



Frequently Asked Questions

Q: Who is the target customer for the BlackBerry PlayBook?

The BlackBerry® PlayBook™ will appeal to BlackBerry smartphone users and people who want a tablet that will help them get things done by staying connected to their family, friends, and colleagues.

BlackBerry PlayBook™

Frequently Asked Questions

Q: What are the new features added in PlayBook™ OS 2.0?

PlayBook OS 2.0 builds on the powerful performance of the PlayBook hardware by focusing in four areas

Communications Experience

Built-in Email, Calendar, Contacts, Video chat

Personal Productivity Tools

Docs To Go®, Print To Go, BlackBerry Balance

Apps and Content

BlackBerry Video Store, BlackBerry® AppWorld™

New performance Improvements

Browser, BlackBerry® Bridge™

The best of BlackBerry comes built-in

The BlackBerry PlayBook gives you the BlackBerry communications experience you love, built for a tablet. You get full access to a variety of tools to stay connected with the world:

Built-in Email with advanced features for editing and formatting messages

Built-in Contacts app and Social Calendar that connect to your social networks to provide complete profiles of your contacts.

Built-in Video Chat for face to face conversations between BlackBerry PlayBook tablets

An Outstanding Web Experience

With the BlackBerry PlayBook, you get the power of the real internet with a blazing fast Webkit.

Support for Adobe® Flash® Player 11.1, Adobe® Mobile AIR® and HTML-5.

The ability to eliminate page clutter at the touch of a button with the browser reading view.

Key Features continued...

Real Multitasking

Effortlessly move between applications without losing your place.

Apps run simultaneously and in real time to allow people to work on BlackBerry PlayBook the way they do in their day to day lives.

Enabled by powerful hardware like a 1GHz dual core processor, and an elegant OS powered by QNX technology.

Stunning Multimedia

1024 x 600 WSVGA display with 180 pixels per inch (ppi).

Stereo speakers and stereo microphones.

HDMI output supporting 1080p HD.

Audio: MP3, AAC 5.1, WMA 5.1 audio playback.

Camera: Dual 1080p HD cameras (3 MP front facing, 5 MP rear facing), can capture 1080p HD video.

Video: Support for high resolution video playback (H.264, MPEG4, WMV) (1080p HDMI output).

BlackBerry® Music Store powered by 7 Digital™.

Thousands of movies and TV shows are now available on demand to rent or buy through BlackBerry Video Store.

BlackBerry® Bridge™

On its own, your BlackBerry PlayBook is a high performance machine. But, get more out of your BlackBerry devices by allowing them to work together. Wirelessly connect your BlackBerry smartphone to your BlackBerry PlayBook using BlackBerry Bridge, so you can:

- Use your BlackBerry smartphone as a wireless remote control for your BlackBerry PlayBook

- Easily switch screens so you can view a document or web page from your BlackBerry smartphone on your BlackBerry PlayBook at the push of a button

Key Features continued...

You can even use your BlackBerry smartphone's existing data plan to browse the web in all its glory, complete with Flash enabled content

Access your favorite BlackBerry smartphone features like email, contacts and calendar even when you're outside of Wi-Fi, plus get access to BBM

One-time setup is fast, and when it's complete, the connection is automatically restored every time the two devices come into range.

Video Chat

Your BlackBerry PlayBook is equipped with two HD video cameras and stereo speakers for video chatting between BlackBerry PlayBook tablets.

Real multitasking, allows you to be on a call and run a presentation or check a movie preview at the same time

Incoming Call Notifications

Powerful In-Call Functions

- Picture-in-picture preview function.
- Switch cameras from front to rear

Friends List to help organize your video chat friends

Facebook for BlackBerry PlayBook

Facebook® for BlackBerry PlayBook offers users a highly engaging experience by integrating popular features and functionality of Facebook including.

View and add Friends -Users can interact with friends quickly and easily: find friends by scanning the new grid view of their profile pictures

Enjoy seamless photo and video viewing

Connect to an HD TV to display photos and videos at a whole new level in full 1080p HD

Connect with friends using Facebook Chat -Notifications of new Chat messages are displayed on the Notifications Bar

View and interact with the News Feed -Users will be able to browse highlights such as photo uploads and status updates and seamlessly view links in the BlackBerry PlayBook browser

Key Features continued...

Business Ready

Always ready for business, BlackBerry PlayBook provides access to the dynamic tools professionals want so they can do what matters most.

