, tap The Next icon or The Previous icon.
- To search for a station, tap The More Actions icon > The Seek Down icon or The Seek Up icon.
- To change where the sound is coming from, tap The More Actions icon > The Audio icon. Select a type of speaker.
- To change the volume, press the **Volume up** or 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 favorite, do one of the following.

- When a station is playing, beside the station number, tap Add to Favorites .
- On the **FM Radio** screen, under **Local Stations**, touch and hold a station. Tap Add to Favorites .

Tip: To listen to a station that you marked as a favorite, in the Music app, tap The More Tabs icon > The FM Radio icon . Your favorite stations appear at the top of the screen under **Favorites**. The The Favorite icon icon also appears in the upper-right corner of the stations that you marked as favorites.

Remove a radio station from your Favorites

To remove a radio station from your Favorites, do one of the following.

- On the **FM Radio** screen, under **Local Stations**, touch and hold a station. Tap Add to Favorites .
- On the **FM Radio** screen, touch and hold a station with a star icon in the upper-right corner. Tap The Remove from Favorites icon .
- When one of your favorite stations is playing, next to the station number, tap The Favorite icon .

Games

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

Keyboard shortcuts: Games

Go to the next section in the setup wizard	Press **N**
Go to the previous section in the setup wizard	Press **P**
Go to the top of a list	Press **T**
Go to the bottom of a list	Press **B**
Scroll down a list by one screen length	Press The space key .
Scroll up a list by one screen length	Press The shift key and The space key .

Go to the next button or text entry field in the **Edit Profile** screen	Press The enter key .
Go to the previous button or text entry field in the **Edit Profile** screen	Press The shift key and The delete key .

Change your Games profile

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

In the Games app, tap The more actions icon > The edit profile icon .

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

Invite a friend to the Games app

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

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

Do any of the following:

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

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

Add a game

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

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

2. Tap The BlackBerry World icon > **Download**.

Add a game to your favorites

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

1. In the Games app on the home screen, tap The action menu icon > The manage favorites icon .
2. Tap The favorite icon next to a game.

To remove a game from your favorites, tap The 'unfavorite' icon .

Recommend a game

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

1. Tap a game.
2. Tap the recommend icon .
3. Tap on a friend.

Invite a Games friend to BBM

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

1. In the Games app, do one of the following:
   - In your timeline, tap a friend.
   - On the home screen, tap The friends icon . Tap a friend.
2. Tap The invite to BBM icon .

Start a BBM chat with a Games friend

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

1. In your timeline or on the The friends icon screen, tap a friend.
2. Tap The start a BBM chat icon .

Troubleshooting: Games

Only my friends can see my profile

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

1. To edit your profile, tap on your display picture.
2. Set the **Public profile** switch to **On**.

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Settings

Customize your device settings

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **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 The Rearrange icon. Touch and hold The Handle icon beside the item you want to move. Drag the item to a different location and release your finger. 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 screen is designed to show the settings you use most often. You can choose which settings appear, as well as their positions, so that you can quickly get to the settings that are most important to you. Quickly put your BlackBerry device into airplane mode or bedside mode, turn off your alarm, or turn on the flashlight!

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Quick Settings**.
   - To add or remove items from your quick settings, select or clear the checkboxes.
   - To change the positions of items in your quick settings, tap The Rearrange icon. Touch and hold the item you want to move. Drag the item to a different location and release your finger. Tap **Save**.

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

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

Related information

Show the menus,20

Overview of device settings

Item	Description
The Airplane Mode icon	Turn off all wireless connections.

Item	Description
Airplane Mode	
The Connections icon Networks and Connections	• Get quick access to airplane mode to turn off all your connections. • Depending on your wireless service plan and device model, set up connections to the mobile network, Wi-Fi network, Bluetooth enabled devices, NFC, mobile hotspot, and set up Internet tethering.
The Notifications icon Notifications	• Mute BlackBerry Keyboard sounds. • Turn on vibrate mode. • Turn off Instant Previews and LED notifications. • Customize audio and visual notifications for specific apps.
The Main Volume icon Main Volume	• Adjust the overall volume on your device. • Assign the volume keys. • Turn on audio boost for use with your headphones.
The Accounts icon Accounts	• Add or change social networking and email accounts. • Access advanced setup options such as IMAP and POP.
The Quick Settings icon Quick Settings	• Access settings you use frequently. • Access these settings at any time by sliding your finger down from the top of the screen.
The Display icon Display	• Select a wallpaper. • Change your font. • Adjust the screen brightness. • Customize screen locking.
The Language and Input icon Language and Input	• Turn on or turn off text prediction, word substitution, and spell check. • Change the language, region settings, and measurement system.
The BlackBerry Assistant icon BlackBerry Assistant	Set options for device search, voice feedback, and voice interactions.
The Device Connections icon Device Connections	• Turn on connections to BlackBerry Blend and BlackBerry Link.

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

Item	Description
	identification, file sharing, Wi-Fi sharing, and password protection for sharing files.
The Location Services icon Location Services	• Choose whether apps can use your location information. • Clear recent searches that you entered in the Maps application.
The Payment Options icon Payment Options	Add payment accounts and set preferred payment methods.
The Accessibility icon Accessibility	Use BlackBerry Screen Reader, change magnification, screen brightness, font size, TTY, and closed captioning settings.
The Advanced Interaction icon Advanced Interaction	Turn on or turn off specific gestures that allow you to perform simple tasks more quickly and extend battery life.
The Data Management icon Data Management	Receive a notification when you approach or reach your monthly data limit, see your data usage stats, and adjust or access mobile data settings.
The About icon About	• Find general information about your device, such as hardware information, network details, and storage space capacity. • Identify your device PIN, software version, and model. • View your phone number and the name of your service provider. • View or change the name for your device that appears if another device detects it over a Bluetooth or network 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, stolen, or corrupted.

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

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

Turn on automatic updates for your device software

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

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

Restore your device to its factory default settings using BlackBerry Link

If you restore your BlackBerry 10 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 set up the device again.

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

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

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. Do one of the following:
   - On a Windows computer, click **Back Up & Restore**. Click **Factory Reset**.
   - On a Mac computer, click **BlackBerry Link** > **Preferences**. Click **Reload** > **Reload**.

Battery and power

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

Turn off your device

Press and hold the **Power/Lock** key on the top of your BlackBerry device.

BlackBerry device showing the Power/Lock key on the top of the device.

Put your device in standby mode

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

Press the **Power/Lock** key on the top of your device.

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

Restart or reset your device

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

Do one of the following:

- To restart your device, press and hold the **Power/Lock** key on the top of your device. Tap Restart .
- To reset your device, press and hold the **Power/Lock** key for ten seconds.

Charge your device

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

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

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

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

BlackBerry device showing where you connect the charger to the USB port on the bottom of the device.

Keeping your battery charged

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

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

Battery and charging icons

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

Icon	Description
Charging battery	The battery is charging.
Fully charged battery	The battery is fully charged.
Charger problem	The battery isn't charging because the power source isn't providing enough power. Use the charger that came with your BlackBerry device to charge the battery.
Low battery charge	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.
Battery error	There is a problem with the battery, and the battery might need to be replaced. Only use a battery that is approved by BlackBerry for your device model. To replace the battery, contact your service provider.
Missing battery	The battery isn't connected. For assistance, contact your service provider.

Check your battery power level

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

2. Tap Image **Settings** > **App Manager** > **Device Monitor**.

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

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **App Manager** > **Device Monitor**.
3. To monitor different types of device statistics, tap the More Tabs icon .
4. Tap a type of statistics.

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

View battery and usage stats for a specific app or service

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

Close or delete apps from the Device Monitor screen

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **App Manager** > **Device Monitor**.
3. Tap an app.
4. Do one of the following:
   - To close the app, tap The Close icon .
   - To permanently delete the app, tap The Delete icon

LED and battery notifications

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

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

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

How can I extend battery life?

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

Display settings icon Dim the screen

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

Do any of the following:

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

The volume settings icon Decrease volume

Do any of the following:

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

The app icon 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.

Connections settings icon Turn off connections

If your device is out of a wireless coverage area, you can turn off the connection so that your device doesn't search for a network signal continuously. You can also help extend battery life 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, swipe down from the top of the screen. Tap Image **Settings** > **Networks and Connections**.
- To delete a saved Wi-Fi network, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **Networks and Connections** > **Wi-Fi** > The Saved icon . Tap and hold the network that you want to delete. Tap The Delete icon .

The software updates settings icon Update your software

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

The media card icon Use a media card

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

The camera icon Turn off the flash

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

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

Device and battery safety

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

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

Device and battery disposal

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

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

BlackBerry and environmental sustainability

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

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

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

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

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

Connections

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

Check which wireless networks your device connects to

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **About**.
3. In the **Category** drop-down list at the top of the screen, tap **Network**.

Give your device a nickname

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

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

Wireless connections icons

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

Image of mobile network signal	The number of solid bars indicates the strength of the mobile network signal. If the signal is weak, your device might use more power to try to maintain the connection.
Image of LTE data icon Image of 4G LTE data icon Image of 4G data icon Image of 3G plus data icon Image of 3G data icon Image of 2G data icon Image of 1x data icon Image of HSDPA plus data icon Image of HSDPA data icon Image of GPRS data icon Image of EDGE data icon	Your device is connected to the network type shown and can access all of the features of your mobile network plan.
Image of LTE no data icon Image of 4G LTE no data icon Image of 4G no data icon Image of 3G plus no data icon Image of 3G no data icon Image of 2G no data icon Image of 1x no data icon Image of HSDPA plus no data	Your device is connected to the network type shown but the network functionality is limited. You're likely able to make a phone call, but not able to access the Internet or view email messages.

icon Image of HSDPA no data icon Image of GPRS no data icon Image of EDGE no data icon	
Image of no mobile network coverage icon	You have no mobile network coverage.
Image of GSM roaming icon Image of CDMA roaming icon	Your device is roaming. Extra charges might apply.
Image of BlackBerry icon	You are connected to the BlackBerry Infrastructure.
Image of Wi-Fi signal strength icon	The number of solid waves indicates the strength of the Wi-Fi signal. If the signal is weak, your device might use more power to try to maintain the connection.
Image of VPN connection icon	Your device is connected to a VPN.
Image of airplane mode icon	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.
Image of SIM card error icon	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. Tap Image **Settings** > **Networks and Connections** > **Mobile Network**.
Image of emergency calls only icon	You can only make emergency calls.

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

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

Image of Mobile Hotspot icon	Mobile Hotspot mode is on. If the icon is solid, Mobile Hotspot is connected.
Image of Internet tethering icon	Internet tethering is on. If the icon is solid, your device is connected to another device.
Image of Bluetooth icon	Bluetooth technology is on. If the icon is solid, Bluetooth technology is connected.
Image of NFC icon	NFC is on.

Choosing a connection

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

Network connections

Mobile network

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

Wi-Fi

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

Connections between devices

USB

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

You can use a micro USB on-the-go to USB 2.0 adapter to connect your device to a keyboard, mouse, gamepad external storage drive, or other USB device. You can use the File Manager app to view files on your external storage drive.

Wi-Fi Direct connection

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

Wi-Fi CERTIFIED Miracast connection

Miracast allows you to wirelessly show what's on the screen of your BlackBerry device on another device such as a TV or computer monitor. 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 MHL cable to connect your BlackBerry device to the other device.

Bluetooth technology

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

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. With NFC you don't need to enter pairing information to make a connection, and it's useful for on-the-go actions such as transferring contact cards with people you meet, or grabbing information from a poster that contains an NFC tag. Depending on your wireless service provider and the applications you have installed on your BlackBerry 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 BlackBerry device's connection to the mobile network to allow other devices to access the Internet. This functionality is particularly useful if you want to browse the Internet on your laptop or Wi-Fi only tablet but you don't have access to a Wi-Fi network.

Internet tethering

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

Mobile Hotspot

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

VPN connections

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

Turn on airplane mode

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

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

Mobile network

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

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

Connect to the mobile network

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Mobile Network**.
3. Turn on the **Mobile Network** 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 Access Point Name (APN) settings 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 Image **Settings** > **Networks and Connections** > **Mobile Network**.
3. If the **Mobile Network** or **Data Services** switches are off, turn them on.
4. Tap The APN icon .

5. Complete the fields. If you don't have the required information, contact your service provider.

To reset the default APN settings, tap The Reset Defaults icon .

Connect to your VPN automatically

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **VPN**.
3. Tap The VPN auto connect icon .
4. In the **VPN Profile** drop-down list, tap the profile that you want to use. If no VPN profiles appear in the list, create your own or contact your administrator.
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 roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Switch wireless networks manually

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **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 network

Turn off data services while roaming

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

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

2. Tap Image **Settings** > **Networks and Connections** > **Mobile Network**.
3. If the **Mobile Network** switch is off, turn it on.
4. In the **Data services while roaming** drop-down list, tap **Off** or **Prompt**.

Manage your mobile data settings

1. On the home screen, swipe down from the top of the 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 limit, 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 Image **Settings** > **App Manager** > **Device Monitor**.
3. Tap The more actions icon > **Data Usage Settings**.
4. In the **Mobile Data Limit** field, type your monthly data limit in megabytes.
5. Move the **Early Data Limit Notification** slider to receive an early notification when you are approaching your monthly data limit.
6. To change when your monthly data usage cycle starts each month, in the **Monthly Reset Date** drop-down list, tap a date.

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following solutions:

- Check that airplane mode is off. If airplane mode is on, the option to turn on the mobile network is unavailable. To turn off airplane mode, on the home screen, swipe down from the top of the screen. Tap Image **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 Image **Settings** > **Networks and Connections** > **Mobile Network**. Check that the **Mobile 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 remains connected to that wireless network until you select your wireless service provider's network 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 network and your device supports international roaming, check that your device is in roaming mode and that your SIM card is correctly inserted into your device.

Wi-Fi connections

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

Connect to a Wi-Fi network

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **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-Fi router and you want to use Wi-Fi Protected Setup, tap The Wi-Fi Protected Setup icon . Complete the instructions on the device screen.
5. Tap **Connect**.

