

BlackBerry World Storefront

Version: 4.3



User Guide

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About BlackBerry World

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

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

New features and enhancements

The new features and enhancements for BlackBerry World version 4.3 include the following items:

BlackBerry World	Previously known as BlackBerry App World, the storefront still offers countless apps, games, movies, and more for your BlackBerry device.
Context menus	BlackBerry World offers easier access to popular menu items. By pressing and holding an application icon on the My World screen, some menu items, such as adding reviews, sharing, and deleting, are available without using the Menu key.

Browsing and searching

Search for a specific app

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

1. On the BlackBerry World home screen, do any of the following:
 - To search the entire storefront, click the **Search BlackBerry World** field and type an app name or keyword.
 - To search for apps within a category, click a category icon. Click the **Search** icon. In the **Search** field, type an app name or keyword.

Sort or filter apps while searching or browsing

1. In a list of apps, do any of the following:
 - To sort the apps, at the top right of the screen, click the **Sort** icon. Click a sorting type.
 - To filter the list by app type, at the top of the screen, click **Show All**. Click an app type.

To sort apps in reverse order, click the **Sort** icon. Click the sorting type again.

Hide apps intended for adult, mature, or teen audiences

Each app in BlackBerry World is assigned a rating based on the audience that it's intended for. You can filter what content you see in BlackBerry World and lock your settings using a four-digit password.

1. Click **My Account > Content Controls**.
2. Choose the type of content that you want to see.
3. To lock the settings, click **Lock Settings**. Type a four-digit password.
4. Press the **Menu** key > click **Save**.

Managing your BlackBerry ID account

About the BlackBerry ID

Your BlackBerry ID username and password gives you access to BlackBerry websites, apps, and services, and helps you transfer information when you change devices. One BlackBerry ID should be used for all your BlackBerry devices. 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 or obtain more information about BlackBerry ID on www.blackberry.com/bbid. You can also create your BlackBerry ID from the BlackBerry Protect website, the BlackBerry Protect application on your BlackBerry device, or BlackBerry World. BlackBerry World uses BlackBerry ID.

You can use any email address for your BlackBerry ID; you don't have to use an email address that you have added to your device. If you have a username and password that you use to manage email addresses on your device, that username is separate from your BlackBerry ID.

Create a BlackBerry ID

The first time you open BlackBerry World, you can create a BlackBerry ID.

1. On the BlackBerry World home screen, click **My World**.
2. Click **Create a new BlackBerry ID**.
3. Complete the instructions on the screen.
4. Click **Sign up**.

Buying and downloading

About downloading apps

You can download different types of apps such as applications, games, and themes for your BlackBerry device using BlackBerry World.

BlackBerry World is designed to prioritize available network connections and, if both types of networks are available, automatically chooses an authenticated Wi-Fi network over a wireless network for downloading apps. Downloading apps 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 World.

You can find and open your downloaded apps on the My World screen. You can also find downloaded apps 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 app

You must log in to BlackBerry World with your BlackBerry ID before you can download free apps.

1. Click a free app.
2. Click **Download**.

You can find and open your downloaded apps on the My World screen. You can also find downloaded apps 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 app

You must be logged in to BlackBerry World and supply your BlackBerry ID and BlackBerry ID password before you purchase an app.

1. Click an app.
2. Click the price.
3. Enter your device password.
4. Enter your BlackBerry ID password.

You can find and open your downloaded apps on the My World screen. You can also find downloaded apps 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 apps on BlackBerry World 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. On the BlackBerry World home screen, click **My Account > Payment Options**.
2. Enter your BlackBerry ID.
3. Select a payment option.
4. Click **Next**.
5. Complete the instructions on the screen.

Pause downloading an app

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

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

Write a review for an app

You can write reviews for apps that you have downloaded. You can only write one review for each app.

1. On the **My World** screen, highlight an app.
2. Press the **Menu** key > **Add a Review**.
3. Complete the instructions on the screen.
4. Click **Submit Review**.

Share an app

You can share an app with someone by sending different types of messages, such as an email message, text message, Tweet, or Facebook message.

1. Click an app.
2. Scroll to a sharing option.

Update an app

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

Depending on the app, you might have to pay an additional charge for the update.

1. On the **My World** screen, in the **Installed** drop-down list, click **Upgrades**.
 - To update all of the apps on the **Upgrades** screen, click **Upgrade all**.
 - To update a single app, click an app. Click **Upgrade**.
2. If necessary, to buy the update, complete the instructions on the screen.

Check the amount of available storage for apps

1. On the **Featured Items** screen, click **My World**.
2. Press the **Menu** key > **Show Available Storage**.

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 > **Show Available Storage**.

