



# BlackBerry App World Storefront

Version: 2.0

## User Guide



# Contents

About the BlackBerry App World storefront.....	3
New features and enhancements.....	4
Browsing and searching.....	5
Browse featured items.....	5
Browse top items.....	5
Search for an item by category.....	5
Search for a specific item.....	6
Read reviews for an item.....	6
Sort items while searching or browsing.....	6
Managing your BlackBerry ID account.....	8
About the BlackBerry ID.....	8
Create a BlackBerry ID.....	8
Log in with your BlackBerry ID.....	8
Change your BlackBerry ID information.....	9
Buying and downloading.....	10
About downloading items.....	10
Download a free or trial item.....	10
Buy an item.....	10
Change your payment method.....	11
Pause downloading an item.....	11
Write a review for an item.....	12
Recommend an item.....	12
Update an item.....	13
Contact a vendor.....	13
Check the amount of available storage for items.....	14
Managing items.....	15
About archiving, removing, and re-installing items.....	15
Archive an item on the media card.....	15
Restore an archived item from the media card.....	15
Remove an item.....	16
Re-install an item.....	16
About security.....	18
Frequently asked questions.....	19

Where can I download the BlackBerry App World storefront?..... 19

What happens to my downloaded items when I switch to a new BlackBerry device?..... 19

Why can't I see all the items for sale or download in the BlackBerry App World storefront on my device?..... 19

Can I download items in the BlackBerry App World storefront elsewhere?..... 19

Find more troubleshooting information..... 20

Provide feedback..... 21

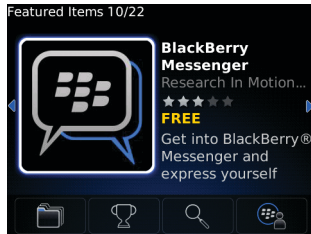
IT policy rules..... 22

Legal notice..... 23

# About the BlackBerry App World storefront

The BlackBerry App World™ storefront allows you to search for and download items for your BlackBerry® device. From BlackBerry App World, you can browse featured and top downloaded items, such as games, social networking applications, and productivity applications. You can view items by category and search by keyword. You can also read and write reviews and recommend items to others.

You can buy and download items over the wireless network to your device. Items that you buy or download are stored in BlackBerry App World on the My World screen.



# New features and enhancements

Item	Description
BlackBerry® ID	You can now create a BlackBerry ID and log into the BlackBerry App World™ storefront using a BlackBerry ID.
Payment methods	Depending on your organization, region, and wireless service provider, you can now pay for items in the BlackBerry App World storefront using a credit card, or by adding it to the monthly bill from your wireless service provider.
Top 25 items	You can now view lists of the top 25 newest items, free applications, paid applications, themes, and recently updated items.
Scan a barcode	You can now quickly find an item by scanning a barcode for that item.

# Browsing and searching

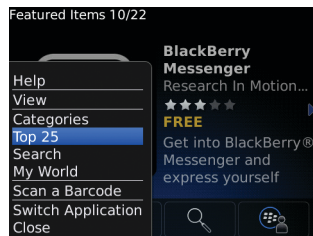
## Browse featured items

1. On the Featured Items screen, press the **Menu** key.
2. Click **Next** or **Previous**.

You can also browse items by clicking the arrows on the screen.

## Browse top items

1. On the **Featured Items** screen, press the **Menu** key > **Top 25**.
2. Navigate to the left or right to view the top newest applications, free applications, paid applications, themes, and applications that have recently been updated.



## Search for an item by category

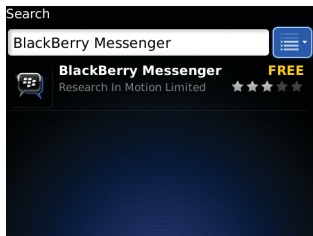
1. On the Featured Items screen, press the **Menu** key.
2. Click **Categories**.
3. Click a category type.
4. If necessary, type the name of the item that you want to search for.



## Search for a specific item

You can search for an item by the item name or by a keyword.

1. On the Featured Items screen, press the **Menu** key.
2. Click **Search**.
3. Type the item name or the keyword you want to search for.



## Read reviews for an item

Some items in the BlackBerry App World™ storefront might have star ratings, which are based on information that users of BlackBerry® device applications provide.

1. Click an item.
2. Press the **Menu** key.
3. Click **Read Reviews**.



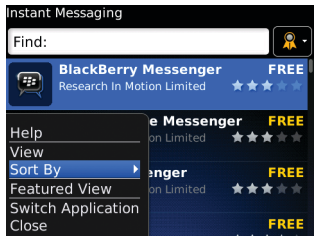
## Sort items while searching or browsing

You can sort items by popularity, newest items, vendor name, star rating, price, and item name.

