BlackBerry PRD-63116-021

BlackBerry KEYone User Manual

Model: BBB100-1 (PRD-63116-021)

INTRODUCTION

This manual provides comprehensive instructions for setting up, operating, and maintaining your BlackBerry KEYone smartphone. The BlackBerry KEYone combines the security and productivity features expected from BlackBerry with the versatility of the Android operating system. It features a physical QWERTY keyboard, a 4.5-inch display, a 12 MP rear camera, and an 8 MP front camera.

Please read this manual thoroughly to ensure proper usage and to maximize your device's capabilities.

PACKAGE CONTENTS

Upon unboxing your BlackBerry KEYone, verify that the following items are included:

- BlackBerry KEYone Smartphone
- Charger
- USB-C Cable (for charging and data transfer)
- SIM Ejector Tool
- Quick Start Guide
- Safety and Warranty Information

Figure 1: Front view of the BlackBerry KEYone smartphone, showcasing the display and physical keyboard.

SETUP

1. Charging the Device

Before initial use, fully charge your BlackBerry KEYone. Connect the provided USB-C cable to the phone's charging port and the other end to the charger. Plug the charger into a power outlet. The battery indicator on the screen will show charging progress.

2. Inserting the SIM Card

1. Locate the SIM card tray on the side of the device.
2. Insert the SIM ejector tool into the small hole on the tray to open it.
3. Place your Nano-SIM card into the tray with the gold contacts facing down, ensuring it is correctly oriented.
4. Gently push the tray back into the slot until it clicks into place.

3. Initial Power On and Setup Wizard

Press and hold the Power button (located on the right side) until the BlackBerry logo appears. Follow the on-screen instructions to complete the initial setup:

- Select your preferred language.

- Connect to a Wi-Fi network.
- Sign in with your Google Account or create a new one.
- Set up screen lock (PIN, pattern, password, or fingerprint). The fingerprint sensor is integrated into the spacebar of the physical keyboard.
- Review and accept terms and conditions.

Figure 2: Side view of the BlackBerry KEYone, showing the power and volume buttons.

OPERATING INSTRUCTIONS

1. Basic Navigation

The BlackBerry KEYone runs on Android OS. Navigate using the touchscreen for app icons, menus, and content. Use the on-screen navigation buttons (Back, Home, Recent Apps) at the bottom of the display.

2. Using the Physical Keyboard

The physical QWERTY keyboard offers a tactile typing experience and additional functionalities:

- **Typing:** Press keys for character input.
- **Touch-Enabled Keyboard:** Swipe across the keyboard surface for scrolling through web pages, emails, or lists.
- **Keyboard Shortcuts:** Assign shortcuts to individual keys for quick access to apps or contacts. For example, long-press 'C' to open the Calendar.
- **Spacebar Fingerprint Sensor:** The spacebar doubles as a fingerprint sensor for secure unlocking and authentication.

3. Camera Usage

The device features a 12 MP rear camera and an 8 MP front camera.

- Open the Camera app from the home screen or app drawer.
- Tap the screen to focus.
- Press the on-screen shutter button or use the convenience key (if configured) to capture photos.
- Switch between front and rear cameras using the icon on the screen.

Figure 3: Rear view of the BlackBerry KEYone, highlighting the main camera and textured back.

4. Connectivity

- **Wi-Fi:** Go to *Settings > Network & internet > Wi-Fi* to connect to wireless networks.
- **Mobile Data:** Ensure your SIM card is active and mobile data is enabled via *Settings > Network & internet > Mobile network*. The device supports 4G and GSM networks.
- **Bluetooth:** Pair with other Bluetooth devices (headphones, speakers) through *Settings > Connected devices > Bluetooth*.

5. Security Features (DTEK by BlackBerry)

The BlackBerry KEYone includes DTEK by BlackBerry, an application designed to monitor and report on your device's security status. It provides insights into how apps are accessing your personal data and allows you to adjust privacy settings.

- Open the DTEK app to view your security score and recommendations.
- Manage app permissions and monitor app behavior.

MAINTENANCE

1. Software Updates

Regularly check for and install software updates to ensure your device has the latest features, security patches, and performance improvements. Go to *Settings > System > System update*

2. Cleaning the Device

Use a soft, lint-free cloth to clean the screen and body of the phone. For stubborn smudges, slightly dampen the cloth with water. Avoid using harsh chemicals or abrasive materials.

3. Battery Care

- Avoid extreme temperatures, as they can degrade battery life.
- Use only the charger and cable provided or certified by BlackBerry.
- For optimal battery longevity, avoid frequently discharging the battery completely or keeping it at 100% charge for extended periods.

