



BlackBerry Notes for Android

User guide

2.15

Contents

- What is BlackBerry Notes?..... 4**
- Installing and activating BlackBerry Notes..... 5**
 - System requirements..... 5
 - Install BlackBerry Notes and activate using an access key..... 5
 - Install BlackBerry Notes and activate using the BlackBerry UEM Client..... 6
- Using BlackBerry Notes..... 7**
 - Use the BlackBerry Dynamics Launcher..... 7
 - Viewing notes..... 8
 - Search for a note..... 8
 - Create a note..... 9
 - Manage categories..... 9
- About BlackBerry Notes permissions..... 10**
- Changing your app settings..... 11**
- Using the Quick Create tool..... 12**
- Troubleshooting..... 13**
 - Generate a diagnostics report..... 13
 - Upload log files to BlackBerry Support..... 13
- Send feedback to BlackBerry..... 14**
- Legal notice..... 15**

What is BlackBerry Notes?

BlackBerry Notes for Android provides you with a secure, synchronized connection to the notes in your work email account. You can use BlackBerry Notes to create and manage your notes while you're away from your desk.

BlackBerry Notes allows you to do the following:

- Create notes with a full set of rich-text editing features
- Sort notes by title, last modified, or creation date
- Organize your notes: Find a note by title, body, or both with the search tool, search for text in rich-text notes
- Assign categories to your notes for an added level of organization
- Share your notes as email messages (requires BlackBerry Work)
- Keep your data secure with FIPS-validated cryptography
- Synchronize some or all of your notes folders
- View notes in a layout optimized for tablet devices
- Include hyperlinks in your notes, when enabled by your administrator

Installing and activating BlackBerry Notes

Before you can begin using BlackBerry Notes, you must activate it. The steps you take to install BlackBerry Notes depend on how you will be activating it. The following options are available for activating the BlackBerry Notes app:

- [Install BlackBerry Notes and activate using an access key](#): Choose this option if you have not installed the BlackBerry UEM Client on your device or if your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps.
- [Install BlackBerry Notes and activate using the BlackBerry UEM Client](#): Choose this option if you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps. This option appears in BlackBerry Notes only if both of these conditions are met. If you do not see this option when you open BlackBerry Access, you must set up BlackBerry Notes using an access key.

System requirements

To use BlackBerry Notes, your Android device must meet the following requirements:

- Minimum OS requirements as listed in the [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#)
- Wireless network connection.

Install BlackBerry Notes and activate using an access key

To get an access key, choose one of the following options:

- Request an access key from your administrator. Your administrator will send you an email with activation details and the access key.
- Generate an access key from your organization's self-service portal. If you do not know how to access your self-service portal, contact your administrator.

Note: If allowed by your organization, you can activate BlackBerry Notes using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app like BlackBerry Work if it is installed on your device. If available, you can activate BlackBerry Notes using the login password for the activation app. Contact your administrator to see if this is an available option.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Notes from Google Play.
3. Open BlackBerry Notes.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.
6. Create a password for BlackBerry Notes. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.

8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using BlackBerry Notes.

Install BlackBerry Notes and activate using the BlackBerry UEM Client

If you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have to use access keys to activate BlackBerry Notes or any other BlackBerry Dynamics app that you want to install.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Notes app. If you do not see the BlackBerry Notes app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Notes.
3. Click **Allow** to allow BlackBerry Notes to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the BlackBerry UEM Client.
6. Wait while the activation completes and then click **I agree** to accept the end user license agreement.


Using BlackBerry Notes



Use the BlackBerry Dynamics Launcher




The BlackBerry Dynamics Launcher is the blue BlackBerry icon located in your BlackBerry Dynamics apps. It allows you to perform the following actions:

- Quickly switch between the BlackBerry Dynamics app that is currently open and any other BlackBerry Dynamics apps on your device.
- Move between BlackBerry Work Mail, Calendar, Contacts, and Docs.
- Access the Enterprise Appstore or your work apps catalog.
- Access Quick Create tools for email, contacts, and calendar events.
- Launch browser-based web clips and non-BlackBerry Dynamics apps installed on your device. Requires admin permission and the UEM Client. Launching browser-based web clips requires BlackBerry UEM server version 12.7 or later. Launching non-BlackBerry Dynamics apps requires BlackBerry UEM server version 12.7 MR1 or later.
- Access settings.
- See when there are new or updated apps available. The Apps icon displays a blue circle icon in the BlackBerry Dynamics Launcher when there are new apps or updates.

Note: Your device must be activated on BlackBerry UEM version 12.9 or later.

1. To open the BlackBerry Dynamics Launcher, tap .
2. Perform any of the following tasks:


Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed.
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. Tap the checkmark to save your arrangement.
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser).
Open the BlackBerry Dynamics app Settings.	Tap  .
Open the Quick Create menu.	Tap  .
Open the Enterprise Appstore.	Tap Appstore .