1. In a list of items, press the **Menu** key.
2. Click **Sort By**.
3. Click the criteria.



To sort items in reverse order after you sort by vendor name, price, or item name, press the **Menu** key. Click **Sort By**. Click the criteria again.



# Managing your BlackBerry ID account

## About the BlackBerry ID

A BlackBerry® ID gives you convenient access to multiple BlackBerry products, including BlackBerry® Protect and BlackBerry App World™. After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product that supports BlackBerry ID.

You can create a BlackBerry ID from the BlackBerry Protect application or BlackBerry App World storefront on your device.

You can use any email address for your BlackBerry ID; you do not have to use an email address that you have added to your BlackBerry device. If you have a user name and password that you use to manage email addresses on your device, that user name is separate from your BlackBerry ID.

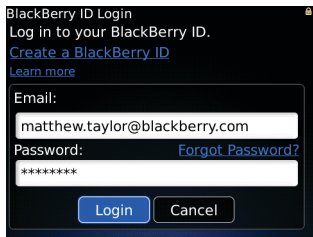
## Create a BlackBerry ID

- 1. Press the **Menu** key > **My World**.
- 2. Click **Create a new BlackBerry ID**.
- 3. Complete the instructions on the screen.
- 4. Click **Sign up**.

BlackBerry ID Sign Up	EN	BlackBerry ID Sign Up
<a href="#">Learn more about BlackBerry ID</a>		Password: *****
Email & Username		Confirm Password: *****
Email: matthew.taylor@blackberry.com		Password Recovery Question
Username: Matthew Taylor		Enter a question:
<a href="#">What is a username?</a>		Your Answer:
Password		<a href="#">Tips on making secure questions</a>
Use at least 6 characters		<input type="checkbox"/> I have previously purchased items from BlackBerry App World using PayPal.
Password: *****		<a href="#">View our privacy policy</a>
Confirm Password: *****		
Password Recovery Question		Cancel    Signup

## Log in with your BlackBerry ID

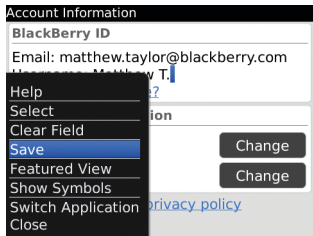
- 1. Press the **Menu** key > **My World**.
- 2. Type your BlackBerry® ID login information.
- 3. Click **Log in**.



## Change your BlackBerry ID information

- 1. Press the **Menu** key > **Account Information**.
- 2. Change your information.
- 3. Press the **Menu** key > **Save**.

You can use your updated email address and password to log in to other BlackBerry products that support the BlackBerry ID.



# Buying and downloading

## About downloading items

You can download different types of items such as applications, games, and themes for your BlackBerry® device using the BlackBerry App World™ storefront.

BlackBerry App World is designed to prioritize available network connections and automatically chooses an authenticated Wi-Fi® network over a wireless network for downloading items, if both types of networks are available. Downloading items over the wireless network can affect your wireless data usage. Check with your wireless service provider to determine the additional costs that might be associated with downloading and using BlackBerry App World.

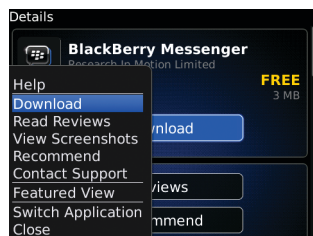
You can find and open your downloaded items on the My World screen. You can also find downloaded items on the Home screen of your device, or in one of the following folders on the Home screen of your device: Downloads, Games, Applications, or Instant Messaging.

## Download a free or trial item

You must be logged in to the BlackBerry App World™ storefront with your BlackBerry® ID before you download free or trial items.

1. Click a free or trial item.
2. Press the **Menu** key > **Download** or **Download Trial**.

You can find and open your downloaded items on the My World screen. You can also find downloaded items on the Home screen of your BlackBerry® device, or in one of the following folders on the Home screen of your device: Downloads, Games, Applications, or Instant Messaging.



## Buy an item

1. On the **Details** screen, press the **Menu** key.
2. Click **Purchase**.
3. Click **Buy Now**.

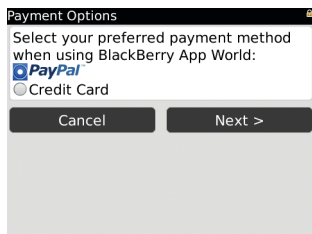
You can find and open your downloaded items on the My World screen. You can also find downloaded items on the Home screen of your BlackBerry® device, or in one of the following folders on the Home screen of your device: Downloads, Games, Applications, or Instant Messaging.