4. Storage Management

To maintain optimal performance, regularly manage your device's storage. Delete unnecessary files, uninstall unused apps, and clear app caches. You can check storage usage in *Settings > Storage*.

TROUBLESHOOTING

Problem	Possible Solution
Device not powering on	Ensure the battery is charged. Connect to charger for at least 15 minutes. If unresponsive, perform a forced restart by holding the Power button for 10-15 seconds.
No network signal	Check if the SIM card is properly inserted. Verify mobile data is enabled in settings. Try restarting the device. Contact your service provider if the issue persists.
Apps crashing or freezing	Clear the app's cache (*Settings > Apps & notifications > [App Name] > Storage & cache > Clear cache*). Update the app to the latest version. If the problem continues, uninstall and reinstall the app.
Slow performance	Close unused apps. Clear cache and temporary files. Ensure sufficient storage space is available. Restart the device regularly.
Physical keyboard unresponsive	Restart the device. Ensure the keyboard is clean and free of debris. If the issue persists, contact support.

Factory Reset

If troubleshooting steps do not resolve the issue, a factory reset may be necessary. This will erase all data on your device. **Backup your data before proceeding.** Go to *Settings > System > Reset options > Erase all data (factory reset)*

SPECIFICATIONS

Feature	Detail
Model Number	PRD-63116-021
Operating System	Android
RAM	3 GB
Product Dimensions	14.91 x 7.24 x 0.94 cm
Item Weight	180.02 g
Display Size	4.5 Inch

Feature	Detail
Rear Camera Resolution	12 MP
Front Camera Resolution	8 MP
Battery Capacity	3505 Milliamp Hours
Phone Talk Time	26 Hours
Wireless Communication	Cellular
Connectivity Technologies	4G;GSM
GPS	GLONASS
Device Interface	Keyboard
Audio Jack	3.5 mm
Colour	Silver
Manufacturer	BlackBerry

WARRANTY AND SUPPORT

Warranty Information

Please note that this is an International Version of the BlackBerry KEYone and may not carry a warranty in the US. For specific warranty details applicable to your region, please refer to the warranty card included in your product packaging or visit the official BlackBerry support website for your country of purchase.

Customer Support
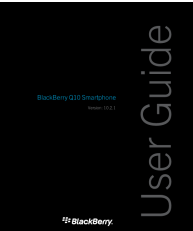
For further assistance, technical support, or service inquiries, please visit the official BlackBerry support website or contact their customer service. Keep your device's model number (BBB100-1) and serial number ready when contacting support.
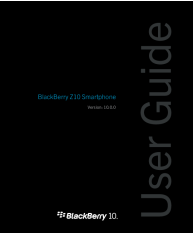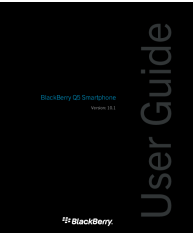
You can find more information and support resources at the BlackBerry Store on Amazon.

Related Documents - PRD-63116-021

[BlackBerry Q10 Smartphone User Guide](#)
Comprehensive guide to the BlackBerry Q10 Smartphone, covering features like BlackBerry Hub, keyboard, BBM Video, camera, media sharing, and device settings. Learn how to maximize productivity and customize your experience.

	[BlackBerry Java Development Environment: GPS and BlackBerry Maps Development Guide](#) This guide details the integration of GPS and BlackBerry Maps functionalities within the BlackBerry Java Development Environment, serving as a technical resource for developers building location-aware applications.
	[BlackBerry Z10 Smartphone User Guide](#) Comprehensive user guide for the BlackBerry Z10 smartphone, covering setup, features, applications, navigation, and troubleshooting for BlackBerry 10 OS version 10.0.0.
	[BlackBerry 7250 Wireless Handheld: Safety and Product Information](#) Comprehensive safety, operating, and product specifications for the BlackBerry 7250 Wireless Handheld, including RF exposure, compliance, and technical details from Research In Motion.
	[BlackBerry Q5 Smartphone User Guide](#) Comprehensive user guide for the BlackBerry Q5 Smartphone, detailing features of BlackBerry 10 OS, setup, device navigation, messaging, connectivity, applications, and troubleshooting.
	[BlackBerry Q5 Smartphone User Guide: Setup, Features, and Operations](#) This comprehensive user guide provides detailed information and instructions for operating the BlackBerry Q5 Smartphone. It covers the features and functionalities of the BlackBerry 10 OS, version 10.2.1, designed to enhance productivity and connectivity.