

## BlackBerry App World Storefront - Frequently Asked Questions

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## General Information

### What are the technical requirements for downloading and using the BlackBerry App World™ storefront?

To download and use BlackBerry App World, users must meet the following requirements:

- A wireless service data plan that supports web browsing
- A BlackBerry smartphone with a trackball or touchscreen
- BlackBerry® Device Software 4.2 to 4.7
- Reside in a supported country – view a current listing of supported countries at [http://na.blackberry.com/eng/services/appworld/download.jsp#tab\\_tab\\_system\\_requirements](http://na.blackberry.com/eng/services/appworld/download.jsp#tab_tab_system_requirements)

Notes:

1. BlackBerry App World is not supported on BlackBerry smartphones with trackwheels.
2. It is recommended that BlackBerry smartphone users are running the most up-to-date BlackBerry Device Software version available from their wireless service providers.

### Where can a BlackBerry smartphone user download BlackBerry App World?

BlackBerry smartphone users can download BlackBerry App World using the following methods:

- BlackBerry smartphone - [mobile.blackberry.com](http://mobile.blackberry.com)
- Computer - <http://www.blackberry.com/appworld>

### What languages does BlackBerry App World support?

BlackBerry smartphone users can currently choose to download BlackBerry App World in English, French, German, Italian, or Spanish.

### What if the BlackBerry smartphone user has a service plan that does not include browsing?

BlackBerry smartphone users who have service plans that do not include browsing will not be able to access BlackBerry App World. A data plan is required to access the application. Please note that Wi-Fi® access alone is not supported.

### Can BlackBerry smartphone users transfer their applications when switching to a new BlackBerry smartphone?

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17625 – Provides information on transferring BlackBerry App World storefront applications to a new BlackBerry smartphone

Will the BlackBerry Application Center and BlackBerry App World appear as separate icons on the Home screen of BlackBerry smartphones?

Yes. If the BlackBerry Application Center is available on a BlackBerry smartphone it will co-exist with BlackBerry App World, and each will be represented by a separate icon.

Will applications available through BlackBerry App World be available through other distribution channels?

Yes. This is entirely up to the individual software vendors.

When will BlackBerry App World be available in other countries?

Availability for other countries will be announced shortly. To view a current listing of supported countries visit [http://na.blackberry.com/eng/services/appworld/download.jsp#tab\\_tab\\_system\\_requirements](http://na.blackberry.com/eng/services/appworld/download.jsp#tab_tab_system_requirements).

Is BlackBerry® Desktop Manager required to install any applications?

No. BlackBerry App World is an on-device application that allows BlackBerry smartphone users to download applications wirelessly, so no involvement from a computer is required to download and install applications.

Can BlackBerry App World be accessed using a browser on a computer? If so, is it possible to purchase or download applications?

Yes, BlackBerry App World can be accessed using a browser on a computer by visiting [www.blackberry.com/appworld](http://www.blackberry.com/appworld). However, customers cannot purchase applications using this method. If customers find an application they would like to purchase, they can send an email message with a link to the application to the BlackBerry smartphone, where they can download it using BlackBerry App World.

Features of BlackBerry App World include:

- Browse by Featured Items, Top Downloads, Category, and Subcategory
- Browse by New, Free, and Paid
- Search catalog
- Recommend applications
- Access RSS feeds
- Send an email message with a link to an application (for download) to a BlackBerry smartphone

For more information, please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18813 – Provides information on sending an application link email message using BlackBerry App World from a browser on a computer

## Applications

### What types of applications are available in BlackBerry App World?

A full listing of applications available in BlackBerry App World can be found within the BlackBerry App World application.

### Are details provided about the applications prior to the purchase or download?

Yes. All important information relating to individual applications will be available to BlackBerry smartphone users prior to download or purchase in the details screen, including:

- Application size
- Description (including screen shots and user reviews)
- Cost (if any)
- Link to vendor support

### Where are downloaded applications stored on a BlackBerry smartphone?

Downloaded and installed applications are stored in two different locations. Within BlackBerry App World, BlackBerry smartphone users will have access to all downloaded and installed applications from their My World folder. On the BlackBerry smartphone, applications will be downloaded to and stored in the applicable application folder as defined by the BlackBerry smartphone user (for example, Downloads, Games, Instant Messaging.)

### Why are all applications not accessible to all BlackBerry smartphone users?

Vendors in BlackBerry App World have the ability to restrict the availability and visibility of their applications based on the following criteria:

- BlackBerry smartphone model
- BlackBerry Device Software version
- Wireless service provider
- Country
- Language

If an application does not appear on a BlackBerry smartphone, one or more of these criteria is not being met.

### What happens if the paid application stored in My World is incompatible with a BlackBerry smartphone user's new BlackBerry smartphone?

If a BlackBerry smartphone user switches to a new BlackBerry smartphone that does not support a purchased application, the application status in My World will read "Unavailable for this device" and the user will be unable to use the application.

Should the vendor issue an upgrade for the new BlackBerry smartphone, the BlackBerry smartphone user will be notified in My World. Note: There might be an additional charge for installing the upgrade from the vendor.