Right out of the box you get:

- BlackBerry® Bridge™ technology
- Document editing , viewing and printing with Docs To Go® and Print To Go
- Video chat for easy face to face conferences
- A unified inbox and advanced editing features for work and personal email
- BlackBerry Balance to isolate work from personal
- Simple IT management enabled by BlackBerry® Mobile Fusion
- Adobe Reader
- Enterprise VPN
- Corporate intranet browsing
- Field proven, certified operating system technology from QNX software systems

Q: Do I need to have a BlackBerry smartphone for the BlackBerry PlayBook to work?

No, you don't need a BlackBerry smartphone for the BlackBerry PlayBook to work. The BlackBerry PlayBook works right out of the box and now has built-in email, contacts and social calendar to help manage your day. But, if you do have a BlackBerry smartphone you get additional value from BlackBerry Bridge including 'Open On PlayBook' and 'Remote Control' features among other things.

Q: What is BlackBerry Bridge?

BlackBerry Bridge is a technology that allows users to wirelessly connect their BlackBerry smartphone to their BlackBerry PlayBook for secure access to files, apps and more. New BlackBerry Bridge features let your BlackBerry smartphone act as a keyboard and mouse for your BlackBerry PlayBook when watching a movie or surfing the web.

Q: What smartphone software version is required to use BlackBerry Bridge?

All BlackBerry smartphones with OS 5.0 or above will be able to leverage BlackBerry Bridge, which accounts for approximately 60% of BlackBerry smartphone users today.

Q: Can I watch streaming content from my BlackBerry PlayBook on my HD TV at home?

Sure. The BlackBerry PlayBook comes with a built-in HDMI connection, so you can connect it to your HD TV at home for a cinematic viewing experience. You can even output content like a movie or a presentation to your TV through the HDMI port while you browse the web, or do Email on the tablet's display. We call this presenter mode!

Q: What is the battery life like for the BlackBerry PlayBook?

Customers can expect to have a full working day of typical/mixed usage (ex. 8-10 hours) including web browsing, watching movies and listening to music. All battery life specs will vary based on the actual usage scenario.

Q: How many apps do you expect to have available on BlackBerry PlayBook OS 2.0?

Games like Angry Birds and Cut The Rope, social networking sites like Facebook, and even your favorite books from Kobo - the apps you want are here for you to discover in the BlackBerry AppWorld™ storefront.

Q: Is it true that the BlackBerry PlayBook OS 2.0 will support Android apps?

BlackBerry PlayBook OS 2.0 introduced the Android player for BlackBerry runtime which enables many Android applications to be used on the BlackBerry PlayBook. These Android apps can be found along with all other apps for BlackBerry PlayBook, in the BlackBerry AppWorld storefront.

Q: What Accessories will be available and when?

BlackBerry Authentic Accessories --BlackBerry Convertible Case, Journal Case and Rapid Charging Stand --will be available through retail outlets and **ShopBlackBerry.com**.

Q: Where can I find the YouTube videos on BlackBerry PlayBook?

All videos are posted at: **<http://www.youtube.com/BlackBerry>** and **<http://www.youtube.com/InsideBlackBerry>**.

Q: How do I find out more?

For more information about BlackBerry PlayBook, and to sign up to receive product updates, visit **www.blackberry.com/playbook**.

Q: What needs to be done to set up your BlackBerry PlayBook for the first time?

To get your customer up and running quickly, the BlackBerry PlayBook has a built in setup wizard. Here is what your customer will be guided through:

- Wi-Fi Setup

- Create a BlackBerry® ID

- Check for Software Updates

There are also options to:

- Connect a BlackBerry smartphone via BlackBerry Bridge

- View tutorial videos on how to use the BlackBerry PlayBook

Q: What Support can customers expect if they have issues setting up their BlackBerry PlayBook?

With the purchase of your BlackBerry PlayBook, enjoy 90-Day Complimentary Technical Support. Customers will need to register for this service at:

www.blackberry.com/playbookgettingstarted

Additional warranty information will come in the box.

Speak with a BlackBerry expert if you need help, or want to learn more about the unique features of your tablet. A direct line to BlackBerry support can provide answers to your questions and help you get the most out of your BlackBerry PlayBook.

To reach customer support, call:

1-877-644-8410 (US)

1-877-644-8405 (CAN)

Qualifying questions

What interests you most about a tablet?

What websites do you visit most frequently?

How often do you play games on the web?

How often do you have multiple windows open on your home PC?

When was the last time you took a video with your phone?

What books or magazines do you wish you could have with you on the go?

What personal media do you like to have with you all the time?
(Photos, Video, Music)

What do you already know about BlackBerry smartphones?



Telephone: 1-888-764-8888
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The BlackBerry® PlayBook™ OS 2.0 software update will be available as a free download for all BlackBerry PlayBook users and is expected to be available in February 2012.

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 **BlackBerry** PlayBook.