## Change your payment method

You can choose to pay for items in the BlackBerry App World™ storefront using a PayPal® account, a credit card, or by including purchases on the bill that you receive from your wireless service provider. Depending on your wireless service provider, country, or organization, this feature might not be supported.

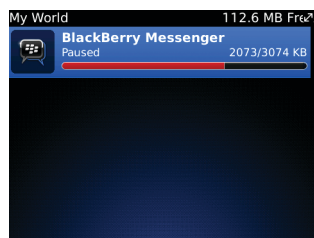
1. Press the **Menu** key > **Payment Options**.
2. Select a payment option.
3. Click **Next**.
4. Complete the instructions on the screen.



## Pause downloading an item

1. On the My World screen, press the **Menu** key.
2. Click **Pause**.

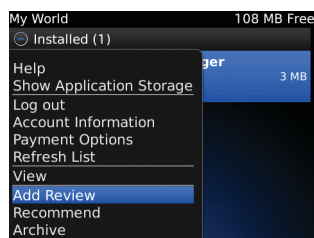
To resume downloading an item, click **Resume**.



## Write a review for an item

You can write reviews for items that you have downloaded. You can only write one review for each item.

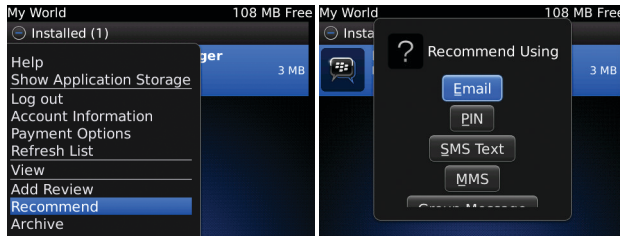
1. On the My World screen, highlight an item.
2. Press the **Menu** key.
3. Click **Add Review**.
4. In the **Select a rating** drop-down list, click the number of stars that you want to assign to the item.
5. In the **Title** field, type a title for your review.
6. Type your review.
7. Press the **Menu** key.
8. Click **Submit**.



## Recommend an item

You can recommend an item to someone by sending different types of messages, such as an email message, SMS text message, or MMS message.

1. On the My World screen, press the **Menu** key.
2. Click **Recommend**.
3. Click a message type.
4. Specify your contacts.
5. Send the message.



## Update an item

When an update is available for an item that you downloaded, an indicator appears on the icon for the BlackBerry App World™ storefront. An indicator also appears beside the item on the My World screen and its status changes to **Upgrade Available**.

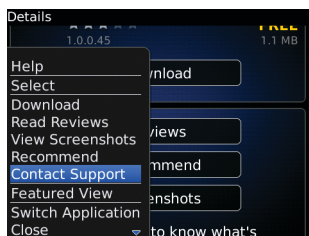
Depending on the item, an additional charge might apply for the update.

1. On the My World screen, highlight the item.
2. Press the **Menu** key.
3. Click **View Upgrade Details**.
4. On the Details screen, you can view the price and release notes for the update.
5. Click **Upgrade**.
6. If necessary, complete the instructions on the screen to buy the update.

## Contact a vendor

If you want to provide feedback or have an issue with your item, you can send a question or comment to the vendor.

1. On the Details screen, press the **Menu** key.
2. Click **Contact Support**.
3. Type a message.
4. Press the **Menu** key.
5. Click **Send**.

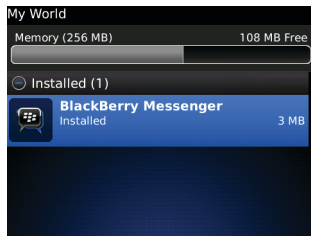


## Check the amount of available storage for items

On the **Featured Items** screen, press the **Menu** key > **My World**.

The storage status bar at the top of the screen displays the amount of available application storage.

To hide the storage status bar, on the My World screen, press the **Menu** key > **Hide Application storage**.





# Managing items

## About archiving, removing, and re-installing items

Items that you download are stored in the BlackBerry App World™ storefront and appear on the My World screen. To make space available for other items, you can archive some of your existing items on a media card. You can also remove some of your existing items and re-install them later at no additional charge for the items. Additional network charges might apply to re-install items.

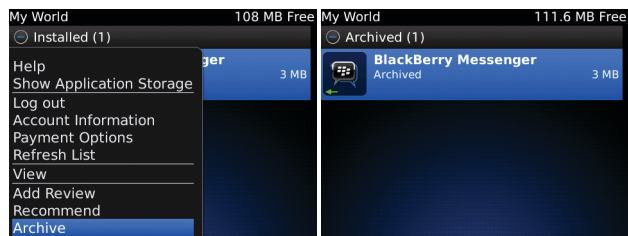
You can restore archived items from the media card at any time. You can also remove and re-install items as many times as you want to on the same BlackBerry® device. You can re-install items that you have bought on up to four additional devices each year without paying for the items again.