Is there a list of common error messages that BlackBerry smartphone users might come across?

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17678 – Provides information on common error messages in BlackBerry App World

Why can I only view free applications? Aren't there applications I can purchase?

Users may be restricted to viewing free applications only if they are in a country that does not support PayPal®, the official partner for purchases made using BlackBerry App World.

If a BlackBerry smartphone user accidentally deletes an application, is there an additional charge to re-install the application?

No. Once an application has been purchased and downloaded, the BlackBerry smartphone user can re-install the application at no additional charge. BlackBerry smartphone users can manage their applications using the My World screen.

Note: Users will incur data charges when re-installing applications

## Payment

How is an application purchased?

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17745 - Provides information on downloading and purchasing applications using BlackBerry App World

What methods of payment can be used to purchase applications using BlackBerry App World?

PayPal is the official partner for purchases made using BlackBerry App World. For more information on PayPal, visit the PayPal web site.

What if a BlackBerry smartphone user does not have an existing PayPal account?

BlackBerry smartphone users who do not have PayPal accounts and want to purchase an application using BlackBerry App World, must register for a PayPal account on the PayPal web site.

Is a PayPal account required to download free applications?

No.

What currencies are supported for purchasing applications using BlackBerry App World?

At present, supported currencies are US dollars (USD), Canadian dollars (CDN), Great Britain Pounds (GBP), and the EURO (EUR).



Please note: All prices will appear in US dollars until the BlackBerry smartphone user logs in to PayPal. Once the BlackBerry smartphone user has logged in, PayPal will display the cost in the appropriate currency after exchange.

If a BlackBerry smartphone user purchases an application and is not satisfied with it, is a refund available?

There is a no return policy for downloaded software. To view the terms and conditions, visit [http://store.digitalriver.com/store/rimmktpl/en\\_US/ContentTheme/pbPage.TermsOfSaleUS](http://store.digitalriver.com/store/rimmktpl/en_US/ContentTheme/pbPage.TermsOfSaleUS).

## Memory Management

How many applications can be installed on a BlackBerry smartphone? What if a BlackBerry smartphone user does not have sufficient memory available on the BlackBerry smartphone and wants to download more applications from BlackBerry App World?

The number of applications that a BlackBerry smartphone user can have installed on the BlackBerry smartphone at one time differs according to the BlackBerry smartphone model, the version of the BlackBerry Device Software, the size of the application, and the amount of available memory on the BlackBerry smartphone.

The My World screen in BlackBerry App World is designed to help BlackBerry smartphone users manage their downloaded applications. This screen lists all applications that have been downloaded by a BlackBerry smartphone user, whether they have been installed or uninstalled. It also allows BlackBerry smartphone users to re-install applications that they may have previously uninstalled due to the amount of memory available on their BlackBerry smartphones. This provides BlackBerry smartphone users with an on-demand way to digitally store and retrieve applications that they have downloaded, allowing them to download and use as many applications as they would like.

BlackBerry smartphone users may archive applications, which frees up memory on their BlackBerry smartphones if they have reached the capacity of available memory. Users will be automatically prompted when attempting to download an application and there is insufficient memory available.

**Note:** To archive applications, a microSD card is required.

To learn more about memory management and how to uninstall an application that was downloaded using BlackBerry App World, please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18809 – Provides information on the archiving feature

## Where are purchased applications stored on a BlackBerry smartphone?

Downloaded applications are stored in one of two places depending on the version of BlackBerry Device Software. For BlackBerry Device Software 4.5 or earlier, all downloaded applications appear as icons on the BlackBerry smartphone Home screen. For BlackBerry Device Software 4.6 or later, all downloaded applications appear as icons in the Downloads folder on the BlackBerry smartphone.

Alternatively, all downloaded applications are stored, whether installed or uninstalled on the device, on the My World screen in BlackBerry App World.

## When a BlackBerry smartphone user downloads a new application, will pre-checks be performed to make sure that sufficient memory is available?

Yes. The BlackBerry smartphone checks if enough memory is available to download a particular application. A warning message will be displayed if the BlackBerry smartphone is running low on memory.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17624 – Provides information on BlackBerry App World memory management

## How do I find out how much memory I have left to download applications?

To see how much memory remains for the downloading of applications, complete the following steps:

1. Open the BlackBerry App World application.
2. Click the **My World** icon.
3. Open the menu, and click **Show Memory Bar**.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18811 – Provides information on the memory bar

## Is it possible to save applications to an external media card?

Yes. However BlackBerry smartphone users cannot use applications while saved to an external media card.

## What is archiving?

The archiving feature allows BlackBerry smartphone users to free up space on their BlackBerry smartphones if they have reached the capacity of available memory.

When there is insufficient memory available when attempting to download an application, users will be automatically prompted to archive application to a microSD card.

