

Sales and Marketing FAQ's



BlackBerry® Mini Keyboard for the BlackBerry® PlayBook™ tablet



Q. How do I pair the BlackBerry Mini Keyboard with my BlackBerry PlayBook Tablet?

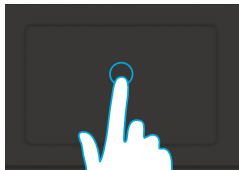
A. Pairing to BlackBerry PlayBook tablet.

1. Turn on your keyboard.
2. On the tablet status bar, tap > **Bluetooth**. Set the Bluetooth switch to **On**. Tap **Add New Device** > **Search**.
3. Tap **BlackBerry Mini Keyboard**.
4. On your keyboard, type the pairing passkey that appears on the tablet screen. Press the key.

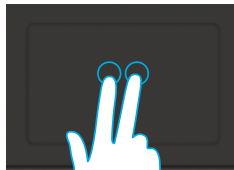
When the keyboard and the tablet are paired, the LED on the keyboard flashes blue.

Q. What kind of functionality does the touchpad support?

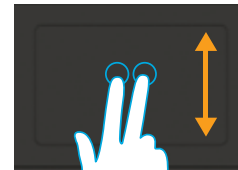
A. Touchpad



Mouse left-click: Using one finger, tap the touchpad.



Mouse right-click: Using two fingers, simultaneously tap the touchpad.



Mouse scroll: Using two fingers, slide your fingers up or down on the touchpad to scroll up or down on a page.

Navigation Using the Touchpad



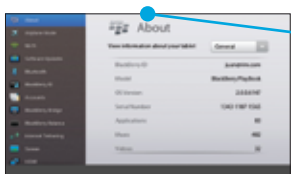
Switch between open apps: Move the mouse pointer to the right or left edge of the screen (the pointer changes to one of the Switch App Right or Switch App Left icons), then right-click. Repeat to switch to the app you want.



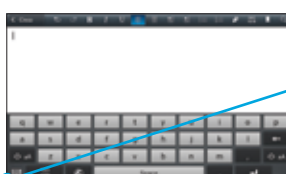
Open the Home screen to select apps: Move the mouse pointer to the bottom of the screen (the pointer changes to the Home Screen Minimize icon), then right-click. The home screen appears where you can switch to another app.



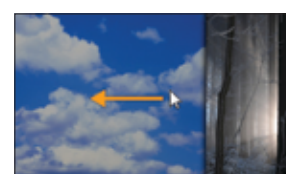
Show the status bar: Move the mouse pointer to the top-left or top-right of the screen (the pointer changes to the Show Status Bar Right or Show Status Bar Left icons), then right-click.



Show the menu: Move the mouse pointer to the top of the screen (the pointer changes to the Show Menu icon), then right-click.



Open the virtual keyboard: Move the mouse pointer to the bottom-left corner of the screen (the pointer changes to the Show Keyboard icon), then right-click.



Move between pictures: Tap a picture with one finger, then hold your finger on the picture and swipe to move to the next picture.

Q. Can the keyboard be removed from its case?

A. Yes – it can be removed, and replaced as required.

- For example: plug your BlackBerry PlayBook into your TV, sit on your couch, and surf the web or watch videos – control the experience with the Mini Keyboard.

Q. Can I charge the Keyboard with a standard BlackBerry® Micro USB charger?

A. Yes.

Q. Can I charge the keyboard with a standard BlackBerry® Micro USB cable?

A. Yes

Q. Under what circumstances is the battery expected to last 30 days?

A. The battery was tested for use of 1 hr/day, 5 days a week. RIM results indicate that the product exceeds its stated battery life of 30 days, in this scenario. Actual product performance will vary depending on usage pattern.

Q. Does having the Keyboard connected to my PlayBook when not in use impact battery life?
Should I shut the Keyboard off when I am not using it?

A. There is a sleep mode which will conserve battery life when not in use – you can just fold the case and go. When you open the case back up, tap a key to wake up the keyboard (and wait a moment). If you are going to have your PlayBook packed away for some time, it would be advisable to turn the power switch off.

Q. Why is there a delay when my Keyboard wakes up?

A. The keyboard is re-establishing its Bluetooth connection to your PlayBook. Tap a key to wake it up, and wait a few moments.

Q. How long does it take to charge the keyboard?

A. Approximately half an hour.

Q. How far from my PlayBook will the keyboard work?

A. The wireless range is approximately 33 feet or 10m.

Q. Why aren't the keys staggered?

A. In order to optimize the form factor (striving for the ultimate balance of portability and productivity) the keys were designed in a grid. The printing of the letters is staggered/offset to represent a more traditional keyboard.

Q. Can I adjust the settings of the touchpad, such as sensitivity?

A. The sensitivity of the touchpad has been optimized from the factory, based on user feedback. Users can not alter its settings.

Q. Is PlayBook™ OS 2.0 required for use with the Keyboard?

A. No – while PlayBook OS 2.0 does provide native PIM and other benefits to the user, it is not required. The original s/w load on PlayBook will function with this keyboard.

Q. Can this keyboard work with my PC?

A. Yes, you can pair the keyboard with any device that supports Bluetooth HID profile – however there are some differences between this product and a standard 104 key keyboard. For example, there is no “Windows” key on the BlackBerry Mini Keyboard.

Q. Can I use a third-party Bluetooth keyboard with PlayBook?

A. Yes – PlayBook supports the Bluetooth HID profile, therefore keyboards on the market that comply with the spec should work. The drawbacks are that they may not be as portable, nor include a touchpad.

Q. Will there be other keyboard layouts (QWERTZ, AZERTY, etc) coming?

A. The only layout available will be QWERTY. Most of the symbols required for various languages are supported by multiple keystrokes.

Q. Where are the symbols that I don't see on the keyboard?

A. Similar to many other keyboard implementations, additional symbols are available via multiple keystrokes. See the full User Guide for more info.

Q. Will there be more keyboard options from RIM?

A. RIM is constantly evaluating the market potential of a number of products. The expansion of this product line will depend on customer needs.

Q. Why doesn't cut and paste work consistently across all apps?

A. Each app has been optimized for use, and future releases of PlayBook software will continue to improve the consistency between apps.

Q. Where do I go for help, or to find out more info for this keyboard?

A. If you are an enterprise customer, retailer, or RIM distributor you can email minikeyboardsupport@rim.com



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