

BlackBerry App World Storefront - Frequently Asked Questions

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

BlackBerry App World is supported on the following BlackBerry® smartphone models when running BlackBerry® Device Software 4.2 and later:

- BlackBerry® Bold™ 9000 smartphone
- BlackBerry® Storm™ Series
- BlackBerry® Pearl™ Flip 8220 smartphone
- BlackBerry® Curve™ 8300 Series
- BlackBerry® Curve™ 8900 smartphone
- BlackBerry® 8800 Series
- BlackBerry® Pearl™ 8100 Series

Note: 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
- Computer - <http://www.blackberry.com/appworld>

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.

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, and the size of the application.

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 a way to digitally store and retrieve applications that they have downloaded on-demand, allowing them to download and use as many applications as they would like.

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 to read the following article:

KB17624 – Provides information on memory management

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.

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 to read the following articles:

KB17862 – Provides information on applications not being listed in 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

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.

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.

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

For information please visit www.blackberry.com/btsc to read the following article:

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

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 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.

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

Applications downloaded using BlackBerry App World cannot currently be stored on or run from an external media card.

How is an application purchased?

For information please visit 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.

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 for a listing of general support options.

For information please visit 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.

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 will be represented by two separate icons.

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 and languages will be announced shortly.

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.

What languages does BlackBerry App World support?

English is currently the only supported language. Availability for other countries and languages will be announced shortly.

What types of applications are available in BlackBerry App World?

A listing of featured applications is available at <http://www.blackberry.com/appworld>. A full listing of applications is only available within the BlackBerry App World application.

Do BlackBerry® Enterprise Server subscribers have control of BlackBerry App World and if so, what IT policies are available to them?

Yes. BlackBerry Enterprise Server subscribers 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 error 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 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

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 be stored in the applicable application folder as defined by the BlackBerry smartphone user (for example, Downloads, Games, Instant Messaging.)

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 will perform a 'check' to see 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 to read the following article:

KB17624 – Provides information on BlackBerry App World memory management

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

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



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

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

If a BlackBerry smartphone user purchases an application and is unsatisfied 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.

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 upgrades 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 to read the following article:

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

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