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

Manually connect to a Wi-Fi network

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

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

Change the priority of a saved Wi-Fi network

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 Wi-Fi network at a local sports arena or restaurant. Your device automatically tries to connect to a saved 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 Image **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Tap The Saved List icon .
4. Tap The Rearrange icon
5. Touch and hold the network profile that you want to move, and drag it up or down the list.
6. Tap The Save icon

Delete a saved Wi-Fi network

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is on.
4. Tap The Saved List icon .
5. Tap and hold the network that you want to delete.
6. Tap The Delete icon .

Disable or re-enable a saved Wi-Fi network

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is on.
4. Tap The Saved List icon .
5. Tap a network.
   - To disable the network, turn off the **Enable Connections** switch.
   - 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 Wi-Fi network; however, you might need to change your settings if you have trouble connecting or if you need to connect manually.

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

SSID

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

Hidden SSID

Select this check box if you want your BlackBerry device to search for an SSID that is not being broadcast. A hidden Wi-Fi network 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 protected, enter the password.

CA Certificate

Set the root 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 connecting to the network, select the profile that you want to use.

Band Type

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

Auto Obtain IP

In most cases this switch should remain on, but if you need to manually specify an IP address for your device you can turn off this switch and the option to enter an IP address appears.

Using Auto-IP

Select this check box if you want your device to assign itself an IP address automatically when it can't obtain one from the Wi-Fi network.

Enable IPV6

Set whether the network uses the IPV6 protocol.

Use Proxy

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

Inter-Access Point Handover

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

Connect to another device using Wi-Fi Direct

On the BlackBerry device that you want 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 your device to connect to other BlackBerry devices without using access points or a router so you can share files, such as media 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 screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Wi-Fi**.
3. If the **Wi-Fi** switch is off, turn on the switch.
4. Tap **Wi-Fi Direct**.
5. Tap the device you want to 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 Miracast device

You can wirelessly display the screen of your BlackBerry 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 isn't a Wi-Fi CERTIFIED Miracast device, you can use a wireless display adaptor or use an HDMI cable to connect your BlackBerry device to the other device.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Wi-Fi**.
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 on.

To stop displaying your screen, on the **Wi-Fi** screen, tap **Miracast** > **Disconnect**.

Add a VPN profile

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

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **VPN** > The Add icon .
3. Complete the fields. If you don't have the required information, contact your administrator.
4. Tap **Save**.

Troubleshooting: Wi-Fi

I can't connect to a Wi-Fi network

Start by checking for these basic issues:

- Check that you turned on the connection to the Wi-Fi network. On the home screen, swipe down from the top of the screen. Verify that the Wi-Fi icon appears blue.
- Check that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If other devices can't connect, you might need to reset your router. If you're connecting to a work Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Your connection might have timed out. Try connecting again.
- If the Wi-Fi network that you want doesn't appear on the Wi-Fi settings screen, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- Check that Mobile Hotspot mode is off. If Mobile Hotspot mode is on, your device can't connect to a Wi-Fi network.

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

- Check that the time on your BlackBerry device is synchronized with the network time. If the times are different, it could prevent your device from connecting (for example, if connecting to the network requires you to have a certificate on your device, and the certificate has an expiration date).
- If you switched Wi-Fi networks manually, try switching to another Wi-Fi network.
- If your email account is a work account, your device might prevent connections to certain wireless access points. For more information, contact your administrator.

Still not connected? OK, try the following:

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

- If you use the **Press WPS button on Router** setting in Wi-Fi Protected Setup, check that the Wi-Fi router uses Wi-Fi Protected Setup, and that it is set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one Wi-Fi router within range is set to send its profile. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, or EAP-TTLS to connect to a Wi-Fi network, check that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The root certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, check that you installed your authentication certificate on your device. The authentication certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you need to contact a support representative, you can access diagnostic information by tapping The Advanced icon on the **Wi-Fi** settings screen. To copy the log information to send to your support representative, in the **Diagnostic Information** drop-down list, tap **Logs**. Tap **Copy Logs**.

Mobile Hotspot

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

Sharing your Internet connection using Mobile Hotspot mode

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

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

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

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

Use Mobile Hotspot mode to share your Internet connection

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. If you've never used Mobile Hotspot mode before, complete the instructions on the screen. Read the screens carefully as they provide important information about the Mobile Hotspot feature. Remember your Mobile Hotspot password for later.
4. 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 Hotspot mode settings

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. Tap The Advanced icon .

Disconnect a device from your mobile hotspot

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

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

Troubleshooting: Mobile Hotspot mode

I can't use my device as a mobile hotspot

- Check that you're connected to the mobile network. If The Mobile network signal icon appears in the upper-right corner of the home screen, then the mobile network is on and connected.
- Check that your wireless service plan is set up to use Mobile Hotspot mode. If not, you need to change your service plan before Mobile Hotspot mode can work on your BlackBerry device.
- Your wireless service provider might not allow the use of Mobile Hotspot mode while roaming. For more information, check your service plan or contact your wireless service provider.
- If your wireless service plan supports the use of Mobile Hotspot mode while roaming, on the **Settings** > **Networks and Connections** > **Mobile Network** settings screen, check that the **Data Services** switch is on and the option in the **Data services while roaming** drop-down list is set to **On**
- If you're using your device for work, your organization might not allow the use of Mobile Hotspot mode. For more information, check with your administrator.

I can't connect multiple devices to my mobile hotspot

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

Internet tethering

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

Sharing your mobile network connection using Internet tethering

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

Use Internet tethering to share your Internet connection

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Internet Tethering**.
3. If you've never used Internet tethering before, complete the instructions on the screen. Read the setup screens carefully as they provide important information about the Internet tethering feature.
4. In the **Connect using** drop-down list, tap **USB** or **Bluetooth**.
5. Turn on the **Internet Tethering** switch.
6. Connect your BlackBerry device to a laptop or tablet using a USB cable or Bluetooth connection.

Troubleshooting: Internet tethering

I can't use Internet tethering

- Check that your BlackBerry device is connected to the mobile network. The Mobile network signal icon appears in the upper-right corner of the home screen, then your device is connected to the mobile network.
- Check that your wireless service plan is set up to use Internet tethering. If not, you need to change your service plan before you can use Internet tethering.
- If your wireless service plan supports Internet tethering while roaming, on the **Settings** > **Networks and Connections** > **Mobile Network** settings screen, check that the **Data Services** switch is on and the option in the **Data services while roaming** drop-down list is set to **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 BlackBerry device and another Bluetooth enabled device. Bluetooth connections are commonly used for actions such as playing the music on your BlackBerry device through a separate speaker or making calls on a headset.

Turn on Bluetooth technology

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. Turn on the **Bluetooth** switch.

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

To turn off Bluetooth technology, tap The Bluetooth icon again.

Pair and connect with a Bluetooth enabled device

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn it on.
   Your BlackBerry device automatically detects any discoverable devices within range.
4. If necessary, to scan again for nearby Bluetooth enabled devices, tap **Refresh**.
5. Do one of the following:
   - If the device that you want to connect to appears in the **Devices** list, tap the device name. Complete the instructions on the screen.
   - If the device that you want to connect to appears in the **Devices** list and has NFC turned on, tap The Tap to Pair icon 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 might not be discoverable. Check that the device is discoverable then try again. If you don't know how to check that the device is discoverable, consult the documentation that came with the device.
   - If the device doesn't appear in the **Devices** list and you can't connect by making it discoverable, you might need to initiate pairing from the device. On your BlackBerry device, in the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

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

Write your Bluetooth pairing information to an NFC tag

To write your Bluetooth pairing information to an NFC tag, NFC must be turned on.

You can quickly pair devices without going to the Settings screen, by saving your Bluetooth pairing information on an NFC tag.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn it on.
4. Tap The Tap to Pair icon and align the back of your BlackBerry device with an NFC tag.

To pair and connect, the Bluetooth enabled device you want to connect to must scan the NFC tag.

Rename a paired or saved Bluetooth enabled device

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn it on.
4. Touch and hold the device you want to rename.
5. Tap The Device Details icon .
6. In the **Device Name** field, enter the new name for the device.

Disconnect from a paired Bluetooth enabled device

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. Touch and hold the device you want to disconnect.
4. Tap The Disconnect icon .

Delete a saved Bluetooth enabled device

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

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

2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. Tap and hold a device.
4. Tap The Delete icon .

Pairing your device with a car

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

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

Turn off the My Car feature

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth**.
3. Touch and hold your car's name.
4. Tap **Unset as My Car**.

Set how Bluetooth enabled car kits access your messages

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth** > The Configure icon .
   - To change how long your BlackBerry device tries to send messages to the car kit before it times out, adjust the **Message Download Timeout** slider.
   - To change which accounts your car kit can access, in the **Message Access Accounts** section, select or clear the checkbox beside each account.

Let your car kit use your device's network credentials

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth** > The Configure icon .
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 Bluetooth enabled device, such as a headset. You can set your BlackBerry device so that whenever you turn on your BlackBerry device it automatically reconnects to the last Bluetooth enabled device that it was connected to.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **Bluetooth** > The Configure icon .
3. Select the **Connect to the last device when turned on** check box.

Supported Bluetooth profiles

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

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

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

Troubleshooting: Bluetooth

I can't pair with a Bluetooth enabled device

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

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

I keep losing the connection with my Bluetooth enabled car kit

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

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. Depending on your wireless service provider and the applications you have installed on your device, there are many interesting things 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 on your wireless service provider, your administrator's settings, and your BlackBerry device 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 NFC. Here are a few possibilities:

- Simultaneously exchange contact cards with a new friend or business acquaintance.
- Pass a picture to your friend.
- Pay for your bus or subway ride.
- Pay for your morning coffee without taking out your wallet.
- 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 Image **Settings** > **Networks and Connections** > **NFC**.
3. Turn on the **NFC connectivity** switch.

Send a file using NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

With NFC you can exchange many kinds of files, including pictures, music, contact info, and even webpages, between your BlackBerry device and other NFC-enabled devices.

1. Depending on how many files you want to send, on your BlackBerry device do any of the following:
   - To send a single file, find and open a file.
   - To send multiple files, find and highlight the files that you want to send. Tap The Share icon > **NFC**.
2. Align the back of your BlackBerry device with an NFC-enabled device.
3. If necessary, tap **Send**.

Tip: In most cases, you can exchange files between two NFC-enabled BlackBerry devices simultaneously. This functionality is really handy if you're trying to exchange contact information saved in the Smart Tags app.

Find your NFC settings

The NFC feature might not be available, depending on your 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 card payments or providing access credentials to get into a building.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Networks and Connections** > **NFC**

Connect your device to a USB device

To connect your BlackBerry device to a USB device, you must have a micro USB on-the-go to USB 2.0 adapter.

You can access and save files on an external storage drive by using the File Manager app. You can also connect to external USB devices, such as a keyboard, a mouse, or gamepad.

1. Insert the micro USB on-the-go to USB 2.0 adapter into the USB port on your device.
2. Connect the adapter to an external USB device.

Connect your device to an HDMI display

1. Using an HDMI cable, connect your BlackBerry device to an HDMI display.
2. Your device automatically detects the resolution of the HDMI display that your device is connected to. However, if you must change the resolution, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **Display**. In the **HDMI 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 data, 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 Image **Settings** > **App Manager** > **Device Monitor**.
3. Tap the more tabs icon .
4. Tap **Mobile Data** or **Wi-Fi**.
5. Tap an app or service.

BlackBerry Keyboard and typing

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

Change Keyboard, input, or typing settings

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Language and Input**.

Type faster with automated assistance settings

You can change your typing settings to help you type faster on your BlackBerry Keyboard. Keyboard feedback provides an audible indication of your typing progress or when a misspelled word is corrected.

A different tone is used for the Shift icon, Delete, and **@123** keys to differentiate these keys from alphabetical keys. In addition, you can change your settings so that your device automatically capitalizes new sentences or so that pressing Spacebar twice inserts a period.

1. On the home screen, swipe down from the top of the screen.
2. Do one of the following:
   - Tap Image **Settings** > **Language and Input** > **Prediction and Correction**.
   - Tap Image **Settings** > **Language and Input** > **Feedback**
3. Tap the settings that you want to change.

Select text using the BlackBerry Keyboard

The BlackBerry Keyboard provides several ways to highlight and select 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 text on the screen. Your selection expands from a word to a sentence, and from a sentence to a paragraph the longer you hold.
   - Tap The select text icon to expand the selection to a word
   - Tap The select all text icon to expand the selection to a whole paragraph.
   - 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 editor, such as an email message, place the cursor at the beginning of the text you want to select. Touch and hold The Shift icon and drag the circle of interest on the screen to highlight the whole section of text.

To dismiss the selection, tap anywhere on the screen.

Cut, copy, and paste text

1. Select the text that you want to cut or copy.
2. Lift your finger off the screen. The text editing menu appears.

3. Do one of the following:
   -
4. To paste the text, touch and hold the location where you want to paste the text and then release your finger. Tap Paste.

Selecting word suggestions that appear while you type

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next and displays suggested words on the row of touch screen keys 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

Spell check

Turn on spell check

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Language and Input** > **Spell Check**.
3. Set the **Spell Check** switch to **On**.

Accept spelling suggestions

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

Tap the underlined word.

- To accept a spelling suggestion, tap the suggested word.
- To add the word to your personal dictionary, tap **Add to Dictionary**.

Change spell check settings

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

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

Edit your personal dictionary

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Language and input** > **Spell Check** > **Edit Personal Dictionary**.
   - To add a new word to your personal dictionary, tap Add New .
   - To edit a word that's already in your personal dictionary, tap the word.
   - To delete a word from your personal dictionary, tap Delete . Tap Delete next to the word that you want to delete.

Creating custom text shortcuts

The 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 Image **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 Image **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. Tap Add Shortcut .

Clear the learned words list

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

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

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

Change or delete a text shortcut

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

Typing using voice dictation

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

1. To turn on voice dictation, on the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Language and Input**.
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 punctuation, turn on the **Auto-Punctuate** switch.

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

Language

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

Change your display language

The language you selected during the initial setup of your BlackBerry device is your display language. The home screen, BlackBerry Hub, and supported applications display content in this language.

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

Change your device's regional settings

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

Change 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 often, make sure that your device is set up to detect your languages automatically. To enable language detection, turn on the **Language detection** switch on the **Input Languages** screen.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Language and Input**.
3. Tap **Input Languages** > Language switch icon .
4. Select the checkboxes beside the languages that you want to enable.