Managing apps

Sort your apps

You can sort apps by different options, such as Installed, Uninstalled, Upgrades, Wishlists, and Subscriptions.

1. On the **My World** screen, in the **Installed** drop-down list, click any option.

Select multiple apps

You can select and perform tasks on multiple apps, such as installing, reinstalling, or deleting.

1. On the **My World** screen, in the **Installed** drop-down list, click any option.
2. Click **Menu > Select Items**.
3. Select the apps.
4. Click **Menu** and click an option.

About deleting and reinstalling apps

Apps that you download are stored in BlackBerry World and appear on the My World screen. To make space available for other apps, you can delete some of your existing apps permanently or you can save them to reinstall later at no additional charge for the apps. Additional network charges might apply when you reinstall apps.

You can remove and reinstall apps as many times as you want to on the same BlackBerry device, unless you permanently delete the apps. You can reinstall apps that you bought on up to four additional devices each year without paying for the apps again.

Delete an app

1. On the **My World** screen, highlight an app.
2. Press the **Menu** key > **Delete**.
 - To remove the app from your list of installed apps, click **Uninstall**.
 - To permanently delete the app, click **Delete**.

If you uninstall the app, the status of the app changes to **Uninstalled**. If you permanently delete the app, it can be repurchased or downloaded again through BlackBerry World.

Reinstall one or all apps

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

1. On the **My World** screen, in the **Installed** drop-down list, click **Uninstalled**.
 - To reinstall all apps, click **Reinstall All**.
 - To reinstall one app, press the **Menu** key > **Reinstall**. If an update is available and you want to update the app, click **Upgrade**. If an update is available, but you don't want to update the app, click **Reinstall**.

Share your apps

You can share an app or list of installed apps by sending different types of messages, such as an email message, text message, Tweet, or Facebook message.

Before you begin: If you use NFC to share apps, both BlackBerry devices must support NFC technology and it must be turned on. To turn on NFC technology, on the home screen of your device, click the connections area at the top of the screen and select the NFC checkbox.

1. On the BlackBerry World home screen, click **My World**.
2. Press the **Menu** key:
 - To share your entire list, click **Share Installed List**.
 - To share a single app, click **Share** and click an option.

If you use NFC to share your apps, align the backs of the devices and follow the instructions on the screen.

About wishlists

You can add the apps you love to a wishlist.

Wishlist an app

1. Click an app.
2. Click the **Add to Wishlist** icon at the top of the screen.

View and share your wishlist

1. On the **My World** screen, in the **Installed** drop-down list, click **Wishlist**.
 - To share all items on your wishlist, press the **Menu** key > **Share List**. Click an option.
 - To share a single wishlist item, click the app and scroll to the bottom of the screen to click an option.

Frequently asked questions

Where can I download BlackBerry World?

You can download BlackBerry World or manually update your existing version of BlackBerry World by visiting www.mobile.blackberry.com from your BlackBerry device, or by visiting www.blackberry.com/blackberryworld from a computer.

I can't find an app that I downloaded

The apps that you download from BlackBerry World are located on the My World screen.

On the BlackBerry World home screen, click **My World**.

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

When you use your existing BlackBerry ID to log in to the BlackBerry World storefront on your new device, you can reinstall your apps on your new BlackBerry device on the My World screen. You can reinstall apps that you bought on up to four additional devices each year without paying for the apps again. Apps that you archived on a media card can also be reinstalled on the My World screen. Additional data charges might apply to reinstall apps.

Why can't I see all the apps for sale or download on BlackBerry World on my device?

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

Can I download apps in the BlackBerry World storefront elsewhere?

Yes, you can also buy and download apps from the BlackBerry World storefront on a computer. Depending on the company who created the app, you might also be able to buy or download apps from the company's website.

What's the difference between apps that I purchase and apps I subscribe to?

You might be required to pay a recurring subscription fee for some apps that you download from BlackBerry World or for additional apps found within some apps that you have already downloaded or purchased. Subscriptions can be renewed after 7 days or 30 days, depending on the app and the provider. Your subscription is automatically renewed until you cancel your subscription. BlackBerry World is designed to send you an email notification before each subscription is renewed as well as an email notification once the renewal is complete. You can view all of your subscriptions and cancel your subscriptions on the My World screen.

Why do I receive an error message when I log in using my BlackBerry ID?

If you receive an error message when you attempt to log in using your BlackBerry ID, you might have to wait a few moments and attempt to log in again. You can also connect to a Wi-Fi network and attempt to log in again.

How do I get support for an app

You should contact the company who created the app to obtain support. In many cases, support information is provided on the app's Summary screen.

1. On the BlackBerry World home screen, click **My World**.
2. Click the app.
3. On the **Summary** screen, scroll to the bottom of the page for a website link or support contact information.

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