

FAQS

The purpose of this document is to provide you with answers to some of the most commonly asked questions about BlackBerry® 10.

BlackBerry 10™

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BlackBerry Flow

1 What is BlackBerry Flow?

The idea behind BlackBerry Flow is that your smartphone should share your train of thought. It should understand what you're trying to accomplish, anticipate what you need, and know where you're going next – and then aid you to move through the task at hand as quickly, easily and efficiently as possible.

2 How will BlackBerry Flow benefit me?

BlackBerry Flow makes your journey friction free, delivering ease and speed by removing all the little road blocks and detours that exist on other smartphones which slow them down. BlackBerry Flow makes it a pleasure to get things done and to keep moving.

3 How does BlackBerry 10 deliver the 'flow' experience?

BlackBerry 10 delivers flow by breaking down the barriers that exist between applications and eliminating the need to go in and out of numerous apps in order to accomplish a single task. Apps work together, share information with each other quickly and lead you intuitively to the things you need.

4 What is an example of BlackBerry Flow on BlackBerry 10?

BlackBerry Flow isn't a single 'thing' or an isolated feature, it's a new way of thinking about the user experience and how things can be done faster, more efficiently and with ease. Here are some examples of BlackBerry Flow in action:

- Peeking in to the BlackBerry® Hub at any time, no matter what you're doing to stay in control of your conversations.
- Capturing a photo, perfecting it with Time Shift, adding some artistic filters and sharing it with your social network – all done seamlessly.
- Turning a BBM™ conversation with your child in to a video chat and then sharing your screen at the touch of a button so they can follow along with the story you're reading them.

5 How is BlackBerry Flow different from what exists on other competing devices?

Experiences on other platforms take place in silos, or as individual, disconnected experiences. Completing a task involves going in to an application, getting some information and then emerging only to have to go back in to another application.

BlackBerry® Hub

1 What does it mean to 'peek' on BlackBerry 10?

On BlackBerry 10 you can peek into the BlackBerry Hub at any time, from any application with a simple swiping gesture. You can continue the gesture all the way across to go to the BlackBerry Hub or you can let the screen quickly snap back if you would like to continue within the application you are currently in. For example, you are in the middle of watching a video or browsing the web when you see the blinking red light notifying you you have received a message in the BlackBerry Hub. You can quickly peek in to the BlackBerry Hub to see whether it requires your immediate attention or whether you can save it for later.

2 Can a user 'peek' from anywhere on the device?

Yes. From any app, he/she can drag up from the bottom of the screen to peek at their notifications, and the messages in the BlackBerry Hub. This gesture works at any time from any app across BlackBerry 10.

BlackBerry® Keyboard

1 How does the keyboard adapt to a user's typing pattern?

The BlackBerry® Keyboard uses content that lives on the smartphone (like emails, BBMs and social network messages) to learn the words that are used most often and supplies them to the user when typing. This includes things like acronyms and proper names.

2 Do these user specific words ever leave the smartphone for processing in the cloud – like Siri?

No, all of this next word suggestion processing is done locally, and securely on the BlackBerry 10 smartphone.

3 Will a user's next words and auto correction still work if he/she is typing in another language other than English?

Yes it will. The BlackBerry 10 Keyboard will support up to three languages simultaneously with all the benefits of prediction and correction.

4 How fast does the keyboard start to learn to suggest words?

It is almost immediate.

5 Do any other virtual keyboards adapt to where your fingers hit the keys?

The ability for a keyboard to adapt to where you hit is a feature that no one has marketed in the past but it is available with some competitor devices. Differentiation is found in the design of the keyboard (the frets, font, and low latency) and the way in which next word suggestions appear in key and how these are selected by flicking them in to place.

6 Will a user still be able to type and use the device with one hand?

Yes. BlackBerry 10 ensures users can carry out the most common actions with one hand, preferably without changing the grip. The BlackBerry 10 user interface has been purposefully designed, placing common controls in the bottom two-thirds of the screen and within the radius of the thumb. When it comes to one handed typing, the BlackBerry Keyboard also uses simple gestures to further support one handed use – like swiping down on the keyboard to toggle through symbols.

7 Is the keyboard able to distinguish between one handed and two handed typing? Will the prediction be able to notice this change?

Yes, it handles it quite well and the next word prediction is equally accurate.