If you can't select the checkbox beside a language, you may already have three languages selected. Browse the full list of languages and clear a language that 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 option. For those languages, you can select the keyboard layout that feels most natural for you to use. The QWERTY 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 list, tap a layout.
3. If you want the layout you've selected to be the default whenever you use this language, tap **Make Default**.

Change your voice input language

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

Keyboard input methods

An input method enables you to type words or characters that are not available using the characters on your keyboard layout. In some cases, input methods give you a phonetic approximation of a word based on the keyboard layout you are using. Your device can then suggest a character or diacritic 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 holding keys.

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 the 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 Arabic 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 keyboard 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 different keyboard layouts. For example, many languages use a QWERTY keyboard layout. However, Danish, Spanish, and Romanian include different characters on the basic keyboard that aren't on other QWERTY keyboard layouts.
- Some supported languages, such as Hebrew, Farsi, and Arabic, read right-to-left. If you change to one of these languages from a left-to-right language in the middle of a sentence, your device automatically places the characters you type 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 form. You can use the keyboard mapping guide that appears with the typing task to determine how 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 that are different from the basic Arabic alphabet. These characters are listed on the keyboard mapping guide.
- 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 Shift icon 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 keyboard. Then, touch the diacritic you want to add.

Typing in Chinese

The Chinese language input methods support the following features:

- You can type using a Latin-based alphabet on a QWERTY keyboard layout by pressing The Shift key and then a letter.

Typing in Danish, Norwegian, Finnish, or Swedish

The Danish, Norwegian, Finnish, and Swedish languages are largely based on a Latin alphabet with a few variations. These languages use the basic QWERTY keyboard layout with the addition 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 onto the screen (if you have this feature turned on)
- You can type alternate characters in two ways. You can press The Shift key 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 A (Å), O (Ö), P (Å), K (Æ), and L (Ø)

Typing in Greek

The Greek keyboard supports 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 The Shift key 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.

Typing in Russian

The Russian keyboard and language supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)

To access more Cyrillic characters on the Russian keyboard layout, you can use one of the following methods:

- To type an uppercase character, you can press The Shift key and press a letter.
- Alternate characters are available for T, I, P, L, M, or $. To type an alternate character, double-press the primary character.
- To type an accented version of a character, press and hold the primary character. Then, you can select the accented character.

Typing in Hebrew

The Hebrew keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type a letter from the Latin-based alphabet using a QWERTY keyboard layout, you can press The Shift key and press a letter.

Typing in Japanese

The Japanese keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type a letter from the Latin-based alphabet using a QWERTY keyboard layout, you can press The Shift key and press a letter.

Typing in Korean

The Korean keyboard supports the following features:

- The Korean 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).
- Alternate characters are available for Q, W, E, and R.
- You can type alternate characters in two ways. You can press The Shift key 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.

Typing in Latin-based languages

The Latin-based languages that use a variation of the QWERTY, QWERTZ, or AZERTY keyboard layout support the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type an uppercase character, you can press The Shift key and press a letter.
- To type an accented version of a character, press and hold the primary character. Then, you can select the accented character.

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 typing task to determine how to access the second and third characters on each key.
- Word prediction and flicking word suggestions are on to the screen (if you have this feature turned on).
- To type an alternate character, you can press The Shift key and press a letter.
- To type an accented version of a character, you can press and hold the primary character. Then, you can select the accented character.

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 uppercase character, you can press The Shift key and press a letter.
- To type an accented version of a character, you can press and hold the primary character. Then, you can select the accented character.
- Accented characters are available for E, O, A and D.

Screen display

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

Change your backlighting

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

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

Change your font size

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

Set your wallpaper

You can set a picture as your wallpaper. You can also choose a picture to display when your device is locked that is different from your home screen wallpaper.

1. Open a picture.
2. Tap The Set As icon > **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 the screen. Tap Image **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 flashlight to the Quick Settings menu.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Quick Settings**.
3. Select the **Flashlight** checkbox.

Turn off icon labels in the action bar

By default, labels appear under icons in the action bar 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 icons to see the labels. 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 Image **Settings** > **Display**.
3. Turn off the **Always Show Icon Labels** switch.

Accessibility

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

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 and your computer in just a few steps.

Moving or copying media files and documents

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

You can also use BlackBerry Link to keep your media files and documents in sync between your device and your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink. 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 The Search icon to search for it.

Transfer files between your computer and device using a USB connection

1. Using a USB cable, connect your BlackBerry device to your computer.
2. If necessary, enter your device password.
   Your device and media card appear as drives on your computer.
3. Go to the files or folders that you want to copy.
4. Drag and drop the files or folders.

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

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

1. On the home screen of your BlackBerry device, swipe down from the top of the screen.
2. Tap Image **Settings** > **About**.

3. In the **Category** drop-down list, tap **Network**. Make note of the **IPv4** address.
4. Tap The Back icon.
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 computer, do one of the following:
   - If your computer uses a Windows operating system, in a Run command, type the IP address using the following format: \\xxx.xxx.xxx.xxx
   - If your computer uses a Mac operating system, click **Go** > **Connect to Server**. Type the IP address using the following format: smb://xxx.xxx.xxx.xxx.
10. Go to the files or folders that you want to copy.
11. When prompted, enter the username and storage access password.
12. Drag and drop the files or folders.

Turn on USB mass storage

To use the USB mass storage 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, car 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 Image **Settings** > **Storage and Access**.
3. Turn on the **USB Mass Storage** switch.

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

Using a media card

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

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

Supported media cards

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

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

Format your media card

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Storage and Access**.
3. Tap **Format Media Card**.

Wipe data from your media card

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Storage and Access**.
3. Tap **Erase Media Card**.

To use the media card again, you must format 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 encrypted files on your media card.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **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 encrypted 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 encrypted media card files.

Check how much storage space is free

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

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Storage and Access**.
3. Tap **Device Storage Details** or **Media Card Details**.

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

How do I free up storage space?

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

- Save documents and media files on your media card. To automatically save camera pictures and videos on your media card, on the home screen, tap The Camera icon . Swipe down from the top of the screen and tap Image .
- Move documents and media files from your device to your media card using File Manager.
- Reduce the size of pictures that you take and videos that you record. To change the ratio option for your pictures and videos, on the home screen, tap The Camera icon > The More icon .
- 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 The More icon > The Select More icon . Select the items and tap The More icon > The Delete icon .
- Delete apps that you don't use. To delete an app, on the home screen, touch and hold an app icon until the icons begin to blink. On the icon for the app that you want to delete, tap The Delete icon . If you don't see The Delete icon on the app icon, the app can't be deleted.

Optimize your device's performance

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

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

Error messages: Media card

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

Your media card isn't recognized

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

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

Media card is password protected

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

Your media card is read-only

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

Your media card isn't responding

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

No media card was found

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

Troubleshooting: Storage space

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

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

- Check the USB cable and points of connection.
- On the home screen, swipe down from the top of the screen. Tap Image **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 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 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 new 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 computer, visit www.blackberry.com/BlackBerryLink.

About pairing and connecting your device to a computer or tablet

You can install programs, such as BlackBerry Blend or BlackBerry Link, on your computer or tablet to enhance the experience with your BlackBerry device.

Use BlackBerry Blend to interact with your device from your computer or tablet. You can access your messages, files, and certain apps on 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 events and contacts.
- Copy and transfer your files between your device and computer or tablet.

You can use BlackBerry Blend to connect BlackBerry devices running BlackBerry 10 OS version 10.3 with computers and tablets running the following software:

- Windows 7 or later
- Mac OS X 10.7 or later
- iOS 6.0 or later
- Android 4.4 or later

To download the latest version of BlackBerry Blend to your computer or tablet, visit www.blackberry.com/BlackBerryBlend.

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 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 new device.
- Manage multiple devices on your computer that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

BlackBerry Link supports BlackBerry devices running BlackBerry 10 OS and BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

To download the latest version of BlackBerry Link to your computer, visit www.blackberry.com/BlackBerryLink.

Related information

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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 BlackBerry Link, make sure that your computer is connected to the Internet.

1. On your computer, 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, sign in to or create a BlackBerry ID.
5. Select the checkboxes beside the devices you want to grant remote file access to.
6. Click **Finish**.

Set up your device in BlackBerry Link

When you set up your device in BlackBerry Link, you can give 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 password for 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 BlackBerry 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 BlackBerry 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 from 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 BlackBerry Link, on 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 BlackBerry Link, you can remove your device from BlackBerry Link. If your device is associated with a BlackBerry ID, sign out of BlackBerry 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 **OK**. On a Mac computer, click **Remove**.

About BlackBerry ID and BlackBerry Link

Your BlackBerry ID is a username (email address) and password used to access multiple BlackBerry products and services, such as BBM and the BlackBerry World storefront. In many situations, your BlackBerry ID allows BlackBerry products to work seamlessly without prompting you to enter your username and password.

If you don't have a BlackBerry ID and you want one, you can create it from BlackBerry Link.

When you sign in with your BlackBerry ID in BlackBerry 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 document 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 BlackBerry Link is installed on.

By default, devices you add to 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 on 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 folders that you want to access.

1. Connect your device to a wireless network. For example, a Wi-Fi network.
2. On the home screen on your device, swipe down from the top of the screen.
3. Tap Image **Settings** > **Device Connections**.
4. Turn on the **Allow Connections** switch.
5. Tap the computer that you want to access.
6. In the File Manager app, tap The More icon . If BlackBerry Balance is enabled 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 off.

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 The Edit icon .

  If you save your changes in the default location, The Sync icon indicates when BlackBerry Link is syncing the file and overwriting the original version on your computer.
- To permanently delete a file from your device that's stored on your computer, touch and hold a file. Tap The Delete icon .

Copy a file from your computer to your device

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

1. On your device, touch and hold a file that's stored on your computer.
2. Tap The Copy icon .
3. Navigate to where you want to save the file. For example, on your media card.
4. Tap **Paste**.

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

View paired computers

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

1. On your device, on the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Device Connections**.

Tip: To access your computer files over the mobile network, turn on the **Use Mobile Network** switch.

To remove a computer from the list, touch and hold a computer. Tap The Delete icon .

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, saved searches, messages, organizer data, browser bookmarks, and media files.

You should regularly create and save a backup file on your computer, especially 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 unforeseen issue.

Note: If your device is activated on BlackBerry Enterprise Service 10, contact your administrator to verify if you are able to back up and restore your device data.

Set backup preferences in BlackBerry Link

You can customize the backup file name that BlackBerry Link creates and select which types of data to include in your backup file.

On a Windows computer, do the following:

1. Open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Back Up & Restore**.

   By default, BlackBerry Link performs 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 Backup** option. This option backs up 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 device.
3. Click **Back Up & Restore**.

   By default, BlackBerry Link backs up all of your device data.
4. To back up specific data, do the following:

   - Select the **Select data to include in your backup files** checkbox.
   - Select the checkboxes beside the data you want to include in your backup files.

Back up your device data

You can manually back up the data on your BlackBerry device at any time. By default, BlackBerry Link performs a quick backup of your device, including all data except your media files and applications. If you set backup preferences, BlackBerry Link creates a backup file 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 data 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 side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**.
5. 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. Click the **Custom Restore** option. Clear the checkbox beside one or more databases that you don't want to restore.
   - To restore data from a backup file that isn't listed, click the Change Folder icon. 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 USB cable.
3. At the side of the BlackBerry 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 **Change**. Navigate to the .bbb file or .ipd file. Click **OK**.
- To remove all of your device data and restore your device to its default factory settings, click **Restore to factory settings**.

7. Click **Restore**.

About updating your device software with BlackBerry 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 notification appears on your computer, beside your device name in BlackBerry Link. You can choose to automatically download device software updates as well as updates to BlackBerry Link 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 BlackBerry Link

Before you begin, make sure that your computer is connected to the Internet.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer with a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Software Updates** > **Check for Updates**.
5. If a software update is available, click **Install Update**.

Note: If you want software updates to be installed automatically when you connect your device to BlackBerry Link, select the **Automatically download updates for your device software and BlackBerry Link** checkbox.

Restore your device to its factory default settings using BlackBerry 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 that you 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 after the device restarts.

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. Do one of the following:
   - On a Windows computer, click **Back Up & Restore**. Click **Factory Reset**.
   - On a Mac computer, at the top of the screen, click **BlackBerry Link** > **Preferences**. Click **Reload** > **Reload**.

Troubleshooting: BlackBerry Link

I can't access files on my computer

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

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

1. Minimize the File Manager app and verify that you don't see the The Work Space icon icon on the app. If you see this icon, use the File Manager app in your personal space.
2. On the home screen, swipe down from the top of the screen.
3. Verify that your device is connected to a wireless network.
4. Tap Image **Settings**.
5. Do the following:
   - In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
   - If your device is connected to a mobile network instead of a Wi-Fi network, in the **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, on your computer, try any of the following:

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

I don't see my device in BlackBerry Link

On your device, try the following:

- Swipe down from the top of the screen. Tap **Settings**. In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
- If your device is connected to a mobile network instead of a Wi-Fi network, in the **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, check that the firewall is not blocking your connection to BlackBerry Link.

I can't create a backup file that contains all of my device data

Try the following:

- Connect your BlackBerry device to your computer using a USB cable. 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 data 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 activated on BlackBerry 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 BlackBerry 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 that you are signed in to your BlackBerry ID on your device. If you are not signed in, BlackBerry Link can't restore the data to your personal space.
- Verify that the same BlackBerry ID used on the device to create the backup file is being used on the device you are trying to restore the backup file to. On your device, try signing in to the BlackBerry ID that is associated with the backup file.

- If your device is activated on BlackBerry Enterprise Service 10, verify that you entered the password on your device to unlock your work space. BlackBerry Link can't restore the data to your work space if your work space is locked.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can restore data to your device.

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Applications and features

Organizing your apps

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

Leave an app or close an app

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

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

Move an app icon or open app around the home screen

You can rearrange the app icons or open apps 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 BlackBerry device with one hand, it's easier to open those apps.

1. On the home screen, touch and hold an app icon or open app until 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.

Illustration of the device with a directional arrow moving diagonally across the screen. At the end of the arrow is a highlighted box, indicating an icon that was moved.

Add folders to the home screen

You can organize your app icons by adding folders to the home screen. For example, you can add a folder for all of the games that you download and a folder for all of your business and productivity apps. To hide unused apps, you can add a folder 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 start to blink.
2. Drag the app icon on top of another app icon that you want to include in the same folder.
3. Type the name of the folder.
4. Tap **Create**.