Note: To archive, users require a microSD card.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18809 – Provides information on the archiving feature

## How do I archive an application?

To archive an application, complete the following steps:

1. Open the BlackBerry App World application.
2. Click the **My World** icon.
3. Highlight the application to be archived.
4. Open the menu, and click **Archive**.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18810 – Provides information on how to archive

## What happens if I archive an application?

If a BlackBerry smartphone user archives an application it is uninstalled and can no longer be used. However, the archived application may be restored for use at a later date.

**Note:** It is recommended that the application remain in “archived” status in My World and not be deleted or uninstalled otherwise the user must re-download the application and will incur data download charges.

## Can I run applications from my external media card?

No, applications can only be stored on an external media card. BlackBerry smartphone users must restore an application that exists on an external media card to use it.

## What if I have applications saved on an external media card and then lose the card?

Visit the My World screen, an online record of applications that have been purchased using BlackBerry App World, to re-install your applications at no charge.

## What are the advantages of an external media card if I can't run applications from it?

Using an external media card allows a BlackBerry smartphone user to free up device memory by archiving application to the media card. If you need to use an application again you can quickly restore the application from the media card instead of re-downloading from BlackBerry App World.

## How many applications can I store on an external media card?

The number of applications that can be stored on an external media card will vary depending on the size of the card and the amount of memory required by each application. The memory bar will assist BlackBerry smartphone users in keeping track of how much space is available.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18811 – Provides information on the memory bar

## How do I restore an application?

BlackBerry smartphone users can restore an application by following either of the methods listed below:

1. Open the BlackBerry App World application.
2. Click the **My World icon**.
3. Highlight the archived application.
4. Open the menu, and click **Restore**.

Or,

1. Open the BlackBerry App World application.
2. Click the **My World icon**.
3. Highlight the archived application.
4. Open the menu, and click **View Details**.
5. Click **Reinstall**.

**Note:** By restoring an application the user will not incur data download charges.

## My World

### What is the My World screen in BlackBerry App World?

The My World screen is an online record of applications that have been purchased using BlackBerry App World.

If BlackBerry smartphone users run low on memory, they may delete an application, or switch to a new BlackBerry smartphone. The My World screen allows BlackBerry smartphone users to re-install applications that they previously purchased without having to purchase the applications again.

### Can BlackBerry smartphone users use the My World screen to re-install applications that they previously purchased?

Yes. BlackBerry smartphone users can re-install purchased applications to the BlackBerry smartphone an unlimited number of times. BlackBerry smartphone users can also re-install purchased applications to a new BlackBerry smartphone up to three times a year.

For information, please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following articles:

KB17862 – Provides information on applications not listed on the My World screen after switching BlackBerry smartphones or upgrading the BlackBerry Device Software

KB17625 – Provides information on transferring BlackBerry App World items to a new BlackBerry smartphone

### Can BlackBerry smartphone users use the My World screen to re-install free applications?

No. The My World screen is designed to help BlackBerry smartphone users protect their investment in purchased applications. Free applications can be found and re-installed using the search feature in BlackBerry App World.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB18814 – Provides information on using filters for categories and when searching

### Why are there no applications listed on the My World screen after upgrading the BlackBerry Device Software or switching to a new BlackBerry smartphone?

For information, please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17862 – Provides information on applications not being listed in My World screen after switching BlackBerry smartphones or upgrading the BlackBerry Device Software

### What happens if a purchased application stored on the My World screen is incompatible with the new BlackBerry smartphone?

The BlackBerry smartphone user must purchase a version of the application that is compatible with the new BlackBerry smartphone, if it is available.

## Support

### What control options do BlackBerry® Enterprise Server administrators have of BlackBerry App World and what IT policies are available to them?

BlackBerry Enterprise Server administrators can manage and control BlackBerry App World in two different ways.

1. Enable/Disable BlackBerry App World application - Used to limit the BlackBerry smartphone user's access to the BlackBerry App World application. BlackBerry smartphone users can still download the application onto their BlackBerry smartphones, but they will receive the following message when they try to access BlackBerry App World: *Your BlackBerry administrator has set an IT Policy preventing you from using BlackBerry App World.*
2. Allow third-party application install – Used to control the download of third-party applications

For information, please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following articles:

KB17660 – Provides information on IT policy rules for BlackBerry App World

KB17809 – Provides information on how to import IT policy rules for BlackBerry App World

### How are third-party applications supported in BlackBerry App World?

Individual applications are supported by the developers of those applications. Vendor support information will be available on the BlackBerry smartphone through the Contact Support option, and in the purchase confirmation email message that is sent to BlackBerry smartphone users who download the application.

BlackBerry smartphone users are also encouraged to visit the BlackBerry App World support page at [www.blackberry.com/appworld/support](http://www.blackberry.com/appworld/support) for a listing of general support options.

For information please visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read the following article:

KB17746 – Provides information on support for third-party applications purchased using BlackBerry App World

### Who should BlackBerry smartphone users contact with questions about payment or billing?

Billing issues that arise with PayPal accounts and transactions should be directed to PayPal. BlackBerry smartphone users can contact PayPal by visiting the PayPal website and accessing the Help Center by clicking "Help" or "Contact Us". The following three support options are available: Self Help, Email, and Phone.