BBM™ Video with Screen Share

1 Would a video chat pause or continue to play while peeking back?

Peeking is not intended to work during a BBM™ video call.

2 Will the BBM Video Chat app that exists in PlayBook now be replaced by BBM Chat?

Yes, once we have BlackBerry 10 on PlayBook the Video Chat app will be replaced by BBM Video in BBM for new and upgraded PlayBooks.

3 Can a user do multi-party video chats?

This is not currently supported, but is something we are investigating.

4 Will video chat only be through BBM or are we working with companies like Skype to allow video conferencing with Android and iPhone?

It is a BBM feature intended to work across BlackBerry devices only.

5 Will BBM Video chat be available over the carrier network or only over Wi-Fi?

It will be available over both carrier network and Wi-Fi.

Supported networks will be HSPA+ and 4G

Through Swoop, carriers can disable the feature completely or allow certain transport (Wi-Fi vs. 4G).

6 How can a user initiate a BBM Video Chat?

BBM Video Chat can be launched directly from contacts, call logs, dial pad or an active phone call screen.

A user can also change an active BBM chat session into a video chat directly from the chat screen.

7 Can a user tell whether or not their BBM friends have a device which supports Video Chat?

Yes, there will be a dynamic status of a contact's 'capability' and 'ability' to Video Chat everywhere on the device where there is contact information.

8 What devices support BBM Video?

At launch it will only be BlackBerry 10 to BlackBerry 10.

9 Does BBM Video have to be on to share a screen?

Yes it does.

10 How can a user share their slides on a big screen?

An HDMI cable would be required to share your screen on a big screen.

BlackBerry® Calendar

1 Will Facebook Birthdays be integrated into a user's calendar?

Yes they will be integrated into the BlackBerry® 10 Calendar with a direct linkage to the friend's profile.

2 If a user is switching from an older BlackBerry smartphone will their calendar migrate over?

Yes it will. Your contacts, memos and tasks will also migrate over.

3 How will a user see information on someone attending the meeting if they are not in their address book?

When looking at meeting participants, BlackBerry 10 will look up publically available information from social networks across the web. Even if the subject is not in the address book, publically available information from sites like LinkedIn, Facebook, Twitter will be collected and presented. . .

4 How are meeting attendee suggestions made?

Suggestions are made by looking at information like past and future meetings as well as the people that are on email threads sharing the same subject as the meeting invite.

5 Is there a way to view other people's calendars?

No, you can't view another person's calendar details. It is possible to coordinate schedules by viewing availability with a free/busy look up.

BlackBerry® Browser

1 How does full Adobe Flash support benefit a user?

With full Adobe Flash support, a user can access premium video content and games.

2 Will a user be able to read text clearly from the websites?

Yes they will. The Reader Mode presents text from websites in a simple "book like" view eliminating clutter.

3 Can a user multi-task and browse more than one page at a time?

Yes, a user can browse on multiple tabs.

4 Can a user share browser links through NFC?

Yes, he/she can share browser links. They can also share files, memos, tasks, videos, pictures and music through NFC.

5 Is there an option to block a user from the browser?

Yes, with parental controls, access to the browser can be blocked.

6 When switching over from an older BlackBerry smartphone, will a user's Browser bookmarks migrate as well?

Yes they will.

BlackBerry® Remember

1 What is BlackBerry® Remember?

BlackBerry Remember is a new application designed to help you organize and act on information that lives across multiple applications on the smartphone. It will also sync with Outlook memos and tasks as well as cloud services like Evernote.

2 What happened to Memos and Tasks? Did BlackBerry Remember replace these apps?

BlackBerry Remember offers the same type of functionality as Memos and Tasks – and more. In addition to syncing with your Outlook memos and tasks, BlackBerry Remember will allow you to organize content and information from across the smartphone around common tasks, themes or ideas. It is more advanced than Memos and Tasks.

3 If there is an action item in a users e-mail, does he/she have to exit the e-mail and open the “Remember” application?

No. With BlackBerry 10, a user can add emails to BlackBerry Remember by adding a Flag to it.

4 Can a user add an attachment to BlackBerry Remember?

Yes they can. If an attachment is on the device or was received in an email, it can be added to BlackBerry Remember. It can be edited as well.