Move an app icon out of a folder

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

Rename a folder

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

Deleting apps

You can delete apps from the home screen of your BlackBerry device, or you can delete the apps that you download from the BlackBerry World storefront. Some apps are part of the core BlackBerry experience and can't be deleted.

Delete a downloaded app from BlackBerry 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 BlackBerry World home screen, tap The more tabs icon > **My World**.
2. Tap **My Apps & Games**.
3. Tap **Installed**.
4. Touch and hold an item, and tap Uninstall .
   - If you think that you might want to reinstall the app later, tap **Uninstall**.
   - If you want to permanently delete the app, tap **Delete**

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

Delete an app from your home screen

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

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

Reinstall an app or game

1. On the BlackBerry World home screen, tap The more tabs icon > **My World** > **My Apps & Games**.
2. Tap **Available**.
   - To reinstall one app or game, tap The Install icon next to the app or game that you want to install.
   - To reinstall multiple apps and games, at the bottom of the screen, tap The More icon > The select more icon . Tap the apps and games that you want to reinstall. Tap The Install All icon .

When you switch to a new BlackBerry device, some apps you downloaded from BlackBerry World might not be available for use on your new device. Subject to any statutory rights 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 tasks, and interact with your device using natural language.

The BlackBerry Assistant can make multitasking easier. Instead of navigating to a specific app, you can simply open the BlackBerry Assistant and speak your requests. The BlackBerry 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 screen.

When you speak your requests through a Bluetooth 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 BlackBerry 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	Tasks
The Email icon	**Email** Send an email, reply to an e mail, and search your email messages.
The BBM icon	**BBM** Send a BBM message, reply to a BBM message, and search your BBM messages.
The Phone icon	**Phone** Make a call by using a contact name or phone number, and check or return your missed calls.
The Calendar icon	**Calendar** Create a calendar event, edit a calendar event, invite colleagues to a meeting, and search your calendar.
The Knowledge icon	**Knowledge** Get answers to thousands of questions with the help of Wolfram Alpha.
The Text Messages icon	**Text Messaging** Send a text message, reply to a text message, and search your text messages.
The Apps and Settings icon	**Apps and Settings** Open apps and change some of your device settings.
The Search icon	**Search** Search the Internet with your preferred search engine, or search your device by keyword.
The Navigation icon	**Navigation** Get directions to a specific address, city center, or point of interest.
The Alarm icon	**Alarm** Set a new alarm, change existing alarms to a new time or frequency, and turn off alarms.
The Facebook icon	**Facebook** Send a Facebook message, search your messages, and update your Facebook status.
The Twitter icon	**Twitter** Post a tweet, find out what topics are trending, search your Twitter direct messages, and send a direct message.
The Foursquare icon	**Foursquare** Check in to your favorite locations with Foursquare.
The music icon	**Music**

App or Service	Tasks
	Search your music library, play your favorite songs or playlists, and pause, shuffle, or skip songs while they play.
The Reminders icon	**Reminders** Create tasks, notes, and reminders in BlackBerry Remember, and search your tasks, notes, and reminders.
The Weather icon	**Weather** Check your local forecast, a different city's forecast, and other weather information.
The Places icon	**Places** Find businesses and points of interest nearby, or find businesses and points of interest in a different city.
The Sports icon	**Sports** Check scores, schedules, standings, and other info for various professional sports leagues in North America and Europe.
The Movies icon	**Movies** Check movie times for a specific movie, or check what's playing at a specific theater.

Learn what you can say or type in the BlackBerry 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 the Info icon.
2. Tap an app or service to see a list of sample requests.

Change your BlackBerry Assistant language settings

If your BlackBerry Assistant language setting is different from your device language setting, your BlackBerry Assistant experience might be impacted. Text on the screen 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 of the screen.
2. Tap Image **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 use the BlackBerry Assistant to dial phone numbers and search your device. The BlackBerry Assistant supports more languages when Full Assistance mode is turned off.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Assistant**.
3. Turn off the **Full 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, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Assistant** > **Device Search Settings**.
3. Do any of the following:
   - To specify which categories to include in searches, tap **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, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Assistant**.
3. Do any of the following:
   - To turn on or turn off voice responses, in the **Voice Response** drop-down list, tap **On** or **Off**.
   - To hear voice responses only when you're using a Bluetooth enabled device, in the **Voice Response** drop-down list, tap **With Bluetooth Device Only**.
   - 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 combines the calendar info from the email and social networking accounts that you add to your device. The Calendar app presents the info so that you can view all your meetings, appointments, tasks, alarms, and events in one place.

About the Calendar app

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

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

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 month	Press **P**
Go to the next day, week, or month	Press **N**
Go to the schedule view	Press **D**
Go to the agenda view	Press **A**
Create a new event	Press **C**
Search your events	Press **S**
Edit an event	Open an event and press **E**.

Subscribe to a public calendar on your device

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

You can add a public calendar that uses the ICS format to your BlackBerry device so that you can see that calendar in the Calendar app. When the owner of the calendar makes changes to events, the changes are synced to your device. Only the owner can change events in a public calendar. You can also open public calendar links in the BlackBerry Browser or in an email and quickly add them to the calendar in the Calendar app.

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

View your events

You can view your calendar events for a day, week, or month. You can also go to a particular date in any calendar view by tapping The Go to Date icon.

1. In the Calendar app, tap The More icon.
2. Do one of the following:
   - To view events for a single day, tap The Day View icon.
   - To view events for a week, tap The Week View icon. Try using the pinch gesture to zoom in and see a more detailed view.
   - To view events for a month, tap The Month View icon.
   - To view a year, in month view, swipe left.
   - To see an agenda view, tap The Agenda icon.

Tip: To scroll through multiple months in your calendar, in the month view, swipe up or down on the screen.

Find email and files associated with an event

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

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

Create an event in the Calendar app

1. In the Calendar app, tap The Add icon.
2. Enter the information for the event.
3. Tap **Save**.

Tip: In any schedule view (for example, in the day schedule view or in the week 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 participants either when you create the event, or after. If you added a Microsoft Exchange work account, you can connect to the remote server to add people who aren't in your contact list.

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

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

Tip: Some accounts might let you view the participants' availability. After you add 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 The Availability icon and move the slider until the participants' names 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 The Map icon . Choose a location.

Schedule a recurring event

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

Change the availability status or reminder time for an event

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

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

Add conference call details to an event

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

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

1. When you create or change an event, tap the **Calendar** drop-down list.
2. In the **Conference** drop-down list, do one of the following:
   - To add new conference call details to your event, tap **Add Bridge**. Enter a name, 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 app

When you add a task to the Calendar app, your task is added to both the Calendar app and the Remember app.

1. In the Calendar app, tap The More icon > The Add Task icon.
2. Enter your task details.
3. Tap **Save**.

Tip: To see your task in the Remember app, on the home screen, open the app.

Hide a calendar

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

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

Change or delete an event

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

In the Calendar app, touch and hold an event.

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

Create a follow-up meeting

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

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

Join a conference call from a meeting reminder

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

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

Save conference call details in the Calendar app

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

1. In the Calendar app, swipe down from the top of the screen.
2. Tap The Settings icon > **Mobile Conferencing** > The Add Bridge icon.
3. Enter the conference call bridge information, such as phone numbers and access codes.
4. Tap **Save**.

Add WebEx details to an event

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

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

1. When you create a calendar event, tap the **Calendar** drop-down list.
2. Turn on the **Add WebEx** switch.
3. Tap **Save**.

4. On the **WebEx Meeting** screen, enter your WebEx password.
5. Tap **Schedule**

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

Add WebEx details to an existing event

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

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

1. When you change an event, tap The More icon .
2. Tap The Add WebEx icon .
3. On the **WebEx Meeting** screen, enter your WebEx password.
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 event

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

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

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

Join a WebEx event

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

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

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

- In a calendar reminder, tap **Start WebEx**
- In a calendar event, on the event screen, tap **Start WebEx**, or tap The More icon > The Start WebEx icon .

Send an "I will be late" message

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

1. Open the event, either from the BlackBerry Calendar app or from the event reminder.
2. Tap The More actions icon > The I'm Running Late icon .
3. In the dialog box, move the slider to indicate how 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 The Share icon > **Meeting Participants**.
3. Tap a meeting.
4. On the **Compose** screen, type a message.
5. Tap **Send**.

Customizing Calendar app settings

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

Change your default calendar

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

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

Enable Meeting Mode

When you turn on Meeting Mode, your phone notifications are automatically silenced during the meetings you have scheduled in the Calendar app. When meetings 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 the screen.
2. Tap The Settings icon > **Meeting Mode**.
3. Turn on the **Meeting Mode** switch.

Change the email address to use with each calendar

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

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

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

Change default settings for events

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

1. In the Calendar app, swipe down from the top of the screen.
2. Tap The Settings icon **Settings** > **General**.
   - To change how long your meetings are scheduled for, in the **Meeting Duration** drop-down list, tap a new duration.
   - To change the default reminder time for events, in the **Meeting Reminder** or **All-Day Meeting Reminder** drop-down list, tap a new time.
   - To change the snooze intervals, in the **Snooze Interval** drop-down list, tap a new snooze time.

Change how your calendar is displayed

1. In the Calendar app, swipe down from the top of the screen.
2. Tap The Settings icon **Settings** > **General**.
   - To change the day that the week starts on, in the **First Day of the Week** drop-down list, tap a day.
   - To change the week to a 5-day work week, or a 7-day full week, in the **Week View** drop-down list, tap an option.

- To view week numbers, turn on the **Display Week Numbers** switch.
- To change the date that the year starts on, in the **First Week of the Year** drop-down lists, tap a date.
- To change your daily working hours, in the **Working Hours** section, 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 Gmail calendar), check that synchronization for the calendar is turned on. On the home screen, swipe down from the top of the screen. Tap The Settings icon > **Accounts**. Tap an account. Check that the **Sync Calendar** switch is turned on.
- If the calendar is saved on your computer in Microsoft Outlook or Apple iCal, try using BlackBerry Link to sync the calendar info on your computer with your BlackBerry device. For more information, see the BlackBerry Link help.
- If your calendar still isn't in sync, try removing and re-adding the account that the calendar is associated with.

I can't reply to or send meeting invitations

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

New or updated events aren't appearing in my calendar

You might need to refresh your calendars. In the Calendar app, tap The More icon > The Refresh icon .

I have duplicate calendar entries

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

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

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

1. On the home screen, swipe down from the top of the screen.
2. Tap The Settings icon **Settings** > **Accounts**.
3. Tap The More actions icon .
4. Tap **Clear Local Calendar**.

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

Contacts

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

About the Contacts app

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

Keyboard shortcuts: Contacts

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 of a contact's details	In a contact's details, press **T**.
Go to the bottom of a contact's details	In a contact's details, press **B**.

Adding contacts to the Contacts app

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

Add a contact to the Contacts app

1. In the Contacts app, tap The New Contact icon.
2. Enter the information for the contact. For additional fields, tap The Add Field icon..
3. If you have a work account and BlackBerry Balance is set up on your BlackBerry device, to save the contact in your work space, at the top of the screen, tap **Work**. After you start adding the contact information, you can't save the contact in your personal space.
4. Tap **Save**.

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

Copy contacts to and from your SIM 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 computer.

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

1. In the Contacts app, swipe down from the top of the screen.
2. Tap The Settings icon .
   - 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 your device memory to your SIM card, tap **Copy Contacts from Device to SIM Card**.
   - To view your SIM card contacts and decide which ones you want to copy to your device, tap **Manage SIM Card Contacts**.

Disable automatic contact merging

Your BlackBerry device automatically merges contacts when it's clear those contacts are the same person (for example, they share the same first and last names, mobile phone number, BlackBerry ID and so on). You can choose whether or not you want your device to merge your contacts automatically. To disable automatic contact merging:

1. In the Contacts app, swipe down from the top of the screen.
2. Tap The Settings icon .
3. Turn off the **Automatically Merge Contacts** switch.

Tip: If you also want to unmerge your existing contacts, turn on the **Unmerge Existing Contacts** switch.

Add a contact from the Calls screen

1. In the Phone app, tap The Calls icon .
2. Touch and hold a phone number.
3. Tap The Add To Contacts icon .
   - To add the phone number to an existing contact entry, tap a contact from the list.
   - To add the contact as a new contact, tap The New icon .
4. Tap **Save**.

Import contact card information to your contact list

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

1. Tap the contact card.
2. Do one of the following.
   - If the contact card contains one contact only, tap The Save icon.
   - If the contact card contains multiple contacts, tap **Import**.

Contact views

When you tap a contact in the Contacts app, your BlackBerry device shows you lots of details about the person. Some info, like a contact's birthday, the company the person works for, and the person's picture, is pulled from social networking accounts that you added to your device, like Twitter or LinkedIn. Other info can be added by you. There are three tabs, or views, that you can tap through.

Details

This view shows you an overview of contacts' details, how to contact them, where they work, their birthdays, and so on. You can tap on phone numbers or email addresses to start connecting with contacts.

Updates

This view shows you your contacts' most recent updates from social networking apps like Twitter and Facebook. If you added a contact's company name, the Updates view also shows you news about that company. Tap on an update to see it in a social networking app or the Browser.

Activity

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

Changing contacts in the Contacts app

Add or change a picture for a contact

1. In the Contacts app, tap a contact > The Edit icon.
   - To use a picture from a social networking account that you added, tap one of the available pictures at the top of the screen.
   - To use a saved picture, in the picture area, tap The Add a Picture icon. Browse to the picture.

- To take a picture with the camera, in the picture area, tap The Add a Picture icon . Tap The Camera icon . Take a picture. If necessary, crop or edit the picture. Tap **Done**.

2. Tap **Save**.

Change info for a contact

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

Delete a contact

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

Copy a contact to another account or storage location

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

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

Create a contact group in the Contacts app

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

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

Add a contact to a contact group

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

Remove a contact from a contact group

1. In the Contacts app, tap a contact group.
2. Tap The Edit icon .
3. Beside the contact's name, tap The Clear icon.
4. Tap **Save**.

Rename a contact group

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

Add a contact to your favorites

When you add contacts to your favorites, their pictures appear at the top of your contact list so that you can quickly connect with them.