## Archive an item on the media card

To perform this task, a media card must be inserted in your BlackBerry® device.

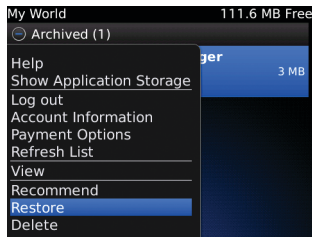
1. On the My World screen, highlight an item.
2. Press the **Menu** key.
3. Click **Archive**.
4. Click **OK**.

To use the archived item, you must first restore it.



## Restore an archived item from the media card

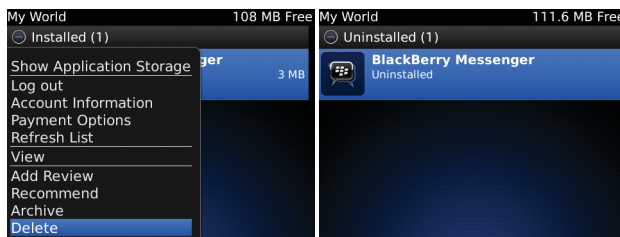
1. On the My World screen, highlight an archived item.
2. Press the **Menu** key.
3. Click **Restore**.
4. Click **OK**.



## Remove an item

1. On the My World screen, highlight an item.
2. Press the **Menu** key > **Delete**.
3. Click **Yes**.
4. If necessary, click **Yes** or **No**.

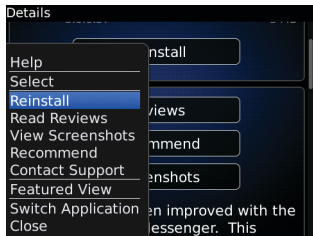
The status of the item changes to **Uninstalled**.



## Re-install an item

If you switch to a different BlackBerry® device or delete all the data from your device, you can re-install all of the items that you bought from the BlackBerry App World™ storefront. You can remove and re-install items as many times as you want on the same device, and you can install items that you bought on up to four additional devices each year without paying for items again. You must be logged in to BlackBerry App World with your BlackBerry® ID to re-install items.

1. On the **My World** screen, highlight the item that you want to re-install.
2. Press the **Menu** key.
3. Click **View Details**.
  - If no update is available, click **Reinstall**.
  - If an update is available and you want to update the item, click **Upgrade**.
  - If an update is available, but you do not want to update the item, click **Reinstall**.



## About security

The BlackBerry® Internet Service is designed to use SSL to create a highly secure connection to the BlackBerry App World™ storefront from BlackBerry devices. SSL is the standard encryption protocol that is used in online banking, ecommerce, and other wireless services.

# Frequently asked questions

## Where can I download the BlackBerry App World storefront?

You can download the BlackBerry App World™ storefront or manually update your existing version of the BlackBerry App World storefront by visiting [www.mobile.blackberry.com](http://www.mobile.blackberry.com) from your device, or by visiting [www.blackberry.com/appworld](http://www.blackberry.com/appworld) from a computer.

## What happens to my downloaded items when I switch to a new BlackBerry device?

When you use your existing BlackBerry® ID to log in to BlackBerry App World™ on your new device, you can re-install your items on your new device from the **MyWorld** screen. You can re-install items that you bought on up to four additional devices each year without paying for the items again. Items that you archived on a media card can also be re-installed from the **My World** screen. Additional data charges might apply to re-install items.

## Why can't I see all the items for sale or download in the BlackBerry App World storefront on my device?

Some items that are listed on the BlackBerry App World storefront on a computer might not be listed in the BlackBerry App World storefront on your device, because they are not available for your current device. The BlackBerry App World™ storefront is designed to display only the items that are available for your current BlackBerry® device and BlackBerry® Device Software.

## Can I download items in the BlackBerry App World storefront elsewhere?

Yes, you can also buy and download items from the BlackBerry App World storefront on a computer. Depending on the vendor, you might also be able to buy or download items from the vendor's web site.

## Find more troubleshooting information

To troubleshoot an issue and read knowledge base articles, visit the BlackBerry® Technical Solution Center at [www.blackberry.com/btsc](http://www.blackberry.com/btsc).

# Provide feedback

To provide feedback on this deliverable, visit [www.blackberry.com/docsfeedback](http://www.blackberry.com/docsfeedback).

# IT policy rules

BlackBerry® Enterprise Server administrators can use IT policy rules to prevent users from accessing certain applications and features. For more information about IT policy rules, visit <http://docs.blackberry.com/en/> to read the *BlackBerry Enterprise Server Policy Reference Guide*.



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