



# BlackBerry App World storefront

Version: 1.1

User Guide



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## About the BlackBerry App World storefront

The BlackBerry App World™ storefront allows you to search for and download applications 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 applications by category and search by keyword. You can also read and write reviews and recommend items to others.

Using an existing PayPal® account, you can buy and download items over the wireless network to your device. Items that you buy are stored in BlackBerry App World on the My World screen.

# 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.
2. Perform any of the following actions:
  - To view the top-downloaded free items, click **Top Free**.
  - To view the top-downloaded purchased items, click **Top Paid**.

## 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.

# Buying and downloading

## About downloading items

You can download different types of items 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 easily find and open your downloaded items on the My World screen. You can also find downloaded items in the Downloads, Games, or Instant Messaging folders.

## Download a free or trial item

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

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

## Buy an item

To perform this task, you must have a PayPal® account. To get a PayPal account, visit [www.paypal.com](http://www.paypal.com).

1. On the Details screen, press the **Menu** key.
2. Click **Purchase**.
3. Type the login information for your PayPal account.
4. Press the **Menu** key.
5. Click **Log In**.
6. If necessary, click **Change Funding**. Complete the instructions on the screen.
7. Click **Buy Now**.

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

## 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 memory for items

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

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

To hide the memory status bar, on the My World screen, press the **Menu** key. Click **Hide Memory Bar**.

### Related topics

[I cannot install an item because there is not enough memory, 11](#)

# 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, by logging in to your PayPal® account. 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 install items that you bought on up to two 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.
3. Click **Uninstall**.
4. Click **Yes**.
5. If necessary, click **Yes** or **No**.

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

## Re-install an item

Additional data service charges might apply when you 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**.
4. Perform one of the following actions:
  - 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**.

After the item is re-installed, its status changes to **Installed**.

## Re-install items on a different device

To perform this task, you must install the BlackBerry App World™ storefront on your BlackBerry® device first.

If you switch to a different device or delete all the data from your device, you can re-install all of the items that you bought from BlackBerry App World at no additional charge.

1. On the My World screen, press the **Menu** key.
2. Click **Log In**.
3. Type the login information for your PayPal® account.
4. Re-install each item individually.

When an item is successfully re-installed, its status changes to **Installed**.

If you had free or trial items on your previous device, you have to download the free or trial items again.

### Related topics

[An item appears as "Unavailable for this device", 11](#)

## 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.

# Troubleshooting

## Free or trial items do not appear

If you switch to a different BlackBerry® device or delete all of the data from your device, you must download free or trial items again.

## An item appears as "Unavailable for this device"

If the status of an item appears as "Unavailable for this device", the item is not compatible with your BlackBerry® device. If the item becomes compatible later, its status changes to "Uninstalled", and you can re-install it.

## I cannot install an item because there is not enough memory

Try performing the following actions:

- Remove applications from the My World screen.
- Delete media files.
- Clear the browser cache.

For more information about best practices for managing memory and optimizing your device performance, on the Home screen of your BlackBerry® device, click the **Help** icon.

### Related topics

[Check the amount of available memory for items, 7](#)

# Glossary

**MMS**

Multimedia Messaging Service

**SMS**

Short Message Service

**SSL**

Secure Sockets Layer

# Provide feedback

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

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