1. In the Contacts app, touch and hold a contact.
2. Tap The Add to Favorites icon .

Related information

Add a contact or number to your speed dial list,38

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 speed dial list, 38

Set a custom ring tone for a contact

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

Tip: In addition to the ring tone, you can also customize other settings for a contact, such as notification volume levels, and the LED color that appears on your device when they send you a message or call you.

Search for a contact

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

In the Contacts app, tap Search.

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

Filtering contacts

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

View contacts by account or type

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

1. In the Contacts app, tap The More icon.
2. Tap the type of contacts that you want to see.

Hide a set of contacts

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

1. In the Contacts app, swipe down from the top of the screen.
2. Tap The Settings icon .
3. In the **Show Account in Contact List** section, turn off 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.
2. Tap The Settings icon .
3. In the **Sort Contacts by** drop-down list, tap a sort option.

Share a contact

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

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

Troubleshooting: Contacts

My contacts weren't merged automatically

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

1. In the Contacts app, touch and hold a contact.
2. Tap Select More .
3. Tap the contacts that you want to merge.
4. Tap The Link Contacts icon .

My contacts' pictures change sometimes

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

I have duplicate contact entries

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

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

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

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

CAUTION: Clearing your local data will 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 alarm time, and add multiple alarms. On the World Clock screen, you can view the time in other parts of the world. You can also use the stopwatch and set a timer from the Clock app.

Keyboard shortcuts: Clock

Using the stopwatch

- On the Stopwatch screen, to start or stop the stopwatch, press the Space key .
- On the Stopwatch screen, to reset the stopwatch and clear lap results, press the Delete key .

Using the timer

- On the Timer screen, to start or stop the timer, press the Space key .
- On the Stopwatch screen, to reset the timer, press the Delete key .

Setting the alarm clock

Set an alarm

1. Tap the More Tabs icon > The Alarm Clock icon.
2. At the bottom of the screen, turn on the **Alarm** switch.
3. Touch and hold the dial outside of the clock face.
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** drop-down list and scroll up or down to adjust the time that the alarm is set for.

Set additional alarms

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

1. Tap the More Tabs icon > The Alarm Clock icon.
2. Do one of the following:
   - If you have only one alarm set, tap the Add Alarm icon.
   - If you have two or more alarms set, tap The alarm list icon > the Add Alarm icon.
3. Type an alarm name.
4. Set an alarm time, recurrence, tone, and snooze duration.
5. Tap **Save**.

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 the More Tabs icon > The Alarm Clock icon > the Alarm List icon.
2. Do any of the following:
   - To turn on or turn off an alarm, next to the alarm, tap the switch.
   - To change the alarm name, time, tone, recurrence, or snooze duration, tap an alarm.
   - To delete an alarm, touch and hold an alarm. Tap the Delete icon.

Change your alarm tone

1. Tap the More Tabs icon > The Alarm Clock icon .
2. Tap the Alarm List icon
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 BlackBerry device, tap the Add Music Icon .

Set an alarm for multiple days

1. Tap the More Tabs icon > The Alarm Clock icon .
2. Tap the Alarm List icon
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, select the check box next to one or more days.

Set the snooze

1. Tap the More Tabs icon > The Alarm Clock icon
2. Tap the Alarm List icon
3. Tap an alarm.
4. Tap **Snooze**.
5. Select a length of time.

Stopwatch

1. Tap the More Tabs icon > Stopwatch .
2. Tap The Start icon .
3. To start a new lap, tap **Lap**.

To view your lap times, swipe from right to left.

Timer

Set the timer

1. Tap the More Tabs icon > Timer.
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 the Start icon.

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 set for.

Change your timer tone

1. Tap the More Tabs icon > Timer.
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 your BlackBerry device, tap **Add Music**.

World clock

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

Add a city to the world clock screen

1. Tap the More Tabs icon > World clock.
2. Tap the Add Location icon.
3. Enter a location.
4. Tap a city.

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

Delete a city from the world clock screen

1. Tap the More Tabs icon > World clock.
2. Touch and hold a city.
3. Tap the Delete icon.

Turn on bedside mode

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

1. In the Clock app, swipe down from the top of the screen.
2. Tap The Bedside mode icon.

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

Change your bedside mode settings

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

1. In the Clock app, swipe down from the top of the screen.
2. Tap the Clock Settings icon.
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 screen.
2. Tap the Clock Settings icon.
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 games

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

- To search the entire BlackBerry World storefront from the BlackBerry World home screen, tap Search .
- To search in a specific section, tap The more tabs icon . Tap **Apps** or **Games**. Tap Search .
- To search using a recent search term, tap Search . 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, tap Categories .
2. Tap **Games** or **Apps**.
3. Tap a category.
4. If necessary, tap a subcategory.

Tip: After you browse to a subcategory of apps or games, you can filter the list of apps or games to show only free items, items for sale, or items with a specific star rating. To filter a list of apps or games in a subcategory, tap **All Apps** or **New Arrivals**. Tap The Filter icon .

Scan a QR code

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

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

Delete a recent search term

1. On the BlackBerry World storefront home screen, tap Search.
2. Next to a search term, tap The remove icon.

Turn on private browsing

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

1. In the BlackBerry World storefront, swipe down from the top of the screen.
2. Tap The Settings icon > **General**.
3. Turn on the **Private Browsing** switch.

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

Download and buy apps and games

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

1. In the BlackBerry World storefront, tap an item.
2. In the upper-right corner of the screen, tap the button with the price displayed on it.
3. If necessary, enter your BlackBerry ID password.
4. To change your payment method before you pay for an item, tap the **Payment Options** icon. Tap a payment method.
5. Tap **Purchase**.

Tip: To share an app or game, tap Share.

Buy a subscription to an app or a game

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

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

Cancel a subscription

1. On the BlackBerry World storefront home screen, tap The more tabs icon > **My World** > **My Apps & 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 screen.
2. Tap the Redeem icon .
3. Enter the promo code.
4. Complete the instructions on the screen.

Change your payment options

1. In the BlackBerry World storefront, swipe down from the top of the screen.
2. Tap The settings icon > **Payment Options**.
3. Enter your BlackBerry ID password.
4. Tap a payment option.
5. Do any of the following:
   - To add a new payment method, tap The add icon .
   - To set a default payment method, tap The set as default icon.
   - To edit a payment method, tap The edit icon .
   - To delete a payment method, tap The delete icon .
6. Complete the instructions on the screen.

About BlackBerry Guardian

Feel safe and secure when you download apps and games from BlackBerry World with BlackBerry Guardian.

BlackBerry Guardian evaluates all apps and games in BlackBerry 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 BlackBerry 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 forms of malicious software and privacy concerns.

If malicious software is discovered in an app or game after it's available, the app or game is removed from BlackBerry World.

Android apps

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

Downloading and installing Android apps from the Amazon Appstore

Create an Amazon account or sign in with your existing Amazon account to search for apps and download apps from the Amazon Appstore.

After you download an app from the Amazon Appstore, tap **Install** at the top of the screen. You can also check out the **Help** screen in the Amazon Appstore for more info.

Downloading and installing Android apps from other sources

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

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

CAUTION:

Apps that you install from sources other than BlackBerry World 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 smartphones can be installed and opened on BlackBerry devices, some apps might make use of services that are not supported by BlackBerry 10 OS. BlackBerry 10 OS might also replace these services with alternate services (such as mapping services).

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

Change your Android app installation settings

1. On the Home screen, swipe down from the top of the screen.
2. Tap Image. **Settings** > **App Manager** > **Installing Apps**.
3. Do any of the following:
   - To allow the installation of Android apps from sources other than the Amazon Appstore, turn on the **Allow Apps from Other Sources to be Installed** switch.
   - To stop inspecting Android apps and identify 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 screen or you can quickly go back to the previous screen.

Do any of the following:

- To see the additional actions that you can perform, in an app, swipe down from the top of the screen.
- To show or hide the action bar 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.

Illustration of an arrow representing a touch moving from below and halfway across the screen, diagonally up and to the left.

Maps and GPS

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

BlackBerry Maps icons

Icon	Description
The Locate Me icon	Show your current location on the map.

Icon	Description
The My Places icon	See your Recents, Favorites, and Contacts locations.
The Get Route icon	Get route directions
The Pin icon	View places that you search for or have added to the map. Purple icons are used to identify locations that you have searched for. Blue icons illustrate places that you have added to the map.
The Clear Map icon	Clear the places that you have pinned and added to the map.
The Map icon	Go to the map screen.

Search for a place or an address on a map

You can use the GPS feature on your BlackBerry device to search for a specific address or a type of location and view the results on the map.

1. In the Maps app, in the **search** field, enter an address or 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, press the **Enter** key.
   - To view a specific search result as a pin on the map, tap 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, tap The Get Route icon .

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 detailed 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 The More Tabs icon .

Pin a place on a map

In BlackBerry Maps, you can add pins to your map to track where you're 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 result.

To clear all of the pins from a map, on the map screen, tap The More Actions icon > The Clear Map icon .

Get directions

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

1. In the Maps app, find a place by doing one of the following:
   - On the map 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 The More Actions icon > The My Places icon . Tap **Recents**, **Favorites**, or **Contacts**. Tap an address, a place, or a contact.
2. Tap The Get Route icon .
3. To begin receiving turn-by-turn directions, tap The Get Route icon .

To stop turn-by-turn directions in the map view or detail view, tap The Clear Map icon . To stop turn-by-turn directions in the street-level view, tap anywhere on the screen. Tap The Clear Map icon .

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

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

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

- To view a list of directions to your destination, tap the List icon .
- To view an overview of the route on a map, tap the Map View icon .

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

Show or hide traffic

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

Do one of the following:

- On the map screen, tap The More Actions icon > The Show Traffic icon.
- When viewing or listening to turn-by-turn directions in the street-level view, tap The More Actions icon > The Show Traffic icon .

To hide traffic data, tap The More Actions icon > The Hide Traffic icon .

Mute voice-guided directions

By default, voice-guided directions are turned on.

1. If you are in the map view or the detail list view, to return to the street-level view, tap the Navigation icon .
2. To turn off voice guided directions, tap the Mute icon .

Change your route preferences

You can change your route preferences while viewing or listening to turn-by-turn directions in BlackBerry Maps. You can set your route to avoid toll roads, highways, car-sharing lanes, or ferries. You can also set the type of route that you want to take (fastest, simplest, or shortest).

1. In the Maps app, swipe down from the top of the screen.
2. Tap The Settings icon > **Route Options**.
3. Turn on the switches for the types of things that you want to avoid. Tap the type of route that you want to take.

Recalculate routes

While viewing or listening to turn-by-turn directions, you can manually recalculate your directions when you make a wrong turn or would like alternative directions.

1. If you are in the street-level view, to show the navigation bar, tap the screen.
2. Tap the More icon > the Update route icon .

My places

In BlackBerry Maps, you can find your favorites, recent places, and contacts' places on the **My Places** tab.

Add a place to the Favorites screen

1. In the Maps app, tap The More Actions icon > The My Places icon .
2. Tap The Favorites icon .
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 Favorites screen by touching and holding a search result or contact name and tapping The Add Favorite icon .

To remove a place from the Favorites screen, tap The More Actions icon > The My Places icon . Tap **Favorites**. Touch and hold the place that you want to remove. Tap The Remove Favorite icon .

Add your work or home address

In BlackBerry Maps, you can add your work and home addresses to save time when planning trips and getting directions.

1. In the Maps app, tap The More Actions icon > The My Places icon .
2. Do one of the following:
   - Tap The More Actions icon > **Add Home**
   - Tap The More Actions icon > **Add Work**.

View your recent places

BlackBerry Maps remembers and organizes the last 100 places that you searched for so that you can quickly access them again.

1. In the Maps app, tap The More Actions menu > The My Places icon .
2. Tap **Recents**.

Clear your recent places

You can clear the list of recently viewed places in BlackBerry Maps.

Tip: If you have places that you want to keep so that you don't have to search for them again, add them as a favorite before you permanently clear the list.

1. In the Maps app, swipe down from the top of the screen.
2. Tap The Settings icon > **Clear History**.
3. Do one of the following:
   - To delete your history, recent destinations, and searches, tap **Clear Recents**.
   - To delete your recent places and searches, and reset the app to the default settings, tap **Reset Maps**.

View a contact's address on a map

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

1. In the Map app, tap The More Actions icon > The My Places icon .
2. Tap **Contacts**.
3. Touch and hold a contact's name.
4. Tap The Map icon .

Changing settings for Maps

Switch between kilometers or miles

BlackBerry Maps displays distances using either imperial (feet/yards and miles) or metric (meters and kilometers) measurements, as set in your device settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap Settings > **Units of Measure**.
3. Tap **Change Device Settings**.

Change default route settings

If you always want BlackBerry Maps to show you the fastest or shortest route, or want to avoid certain things on your route, such as highways, toll roads, car-sharing lanes, or ferries, you can change your default settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap Settings > **Route Options**.

Switch between voice-guided prompts and tones

BlackBerry Maps can prompt you about upcoming turns using voice directions or tones.

1. In the Maps app, swipe down from the top of the screen.
2. Tap Settings > **Navigation Audio**.
3. Tap an option.

Turn on Night Mode

1. In the Maps app, swipe down from the top of the screen.
2. Tap The Settings icon > **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 display in the language specific to the map or area that you're currently viewing.

1. In the Maps app, swipe down from the top of the screen.
2. Tap The Settings icon > **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 GPS technology and other information to provide you with information, such as driving directions.

Turn on or turn off location services

Some apps require GPS location information to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Location Services**.
3. Turn on **Location Services**.

Change location permissions for apps

You can review and remove any GPS location-related permissions that individual apps have requested. Some apps require specific permissions to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Application Permissions**
3. Tap an app.
4. Tap a switch.

Turn on or turn off location-based ads

If location-based ads are turned on, apps using the Advertising service can use your GPS location to present more relevant promotional content or offers. No data that personally identifies you is ever shared with third-party advertisers.

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

2. Tap Image **Settings** > **Location Services**.
3. Turn on **Location-based Ads**.

Turn on or turn off traffic data

If traffic data is turned on, your BlackBerry device sends anonymous GPS location information to provide traffic data to BlackBerry applications.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Location Services**.
3. Turn on **Traffic Data Collection**.