Time Shift mode

1 How does Time Shift capture the ‘right’ moment?

When a user starts this mode the camera automatically begins to save images in the ‘background’ and continues to save images after the user selects the screen to capture. This way the user has images slightly before & after the captured moment.

After the capture is done, the user is taken directly to review mode and can move back and forth ‘in time’ cycling through the before & after images. This allows the user to modify the background and/or any face in the picture, capturing the exact moment they want saved. The beauty of Time Shift mode though is in how simple and easy it makes this whole process. It’s a simpler and easier implementation of this functionality than is found on other smartphones.

2 Can these images be shared?

Yes, a user can upload to a variety of photo and video sharing networks like Facebook, Twitter and YouTube through the sharing button.

3 Will Time Shift mode work on photos with multiple faces?

Yes, you are able to edit multiple faces when in Time Shift mode.

3 Can I use Time Shift mode to edit a picture taken in Time Shift mode and saved on my phone?

No, when you take a picture in Time Shift mode the picture has to be edited at that point in time and cannot be saved and edited later. The benefit of Time Shift mode is that you take a single picture and edit at that point in time to create the perfect shot saving you from having to take multiple pictures.

BlackBerry® World™

1 Where will the music and video content be pulled in from?

The music provider will be 7digital and the video provider is Rovi. We are not actively promoting these partners – BlackBerry® World™ makes it easy to discover and purchase great applications, music, videos and TV, all in one place.

2 How long can a user watch a video that has been rented?

The rental period is 30 days however once a user has begun to watch a video, he/she has a 24/48 hour viewing period.

3 Are there previews available for music and video content?

Yes, there is a 30 second track sample or video trailer that a user can listen to/watch before purchase.

4 Can a user provide reviews on videos and music?

At launch a user can provide ratings and reviews on apps and games only. This functionality will not be available on the music and video side.

5 Where will the recommendations be pulled in from?

Recommendations will be based on overall storefront purchases. The classic “people who bought this also bought that” type recommendations. Recommendations will be updated every 24 hours. There will be no personalized element to this feature at launch.

6 Where will the recommendations be displayed?

Recommendations will be displayed on the app details page.

7 What is the ‘Developer Feedback Email’?

Developers can receive non-public feedback, requests or suggestions to improve the application directly from users to the support email address provided.

8 Where will content from trending be pulled in from?

Trending will be content that is based off of recent download trends. For example, it will compare the downloads from 2PM – 3PM from the previous day to see which apps have grown the most. Those with significant changes will be in the “trending” section.

9 Will NFC on BlackBerry World work between BlackBerry 10 and BlackBerry 7 devices?

In the case of BlackBerry 10, BlackBerry World will only support NFC sharing of a single app details page at launch so that will work between BlackBerry 10 and BlackBerry 7.

BlackBerry 7 devices currently offer NFC sharing of ‘my world’ lists. Sharing of lists will not work between BlackBerry 7 and BlackBerry 10 devices.

10 Does BlackBerry World support transferring an application directly from one device to another?

No, it does not support transferring an application directly from one device to another. It will only share links to the download page.

All downloads occur from BlackBerry World servers over WiFi or cellular networks. Direct device to device downloads are not supported.

11 If a customer has bought an app on BlackBerry 7 today, will they have to pay for it again on BlackBerry 10?

This depends on how the Developer created the SKU and how they market their App. Technically, apps can be organized to work on PlayBook and BlackBerry 10.

BlackBerry® Story Maker

1 What is BlackBerry® Story Maker?

BlackBerry 10 includes a new application called BlackBerry Story Maker that allows users to combine photos and videos into a single movie that they can view later or share with others. BlackBerry Story Maker is designed like a “wizard”, allowing quick the creation of full HD (1080p) movies in a few simple steps. This new application allows users to:

- Create a new movie – selecting photos & videos on their device that they can select to include in their movie.
- Select a single song for background music. Six preloaded songs are included.
- Apply introductory titles and exiting credits.
- Apply themes to your movie – e.g. Neutral, Bleach Bypass, Vintage, Super 8, etc.
- Modify the movie by adding or removing media currently included in the movie. Or, edit specific photos and videos included in the movie.

2 Does it support the creation of a full HD movie?

Yes it supports the creation of full HD movies. (1080p)

3 Can a user include music into the video?

Yes he/she can select a single song for background music.