About the compass

The digital compass on your BlackBerry device works like a regular 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 BlackBerry device.

The current direction that you're facing appears at the top of the screen.

Point the compass to true north or to magnetic north

You can choose to navigate with your compass using either true north or magnetic 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 on true north (for example, if you are using your compass to follow a map) you must turn on GPS.

In the compass app, do one of the following:

- To navigate based on true north, at the bottom of the screen, turn on the switch.
- To navigate based on magnetic north, 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 actions:

- If the compass doesn't point north, move your BlackBerry device away from metal objects, such as magnets or electronics.
- If you have turned on Location Services and are navigating based on true north, you need the GPS receiver to be able to connect to GPS satellites. Try moving outside or near a window in order to establish a GPS connection.

I'm seeing the interference indicator when I try to 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 rotate and tilt your device until the indicator disappears.

Browser

With the BlackBerry Browser, you can browse the Internet, stream video, switch between multiple tabs, download files, share links to webpages, and more.

Browsing the Internet

Use the BlackBerry Browser to browse the Internet quickly and conveniently on your BlackBerry device.

Keyboard shortcuts: Browser

Action	Shortcut
Go forward one page	Press **N**
Go back one page	Press **P**
Find text on a page	Press **S**
Open the address bar	Press **U**

Action	Shortcut
Open your bookmarks	Press **K**
Open your history	Press **H**
Open your tabs	Press **W**
Enter reader mode	Press **R**
Refresh a webpage	Press **L**
Zoom in	Press **I**
Zoom out	Press **O**
Go to the top of a webpage	Press **T**
Go to the bottom of a webpage	Press **B**
Move down the screen	Press The Space key
Move up the screen	Press The Shift key and The Space key

Go to a website

1. Type a web address or search term into the address bar at the bottom of the BlackBerry Browser.
2. Press The Enter key .

Tip: To maximize your screen space, the address bar 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 BlackBerry Browser continues to use the new search engine until you change it again.

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

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 or subject.
4. On the search results page, tap The More icon > The Add Search icon .
5. Tap **Add**.

Remove a search engine

1. Open the BlackBerry Browser and type a search term in the address bar.
2. Tap the search engine icon in the upper right corner of the screen.
3. Touch and hold a search engine.
4. Tap The Remove icon

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 The Tabs icon .

- To open a tab, tap The Add New Tab icon.
- To switch between tabs, tap a tab.
- To close a tab, on the tab that you want to close, tap The close tab icon .

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

Open a link in a new tab

1. In the Browser, touch and hold a link.
2. Tap Open Link in New Tab .

Share a link or picture

You can share items on the web through an email, a text message, Facebook, Twitter, BBM, and more.

In the BlackBerry Browser, do one of the following:

- To share the webpage that you're looking at, tap More actions > Share .
- To share a link or a picture, touch and hold the link or picture. Tap The Share icon .

Search for text on a webpage

On a webpage, tap More actions > Find on Page .

View webpages in a reader friendly format

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

On a webpage, tap More actions > Reader.

Change text size in reader mode

Do one of the following:

- To increase the text size, tap Increase Text.
- To decrease the text size, tap Decrease text.

Change the background color in reader mode

Tap The More icon > The Invert Colors icon.

Find files that you downloaded

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

In the Browser, tap More actions > Downloads.

Clear your list of downloaded files

In the Browser, tap More actions > Downloads > Clear downloads.

Add a website to your home screen

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

On a website, tap More actions > Add to Home Screen.

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 The More icon > The Save Page icon.
2. Choose the location that you want to save the webpage in.

Changing your Browser settings

Customize the Browser start screen

You can change what you see when your first open the BlackBerry Browser. You can set a specific home page, show thumbnails of the webpages that you visited recently or frequently, or open the webpages that were open in your previous Browser session.

1. In the Browser, tap The More menu > The Settings icon > **Display and Actions**.
2. Tap the **On Startup Show** drop-down list.
   - To set a specific home page, tap **My Home Page**. Type a web address.
   - To show thumbnails of the webpages that you visited recently or frequently, tap **New Tab Page**.
   - To open the webpages from your previous Browser session, tap **My Tabs From Last Time**.

Bookmarks and browsing history

Bookmark your favorite webpages so that you can easily access them the next time you use the BlackBerry Browser.

Bookmark a favorite webpage

On a webpage, tap More actions > Add to Bookmarks.

View your Browser bookmarks

In the BlackBerry Browser, tap The Tabs, Bookmarks, and History icon > The Bookmarks icon.

View your bookmarks by tags or in a list

1. In the BlackBerry Browser, tap The Tabs, Bookmarks, and History icon > The Bookmarks icon.
2. Tap **Tags** or The Switch to List icon.

Organizing your bookmarks

It's a good idea to keep your bookmarks organized so that you can more easily find the webpages that you're looking for.

Change your bookmarks

You can change the name or web address of a bookmark.

1. In the Browser, tap Tabs, Bookmarks, and History > Bookmarks

2. Touch and hold a bookmark.
3. Tap Edit Bookmark.
4. Type a new name or web address.

Add, rename, or delete a bookmark tag

Tags help you categorize your bookmarks so that you can find them more quickly. For example, you might use tags to organize your favorite news-related webpages or blogs.

In the BlackBerry Browser, tap The Tabs, Bookmarks, and History icon > The Bookmarks icon.

- To add a tag, touch and hold a bookmark. Tap The Edit Bookmark icon. In the **Add tags** field, type a tag name.
- To rename a tag, tap **Tags**. Touch and hold a tag. Tap The Edit Tag icon. Type a new name for the tag.
- To remove a tag from a bookmark, touch and hold a bookmark. Tap The Edit Bookmark icon. Tap a tag.
- To delete all instances of a tag, tap **Tags**. Touch and hold a tag. Tap The Delete icon.

Delete a bookmark

1. In the Browser, tap Tabs, Bookmarks, and History > Bookmarks.
2. Touch and hold a bookmark.
3. Tap Delete.

View your browsing history

1. In the Browser, on a webpage, tap The Tab icon.
2. Tap The History icon.

To close your browsing history, tap The Back icon.

Tip: To view a webpage in your history, on a webpage, touch and hold The Back icon until your history appears.

Delete your browsing history

1. In the Browser, tap The Tab icon.
2. Tap The History icon.
   - To delete all of your browsing history, tap The Delete icon.
   - To delete a specific webpage from your browsing history, touch and hold the thumbnail for the webpage. Tap The Delete icon.

Browsing safely

To help you browse safely, you can check the certificates for a website, change the security settings, and change permissions for specific websites in the BlackBerry Browser.

About website certificates

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

Website certificate icons

Icon	Description
EV Certificate icon	The website's identity has been verified by an extended validation certificate from a trusted certificate authority.
DV Certificate icon	The website's identity has been verified by a domain-validated certificate from a trusted certificate authority.
Mixed Certificate icon	Some parts of the website are secure and other parts of the website are not. Use caution if you enter sensitive information on the website.
Unknown Certificate icon	The website might be unsafe because the certificate is unknown. Entering sensitive information on the website is not recommended.

Change Browser security settings

In the Browser, tap More actions > The Settings icon > **Privacy and Security**.

Security settings

Remove History Items

Specify how often your BlackBerry device automatically deletes the browsing information from your BlackBerry Browser history.

Private Browsing

Keep your browsing information (your history, cached files, cookies, and so on) only while a browsing session is open. When you close the Browser, the information is automatically deleted.

Block Pop-ups

Choose whether or not to allow pop-up windows to appear in your browsing session.

Accept Cookies

Let websites use cookies to send and receive information between the website and the Browser. Cookies can be helpful because websites can use them to remember information about your preferences and user information, but cookies can pose a privacy risk as well.

Clear Cookies and Other Data

Clear all of your saved Browser information.

Clear History

Clear your Browser history.

Change permissions for specific websites

As you browse the Internet, you might grant permissions to allow websites to access information, such as your location. You can remove those permissions at any time.

1. In the Browser, tap More actions > The Settings icon > **Site Permissions**.
2. Tap a website. Tap **Edit**.
3. Tap Delete beside the permissions that you want to remove.
4. Tap **Done**.

Troubleshooting: Browser

I can't watch a video online

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

The Smart Tags application explained

The Smart Tags app takes bits of information and transforms the info into a smart tag. It can include text, websites and other URIs, phone numbers, email 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 allows you to store the smart tags that you receive and use them or pass them on later.

Instead of handing out business cards, try creating your own smart tag that 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 wireless service provider, your administrator's settings, and your BlackBerry device model.

Scan a QR Code, barcode, or an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

When you scan a QR Code or barcode by using the Smart Tags app, your device saves 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 app before you scan the NFC tag.

Do any of the following:

- To scan a QR Code or barcode, open the Smart Tags app. Tap The Scan icon . Tap The Scan icon or The Scan Barcode icon . Hold your device so that all four corners of the QR Code or barcode appear on your screen.
- To scan an NFC tag, tap the back of your device against the NFC tag.

Delete a smart tag from your device

1. In the Smart Tags app, tap The More icon > The Select More icon
2. Select one or more tags that you want to delete.
3. Tap The More icon > The Delete icon

Create your own smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can create your own smart tag to share with other devices, save to an NFC tag, or display as a QR Code.

1. In the Smart Tags app, tap The Create icon .
2. Tap a tag type.
3. In the fields that appear on the screen, enter the necessary information.

Tip: You can group multiple tags together. Press and hold an existing tag. Tap **Add**. Repeat Steps 2 and 3 to create a tag.

Smart tag types

More smart tag types might be available depending on the apps installed on your BlackBerry device.

Web

Use to create a smart tag that, when opened, 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 network.

Bluetooth

Use to create a smart tag that, when written to an NFC tag and then tapped on, pairs you with a specified Bluetooth enabled device.

Contact

Use to create a smart tag that, when opened, adds the contact information in the Contacts app.

Event

Use to create a smart tag that, when opened, creates an appointment in the Calendar app.

Geo Location

Use to create a smart tag that, when opened, searches for directions in the Maps application.

Phone

Use to create a smart tag that, when opened, calls a phone number.

Email

Use to create a smart tag that, when opened, composes an email. When you create the tag you can fill in the Subject and Message fields to prepopulate these fields when the tag is opened, or you can leave these fields blank.

Text Message

Use to create a smart tag that, when opened, composes a text message (SMS or MMS). When you create the tag you can fill in the Message field to prepopulate this field when the tag is opened, or you can leave this field blank.

Text

Use to create a smart tag that displays a message.

Other

Use to create a smart tag that identifies a resource by using your own URI (Uniform Resource Identifier). For example, if you create your own application for the BlackBerry device, you can use this tag type to create a smart tag for your app.

Favorite a smart tag

You can make smart tags easier to find if you mark them as favorites.

1. In the Smart Tags app, touch and hold the tag that you want to favorite.
2. Tap The Add to Favorites icon .

View your favorite smart tags

In the Smart Tags app, tap The More Tabs icon > The Favorites icon .

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 Tags app, touch and hold a tag.

- To display the smart tag as a QR Code for another device to scan, tap The show as barcode icon .
- To share the smart tag through a message, such as an email or text message, or to share the smart tag with an application, such as BlackBerry Remember, tap The Share icon . Tap a message type or application.
- To send the smart tag to another NFC-enabled BlackBerry device, tap The Share icon > **NFC**. Align the backs of the devices.
- To copy the smart tag to a writeable NFC tag, tap The Write To NFC Tag icon . Tap your device against the NFC tag.

  Tip: NFC tags are often sold as stickers. If you copy 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, depending on your wireless service provider, your administrator's settings, and your BlackBerry 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 locked it can't be unlocked, changed, or erased.

1. In the Smart Tags app, tap The More icon > The lock NFC tag icon .
2. Align the back of your BlackBerry device with the tag.

Change a smart tag title

1. In the Smart Tags app, touch and hold a smart tag.
2. Tap The Edit icon .
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 settings, and your BlackBerry device model.

If the NFC tag isn't locked, you can erase the smart tag information that is stored on it.

1. In the Smart Tags app, tap The More icon > The Erase NFC tag icon Erase NFC tag .
2. Align the back of your BlackBerry device with an NFC tag.

File Manager

You can use File Manager to view, save, zip, and share files and folders on your BlackBerry device. You can also access files that are saved in the cloud.

Viewing files

View files on your device

To view a file in File Manager:

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

To go back, tap The Back icon .

Tip: If BlackBerry Balance is enabled on your device and you want to access your work files, on the home screen, swipe down from the top of the screen. Tap **Switch to Work** .

View files on connected devices or networks

You can view files on devices that are connected to your BlackBerry device, such as a media card or a device connected by a USB cable. If you are logged in to a cloud application on your device, you can also access files stored in the cloud. To access a file stored on another device:

1. Tap The More icon .
2. Tap a device.

Files and folders stored on the selected device appear in File Manager when opened or when viewed.

Managing your files

Rename a file or folder

File Manager allows you to make changes to file and folder names, such as fixing a typo or word. To rename a file or folder:

1. Touch and hold a file or folder.
2. Tap The Rename icon.

Tip: To change a file type, touch and hold a file. Tap The Properties icon > The Edit icon.

Add a folder

When you open File Manager, a list of pre-defined folders appears. To add a folder, do the following:

1. Navigate to where you want to add a new folder.
2. Tap The More icon.
3. Tap The Add Folder icon.

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 The Search icon.
2. Enter all, or part, of the name of the item you are searching for.

Note: To search for an item on a connected device, you must perform the search when the device is open in File Manager.

Sort files and folders

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

Tip: To change the way you view your files and folders, tap The List icon to view them as a list or The Grid icon to view them as a grid.

Tap The More icon > The Sort icon.

- To change the way files and folders are sorted, tap **Sort** > **Name**, **Date**, **Type**, or **Size**.
- To change the order of your files and folders, tap **Order** > **Ascending** or **Descending**.

Select multiple files

1. Tap The More icon .
2. Tap The Select icon .
3. Tap the items that you want to select.

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

Transferring files

Share files

1. Touch and hold a file.
2. Tap The Share icon .
3. Choose a destination.

Tip: To share multiple files, tap The More icon > The Select icon . Tap the files you want to share. Tap the Share icon .

Move a file

1. Touch and hold a file or folder.
2. Tap the Move icon .
3. Navigate to where you want to move the file.
4. Tap **Move**.

Copy a file

1. Touch and hold a file or folder.
2. Tap The Copy icon .
3. Navigate to where you want to copy the file or folder.
4. Tap **Paste**.

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Working with zip files

Zip files and folders

Zip your files to help reduce memory space. You can zip a single file or folder, or zip multiple files or folders. You can also zip all of the files in a particular folder using the Zip All option.

Touch and hold a file or folder.

- To zip a single file or folder, tap The Zip icon.
- To zip multiple files or folders, tap the Select icon. Tap the files or folders you want to zip, then tap The Zip icon.

Unzip a file

You can unzip files, and also preview their contents. When you unzip a file, a folder is created with the same name as the zip file. The unzipped contents can be viewed in this folder.

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

Calculator

You can use the Calculator app on your BlackBerry 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 scientific or standard calculator

Using the Caculator app, you can easily change the calculator mode with the swipe of a finger.

1. In the Calculator app, tap **Calculator**.
2. To switch between scientific or standard calculator mode, swipe left or right on the calculator keypad.

Convert a unit of measurement

You can use the Calculator app on your BlackBerry device to convert one unit of measurement to another. The calculator includes many different 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 tip calculator to figure out how much of a tip to leave. You can customize your calculations to specify the number of people 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 people you are splitting the bill with.
5. To round the totals up, tap the **Round Upwards** check mark.

View your previous calculations

1. In the Calculator app, tap **Calculator**.
2. To view your previous calculations, in the answer field, tap The Previous Calculations icon .
3. To hide your previous calculations and return to the calculator keypad, tap The More Tabs icon again.

To clear all of your previous calculations, tap The Delete icon.

Productivity and work

Switch between your personal space and work space

When BlackBerry Balance technology is set up on your BlackBerry device, you can quickly switch between your personal space and work space.

Tip: To differentiate between your personal space and work space, you can set a different wallpaper for your personal space.

1. From the home screen, to switch between spaces, swipe down from the top of the screen. Tap **Switch to Personal** or **Switch to Work**.
2. From your personal space or work space, do any of the following:
   - To switch between your personal pictures and work pictures, in the Pictures app, tap The More Actions icon . Tap **Open Personal Pictures** or **Open Work Pictures**.
   - To switch between your personal files and work files, in Adobe Reader, Documents To Go, or File Manager, tap The More Tabs icon . Tap **Personal Space** or **Work Space**.

   When you switch between personal files and work files, the app opens a second instance of the application in the personal space or work space you are currently in.

About BlackBerry Balance and your work space

BlackBerry Balance technology helps address corporate security concerns without limiting personal use of your BlackBerry device. If your administrator turns on BlackBerry Balance, the device data, apps, and network access are separated so that you have a work space and a personal space. The separate spaces help you avoid activities such as accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. If your administrator turns on BlackBerry Balance, your adminstrator can also specify security policies that turn on and turn off features on your device. For information about the security policies set on your device, contact your administrator.

By default, your device uses the personal space. You can it use for activities such as taking pictures, downloading videos, playing games online, saving files to a media card, and posting on a social network.

In your work space, you can access your work email, contacts, and calendar, create work documents, and browse to corporate intranet sites. Your work space can include a separate version of BlackBerry World that contains the applications

you are allowed to download and use at work. If your work space is protected with a password, you must unlock your work space to reveal the details about your work data.

You can access both personal data and work data from certain places, such as Search.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data in the personal space on your device.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **BlackBerry 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 your work space, tap The unlocked icon for the work space .
   - To automatically lock your work space after a set amount of time, tap Image **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 forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Change your work space password

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Balance**. Do one of the following:
   - To change your work space password, tap **Change Password**. 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 forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space will permanently erase all of the content and files stored within it, such as work files, messages, pictures, and videos. To add a work account back to your device, you will need to contact your adminstrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Balance** > The Delete Work Space icon .
3. Type **blackberry**.

Tip: If you plan to give away or recycle 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 BlackBerry.

To confirm if your device uses BlackBerry Balance, do one of the following:

- On the home screen, swipe down from the top of the screen. If you see **Switch to Work** or **Switch to Personal**, BlackBerry Balance is installed.
- On the home screen, swipe down from the top of the screen. Tap Image **Settings** > **About**. In the **Category** drop-down list, scroll and look for **Work Space**. If you don't see that, or you see **Work Space Only**, your device isn't set up to use BlackBerry Balance.

How do I set up BlackBerry Balance?

Your administrator must set up BlackBerry Balance and associate your work account with an Enterprise Mobility Management (EMM) solution from BlackBerry. After your admin sets up BlackBerry Balance, a work space is automatically added to your BlackBerry device and you are prompted to finish the activation.

For more information about EMM solutions from BlackBerry, 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 space on your BlackBerry device.

Work apps that are open appear with the Briefcase icon on the home 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 following table describes the default behavior for most BlackBerry 10 OS apps. The table doesn't describe the behavior of apps that you purchase from BlackBerry World or that your administrator sends to your device.

Description	Apps and features
These apps and features are available only in your work space and they display work data.	• BlackBerry Work Drives • BlackBerry World – Work • BlackBerry Enterprise IM
These apps and features are available only in your personal space and they display personal data. Depending on the rules set by your administrator, you might have access to work contacts in the Phone, BBM, and text messaging apps. **Note:** The Camera app is also available in the work space but the app saves pictures to your personal space.	• BBM • BlackBerry Protect • BlackBerry Story Maker • BlackBerry World • Box • Calculator • Camera • Clock • Compass • Dropbox • Evernote • Facebook • Foursquare • Games • LinkedIn • Media card • Music • Phone • SIM card • Smart Tags • BlackBerry Story Maker • Text messaging (SMS and MMS) • Twitter • Video camera • Videos • Voice dialing • Weather • YouTube
These apps and features are available in your work space and personal space. Your work data and personal data are displayed together.	• BlackBerry Hub • BlackBerry Assistant • BlackBerry Remember

Description	Apps and features
	• Calendar • Contacts
These apps and features are available in your work space and personal space. Depending on which space you open an app in, you can access either your work data or personal data. You can open two instances of these apps at the same time. Depending on the rules set by your administrator, some apps might not appear in your work space.	• Adobe Reader • BlackBerry Maps • BlackBerry Browser • Documents To Go • File Manager • Pictures

Can I use personal apps on my work's network?

If your administrator turns on BlackBerry Balance technology, depending on the rules set by your administrator, you or your administrator can allow work apps to 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 Work 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 if a personal network isn't available, personal apps that need access to the Internet might not work.

Where is my picture that I just took?

If your BlackBerry device uses BlackBerry Balance technology, attachments saved from work email messages are only accessible in the work space. Any pictures taken using your device camera, whether you opened the Camera app from your work or personal space, are stored in your personal space. All of your media card files are also stored in your personal space.

For example, since BBM is a personal app, to create a profile picture, you can use a picture taken with your camera, but you can't use a picture that you downloaded from an email message sent to your work account.

What happens to my device data if I leave my organization?

If your administrator turns on BlackBerry Balance technology, your administrator can delete your work data from the work space on your BlackBerry device and leave your personal data and applications intact in the personal space. If you store personal data within work apps, for example you add a personal contact to the Contacts app in your work space, that personal data is deleted from your device when your administrator deletes your work space.

Your administrator can delete all of your device data, including your personal content. This feature helps to secure your device if your device was lost or stolen.

Troubleshooting: Work space and BlackBerry Balance

My device is quarantined

Your BlackBerry device might be quarantined if your work account is associated with an Enterprise Mobility Management (EMM) solution from BlackBerry, and services 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 notifies 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 organization's network.

To correct the problem and leave quarantine, try using a different SIM card or changing your wireless service plan. If the security of your device has been compromised, you might need to wipe your device to delete all of the data. For further assistance, contact your administrator.

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, events, and contacts on your computer or tablet the same way you'd use them on 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 them on your device. Discreet, on-screen notifications alert you to incoming messages, chats, and updates.

You can use BlackBerry Blend on a computer or tablet to:

- View and respond to some messages and chats from different accounts in the BlackBerry Hub.
- Access your BBM chats, groups, and channels.
- Access your text messages (SMS).
- View and update your calendar events 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 BlackBerry Enterprise Service 10.

For more information about using BlackBerry Blend on your computer or tablet, visit www.blackberry.com/blackberryblend.

Turn on mobile network access for BlackBerry Blend

BlackBerry Blend works when 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 from the top of the screen.
2. Tap Image **Settings** > **Device Connections**.
3. Turn on the **Use Mobile Network** switch.

Using a mobile network connection might result in higher data charges.

Add BlackBerry Blend to Quick Settings

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Quick Settings**.
3. Select the **BlackBerry Blend** checkbox.
   If you have many quick settings items, you can swipe right or left to see BlackBerry Blend.

Disconnect your device from BlackBerry Blend

If you're away from your computer or tablet and want to stop a BlackBerry Blend 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 Blend appear in the BlackBerry Blend app on your device.

1. In the BlackBerry Blend app, touch and hold the paired computer or tablet.
2. Tap The Delete icon .

Remember

BlackBerry Remember is a productivity app for collecting, managing, and categorizing the information that you want to remember. With the Remember app, you can sort your information as entries in folders or lists, categorize the entries with tags, record voice notes that are related to the entries, and add due dates to entries so that you don't forget to complete a task.

Collecting and organizing tasks, notes, and more with the Remember app

If you're planning a trip to Paris, you can create a folder called "My Trip to Paris" in the Remember app. As you're browsing the Internet on your device, you can send trip-related websites to the folder. When you remember something you need to do before the trip, you can add a to-do item to the folder, and add a due date to the item so that you don't forget about it. Everything you need to remember about the trip is in one place.

The Remember app is designed to sync with the accounts that you add to your BlackBerry device. If you added a work email account to your device, your tasks, 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 notebooks in the Remember app and sync your Remember folders to Evernote.

Adding a folder, task list, or an entry to the Remember app

Create folders, task lists, or entries in the Remember app to help you stay organized. The more entries you add, the easier it is to track items on your to-do list.

Create a folder or task list in the Remember app

1. Tap **Notes** to create a new folder or **Tasks** to create a new task list.
2. Tap The More icon > The New Folder icon .
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 due date or reminder. When you create a new task, it also appears in the Calendar app. If you add an entry to a folder that's synced with one of your accounts, you might not be able to choose whether the entry is a note or task.

1. Tap **Notes** or **Tasks**.
2. Tap The New icon.
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 time to a task

When you add a due date to a task in BlackBerry Remember, your BlackBerry device adds the entry to the Calendar app. To receive a reminder, you must add a specific reminder time to your task.

1. While you're adding or changing a task:
   - To add a due date, 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**.

Set up a recurring task

When you create or change a task in BlackBerry Remember, you can set it so that it repeats. You can customize recurring tasks so that they repeat every day, on specific days or times, or at specific intervals. You can even create a regenerating task that re-creates itself when you want it to.

1. While you're adding or changing a task, tap **Recurrence**.
2. Do any of the following:
   - To set how often your task repeats, in the **Repeats** drop-down list, tap an option.
   - To set when the recurring task begins, in the **Start** drop-down list, select a date.
   - To set when the task should end, in the **End** drop-down, tap an option.

Add tags to an entry

Tags help you to categorize your entries. For example, you can add the tag "recipe" to any entries containing recipes, and then filter your entries by that tag.

1. In the Remember app, tap an entry.
2. Tap **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, create lists, or change the text size and color.

1. In the Remember app, tap an entry.
2. In the **Additional notes** field, tap The Format icon .

Hide synchronized folders in the Remember app

When you add an email account that is supported by Microsoft Exchange ActiveSync, by default, the tasks and notes from that account appear as synchronized folders in the Remember app. To hide these folders:

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

1. In a folder, task list, or on the **Tasks** or **Notes** screen, tap The Voice note icon .
2. Tap The record icon .
3. Speak your voice note.
4. When you're finished, tap The stop recording icon > **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** screen, tap The Camera icon .

Send something to the Remember app

Using the sharing capabilities of your BlackBerry device, you can send photos, videos, audio files, websites, or Documents To Go files to BlackBerry Remember.

1. In an app, touch and hold the item that you want to send to the Remember app.
2. Tap Share > **Remember**.
3. Edit the item if necessary.
4. Tap **Save**.

Changing a folder, task list, or entry in the Remember app

Change an entry

1. In the Remember app, tap an entry.
2. Make your changes
3. Tap **Save**.

Convert an entry to a note or a task

When you change an entry in the Remember app, 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 ActiveSync), you might not be able to move entries in that folder.

1. In the Remember app, touch and hold an entry.
2. Tap The Move icon , and select a new location for the entry.
3. Tap **Move**.

Change the color of a folder or a task list

1. In the Remember app, touch and hold a folder or a task list.
2. Tap The Edit icon .
3. Tap a color.
4. Tap **Save**.

Delete a folder, task list, or entry in the Remember app

CAUTION: If you delete a folder or task list, the entries inside are also deleted.

1. In the Remember app, touch and hold a folder, task list, or entry.
2. Tap The Delete icon .

Viewing and searching your entries in the Remember app

There are several ways to sort through or view your entries in the Remember app. You can use the search feature to easily find the entries you need.

Search for an entry in the Remember app

1. Open a folder or task list.
2. Start typing your search term.
3. Tap a result.

View Remember entries that have the same tag

If you added tags to your BlackBerry Remember entries, you can filter entries 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 The More icon .
2. Tap The Sort Order icon .
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 when you open BlackBerry Remember, you see what's important to you.

1. In a folder or on the Remember folder screen, swipe down from the top of the screen.
2. Tap The Settings icon.
3. In the **Default View** drop-down list, select one of the following:
   - **Tasks View**
   - **Notes View**
   - **Tags View**
   - **Most Recent**

Restart the app for the changes to take effect.

Troubleshooting: Remember app

I can't add due dates, tags, voice notes, or attachments to an entry

If your entry is in a folder that's synced with an email account or an Evernote account that you added to your BlackBerry device, you might not be able to add due dates, tags, or attachments to the entry. Try moving the entry into a new folder.

I can't send something to the Remember app

Some items can't be sent directly to BlackBerry Remember. You should be able to send photos, videos, audio files, websites, contacts, and Documents To Go files to the Remember app.

You might not be able to share certain items into folders that are synced with a work account.

I can't open a folder in the Remember app

If your device is set up to use BlackBerry Balance, you might need to enter your work space password to access all of your folders and entries.

1. In the Remember app, at the top of the screen, tap **Tap to Unlock Work Space**.
2. Enter your work space password.

Documents To Go

Using Documents To Go, you can create, edit, and format Microsoft Word documents and Microsoft Excel spreadsheets. You can also edit, view, and present Microsoft PowerPoint presentations on your BlackBerry device.

For more information on Documents To Go, see the Documents To Go User Guide.

Print To Go

Print To Go allows you to print various files from your computer to a BlackBerry device that is associated with your BlackBerry ID over the wireless network.

For more information on Print To Go, see the Print To Go User Guide.

BlackBerry World for Work

In the BlackBerry World for Work storefront, you can find apps that your company recommends and apps and games that your company allows you to install. Apps that are required or recommended by your company are found on the **Company Apps** screen, while the apps that your company allows you to install are on the **Public Apps** screen.

BlackBerry World for Work is located in the work space on your BlackBerry device. The apps and games that you download from BlackBerry World for Work can be used only in your work space. You can buy apps from BlackBerry World for Work using the same payment method that you selected in the BlackBerry World storefront.

For more information about BlackBerry World for Work, see the BlackBerry World for Work User Guide.

Enterprise IM

Enterprise IM on your BlackBerry 10 device provides you with access to your organization's instant messaging service. You can chat with other users to stay informed and connected between meetings, at lunch, and while you're on the go.

Enterprise IM User Guide

Enterprise IM for Cisco

Enterprise IM for Cisco on your BlackBerry 10 device provides you with access to your organization's instant messaging and presence services. You can chat with other users to stay informed and connected between meetings, at lunch, and while you're on the go.

Enterprise IM for Cisco User Guide

BlackBerry Bridge

Connect your BlackBerry 10 device to a BlackBerry PlayBook tablet to view items on your tablet's larger screen, use your smartphone as a remote control, and more.

For more information, see the BlackBerry Bridge User Guide.

BlackBerry Travel

The BlackBerry Travel app is your personal travel assistant. You can use the app to help you monitor your upcoming flights, create a travel itinerary, and book hotels, rental cars, and limousines. You can also use the BlackBerry Travel app while you're traveling to find local points of interest, calculate currency exchange rates, and monitor the weather in the city you've traveled to.

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

BlackBerry Work Drives

You can use the BlackBerry Work Drives app to connect to your organization's shared network drive with your BlackBerry 10 device.

BlackBerry Work Drives User Guide

Salesforce

Salesforce allows you to share posts with users and groups in your organization and collaborate with your colleagues.

For more information on Salesforce, see the Salesforce User Guide

Adobe Reader

Adobe Reader lets you view, annotate, search, complete, and share PDF files on your BlackBerry device.

For more information on Adobe Reader, see the Adobe Reader User Guide.

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 is 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 saving files to the cloud.

For more information on Connect to Microsoft OneDrive, see the Connect to Microsoft OneDrive User Guide.

Connect to Dropbox

Connect to Dropbox provides a cloud 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 latest information is 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 saving files to the 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 information is 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 saving files to the cloud.

For more information on Box for BlackBerry 10, see the Box for BlackBerry 10 User Guide.

Security and backup

Passwords and locking

There are several types of locks, PINs, 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 the same BlackBerry ID for all of your BlackBerry devices.

Log in with your BlackBerry ID to do the following and much more:

- Keep track of your app purchases and payment options from the BlackBerry World storefront.
- Make the most of BBM features, such as backing up and moving BBM contacts to a new BlackBerry device.
- Start and stop BlackBerry Protect.

Password locking and screen locking

While your device is locked, you can still receive notifications of new e-mail and text messages (SMS and MMS), make an emergency phone call, view your battery charge level, set an alarm, or take a picture.

To conserve battery power and avoid accidental key presses, lock the screen. To help to avoid unauthorized use of your device, you need to set a device password.

In your display and security settings, you can set your device to lock itself after a certain amount of inactivity. You can also write a custom message that displays on the locked screen.

If you forget your password, it can't be recovered. BlackBerry recommends that you back up your data regularly. By default, for security reasons your device data is deleted when an incorrect password is entered ten times.

BlackBerry Balance and the work space password

If you associate your device with your organization's network, your administrator might turn on BlackBerry Balance technology. BlackBerry Balance is designed to separate and secure areas of your device as work-only or personal-only.

Your administrator may require you to set a work space password to protect files, apps, and data associated with your organization, such as your work email account. You can use the same password for both your work space and device.

If you enter your work space password more than the allowed number of times, your work space and the contents within it are deleted. You can reduce or increase the number of allowed work password attempts in your Balance settings.

Note: Your administrator might not permit you to change some password lock options for your work space, such as the password requirement or the timeout duration.

Network lock and unlock code

To use a SIM card from another service provider, for example, if you're travelling and want to use a local service provider's network, you can request unlock codes (MEP codes) from your current service provider, and change the Phone Network Lock settings for your SIM card.

If you exceed the number of allowed attempts to enter 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 attempts to enter the SIM card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your wireless 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 your device to sleep. This should help you conserve battery power.

Related information

Lock your work space, 230

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 **Power/Lock** key on the top of your device.

BlackBerry device showing the Power/Lock key on the top of the device.

To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a device password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **Security and Privacy** > **Device Password**. Turn on the **Device Password** switch. Enter a password.
2. To lock your device, do one of the following:
   - Press and hold the **Power/Lock** key. Tap The Lock icon.
   - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **Security and Privacy** > **Device Password**. In the **Lock Device After** drop-down list, select an interval.
   - To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **Security and Privacy** > **Device Password**. Turn on the **Lock Device When Holstered** switch.
   - 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 Image **Settings** > **Security and Privacy** > **Device Password**. Turn on the **Allow Apps to Extend Password Lock Time** switch.

To unlock your device, press the **Power/Lock** key. Swipe up from the bottom 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 Image **Settings** > **Security and Privacy** > **Device Password** > **BlackBerry Balance**.
3. If prompted, type your work space password.
4. Turn on the **Use as my device password** switch.
5. Type your device password. Tap **OK**.
6. Type your work space password. Tap **OK**.

Unlock your device with a network unlock code

To obtain the unlock codes for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. If you plan to travel internationally and you want to use a SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider associated with your device, on the home screen, swipe down from the top of the screen. Tap Image **Settings** > **About**. In the **Category** drop-down list, tap **SIM Card**.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **SIM Card**.
3. In the **Phone Network Lock** section, tap a locked item.
4. When prompted, enter the unlock code.

CAUTION: For security reasons, each unlock code can only be entered incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock code, your SIM card will allow emergency calls only. For assistance, contact your service provider.

Change or remove your device password

CAUTION: If you can't remember the password for your BlackBerry 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 on 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 Image **Settings** > **Security and Privacy** > **Device Password** > **Change Device Password**.

To stop using a password, turn off the **Device Password** switch.

Related information

Change your work space password,230

How do I reset my device password if I forget it?

Your BlackBerry device password can't be recovered or changed if you don't enter your current password correctly. For security reasons, the only way that you can reset your password without knowing your current password is to delete all of your device data. You can do this by entering an incorrect device password multiple times.

BlackBerry recommends that you regularly create and save a backup file on your computer.

Display text when your device is locked

You can display text on the screen of your BlackBerry device when the device is locked. For example, you can display a favorite quote, emergency contact information, or your own contact information so that if you lose your device, anyone who finds it can contact you.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Lock Screen**.
3. In the **Lock Screen Message** fields, type the text.

To delete the text that appears on the screen when your 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 it in another device, the SIM card can't be used unless the PIN is entered correctly.

You can request the PIN for your SIM card from your service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **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 SIM card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your service provider.

Change your SIM card PIN

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **SIM Card**.
   - To change the PIN that protects your SIM card, tap **Change 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 or stolen. You can manage up to seven devices from your BlackBerry Protect account.

Finding and protecting a lost device

After you turn on BlackBerry Protect in your device settings, visit http://protect.blackberry.com and sign in with your BlackBerry ID. On the BlackBerry Protect website, you can view the current location of your device on a map, make it ring (even if it's in silent mode), or display a custom message on your locked device to provide instructions about how to contact you. If your device is stolen, you can remotely lock it, change the password, or delete all of the data from your device.

If you add a work email account to your device, your administrator might disable BlackBerry Protect, or the ability to remotely change your password or locate your device.

Set up BlackBerry Protect on your device

To use BlackBerry Protect, your BlackBerry device must be connected to a wireless network.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **BlackBerry Protect**.
3. Turn on the **BlackBerry Protect** switch.
4. To be able to view the current location of your device on a map, tap **Location Services**. Turn on the **Location Services** switch.

Tip: To use BlackBerry Protect features, go to http://protect.blackberry.com and sign in with your BlackBerry ID.

Find more information about BlackBerry Protect

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

Troubleshooting: BlackBerry Protect

I can't turn on BlackBerry Protect

If your BlackBerry device is associated with an Enterprise Mobility Management solution 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 to

increase the security of data on your device. And if you need to permanently delete all data from your device, you can wipe it.

Setting security permissions for apps

BlackBerry 10 OS includes application permissions that are designed to let you control the information and features that an application can access on your BlackBerry device. For example, you can control whether an app can access your email, contacts, pictures, or the location of your device. Keep in mind that some applications require specific permissions to work. You can also help safeguard your device by downloading apps only from trusted sources, such as the BlackBerry World storefront.

When you open an app for the first time, your device might display a list of the files and features that the app wants to access. If something doesn't seem right to you, you can reject the app's request to access an item. For example, you might download a game that requests access to your messages, which might make sense if the game includes a feature to share your game score. However, if you aren't comfortable with the game having the ability to compose and view your email messages, you can turn off access to messages or delete the app. You can view or change permissions for most apps in your device settings.

For some apps, when you install the app, you are prompted to accept or decline all of the requested permissions. If you decline, the prompt will appear again the first time you open the app. You can't change the application permissions later unless you delete and reinstall the app.

Change or view app permissions

In some apps, if you 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 Image **Settings** > **Security and Privacy** > **Application Permissions**
   - To view permissions for a particular app, tap an app.
   - To view which apps use a particular permission, in the **Permissions** drop-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 effect.

Related information

Turn off your device, 120

Wipe your device to delete your data

Before you wipe your BlackBerry device, consider backing up your data on a computer. A security wipe is designed to permanently delete your data so it can't be recovered. This includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

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

2. Tap Image **Settings** > **Security and Privacy** > **Security Wipe**.
3. Type **blackberry**.
4. Tap **Delete Data**.
   When the security wipe is complete, your device is turned off automatically. To turn on your device, press the **Power/Lock** key.

Tip: If you are planning to give away or recycle your device, remember to also remove your SIM card and media card.

Related information
Delete your work space, 230

Using Parental Controls

Parental Controls are designed to give you more control over how a BlackBerry device can be used and contacted. You can turn off access to certain apps, features, and content. You can also restrict incoming phone calls and messages to people in the Contacts app.

Parental Controls settings are protected with a password, making them difficult to change or turn off without your knowledge. You can set your device so that the Parental Controls password is required to add an email or social networking account, or to purchase an app from the BlackBerry World storefront.

Note: If BlackBerry Balance technology is turned on, the Parental Controls feature is not available.

Restrict or limit access to features and content

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Parental 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, connect your BlackBerry device to your computer using a USB cable. If necessary, on your computer, enter your device password.
   - To import the certificate using a Wi-Fi connection, on your device, swipe down from the top of the home screen. Tap Image **Settings** > **Storage and Access**. Turn on the **Access using Wi-Fi** switch. Type a storage access password. Tap **Identification on Network** and make note of the **Username**.
2. On your device, on the home screen, swipe down from the top of the screen.
3. Tap Image **Settings** > **About**.
4. In the **Category** drop-down list, tap **Network**.

5. In the **Wi-Fi** or **USB** section, make note of the **IPv4** address.
6. On your computer, navigate to and copy a certificate file.
   - If your computer uses a Windows operating system, in a Run command, type the IP address in the following format: \\xxx.xxx.xxx.xxx
   - If your computer uses a Mac operating system, select **Go** > **Connect to Server**. Type the IP address in the following format: smb://xxx.xxx.xxx.xxx
7. Do one of the following:
   - If your computer uses a Windows operating system, open the **media\downloads** folder. If necessary, enter the username and storage access password.
   - If your computer uses a Mac operating system, open the **media/downloads** folder. If necessary, enter the username and storage access password.
8. Paste the certificate into the **media\downloads** or **media/downloads** folder.
9. On your device, tap The Back icon > **Security and Privacy** > **Certificates** > **Import**.
10. Follow the instructions on the screen.

About smart cards

You can use a smart card and your device password to unlock your BlackBerry device. You can also use smart card certificates to send S/MIME-protected messages.

Smart cards store certificates and private keys. You can import certificates from a smart card to your device by using the BlackBerry Smart Card Reader or a microSD smart card. Private key operations such as signing and decryption use the smart card. Public key operations such as verification and encryption use the public certificates on your device.

Use two-factor authentication

You can use a smart card and your BlackBerry device password to unlock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Device Password** > **Authenticator Settings**
   - To set your device to use a smart card to unlock your device or your work space, in the **Smart Card User Authenticator** drop-down list, tap **Device** or **Work**.
   - To set your device to remember the format of the password that you type in a password field (numeric or alphanumeric), 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 Card Reader, turn on the **Lock on Card Removal** switch.

Import a certificate from a smart card

You can import a certificate from a microSD smart card inserted in your BlackBerry device, or a BlackBerry Smart Card Reader that is paired with your device using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Smart Card** > **Import Certificates**.
3. Follow the instructions on the screen.

Store your smart card password on your device

You can set your BlackBerry device to temporarily store your smart card password, so that you don't have to enter it as often. To clear the cache, lock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Smart Card**.
3. Turn on the **PIN Caching** switch.

Turn off LED notifications for a smart card

The red LED flashes when your BlackBerry device accesses data on a smart card. You can turn off this indicator.

1. On the home screen, swipe down from the top of the screen.
2. Tap Image **Settings** > **Security and Privacy** > **Smart Card**.
3. Turn off the **LED Activity Indicator** switch.

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SQC100-3 / RHF141LW
SQC100-4 / RHG161LW
SQC100-5 / RHF142LW

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