Task	Steps
Open the BlackBerry UEM App Catalog.	Tap Apps . This option is only available if your device is managed by BlackBerry UEM.
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap  and tap Launcher.
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

Viewing notes

When you open BlackBerry Notes your notes are automatically synchronized with the notes in your work email account. After you open the app, notes are synchronized every ten minutes. You can swipe down on the list to force synchronization at any time. BlackBerry Notes supports Bluetooth keyboard navigation.

To view your notes, do any of the following:

- Tap ▼ to order notes by title, creation date, or last modified.
- Tap ≡ to toggle ascending or descending order.
- To filter notes by category, tap ≡ or swipe from the left edge. A Categories page is displayed. Tap a category to display only the notes in it on the main page, or type All Notes to turn off the filter.
- Tap a note to edit it.
- Tap 🔍 to search for a note or text within a note. All found instances are displayed.
- Tap  to create a new note.
- Synchronize notes folders in Microsoft Outlook. Tap ⋮ > **Manage Synced Folders** to enable or disable synchronization for all or selected folders.

Search for a note

1. In the Notes list toolbar or a note's rich-text toolbar, tap 🔍.
2. Do one of the following:
 - To search in rich text to specify a whole word and/or case sensitive search, tap ⋮
 - To search from the notes list, type a string contained in the title or text of the note you are searching for. Depending on the filters you have set, notes containing that string in the title or text are displayed.
 - To search in a note's rich text, type the desired string and scroll through occurrences in the note using the up and down arrows.
 - To search in rich text, specify a whole word and/or case sensitive search, tap ⋮.
3. To clear the search field, tap ✕.
4. To close the search window, tap ✕.

Create a note

1. Tap > **New Note**.
2. On the page that opens, enter an optional title for the note at the top of the page.
3. To add the note to categories, tap and add the note to a new or existing category by entering the category name. If the category is new, it will be created and a color will be assigned to it. You can change this color by editing the category after it is created. Tap to clear the categories field.
4. Type the note. A text toolbar is provided below the note.
5. Perform any of the following actions:
 - Tap to send the note in an email.
 - Tap to add attachments to the note.
 - Tap to save the note.
 - Tap to leave the page without saving your changes.

Manage categories

BlackBerry Notes supports synchronization with the categories in your work email account. New categories that you add in BlackBerry Notes are automatically assigned a color and added to your work email account.

BlackBerry Notes and BlackBerry Tasks support categories, but BlackBerry Work does not support categories.

When you change the name of a category in BlackBerry Notes, all current notes in that category are added to the new category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, it is retained with the notes in it but removed from the master list in your work account. On your device, its color is changed and it is treated as a local category.

1. Tap or swipe right to display the Categories page. Your category list is displayed. The list includes all categories that contain notes.
2. On the Categories page, tap a category to display the notes assigned to it.
3. To add or edit the categories, tap on the Notes list page and tap **Manage categories** in the drop-down list.
4. Optionally, tap to update the categories in your work email account, including those not in the master list (local categories).
5. Tap to add a category or tap a category to edit it.
6. On the **Add Category** or **Edit Category** page, enter a name for the category or edit the existing name. Tap to clear the field.
7. To change the color of the category, tap the color that you want. To return a local file to the master list, change its color.
8. Perform one of the following actions:
 - If you are editing an existing category, tap to delete the category.
 - If you are adding or editing a category, tap to save your changes.
 - If you are adding or editing a category, tap to leave the page without saving your changes.


About BlackBerry Notes permissions

Your device will prompt you for permission if you attempt to do the following in BlackBerry Notes:

- Use the phone, including initiating a call from a meeting invite
- Enable picture-sharing
- Allow synchronizaiotn between BlackBerry Notes contacts and native contancts


After you have been prompted and given permission in this way, you can later revoke the permissions in your device settings.

Changing your app settings

You can access your app settings from the BlackBerry Dynamics Launcher by tapping  at the bottom center of the screen. If your administrator asks you to update settings in your work email account, you tap account settings and make the changes using BlackBerry Notes. You can also change your BlackBerry Notes password. If your admin allows use of the fingerprint feature, you have the option of turning it on or off in Settings.

If BlackBerry technical support asks you to generate diagnostic information and device troubleshooting logs, you can tap Run diagnostics and Upload logs to create and send the log files. You can also tap Send feedback and provide your app password to open an email that is addressed to the support group to provide feedback and, optionally, attach log files.



Using the Quick Create tool

You can tap  in the BlackBerry Dynamics Launcher and select a shortcut to create a new email, calendar entry, contact, task, or note.

Troubleshooting



Generate a diagnostics report

You can generate a diagnostics report and share the results with your administrator.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. When the diagnostics are complete, click **Share Results** to send an email with the report details.



Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps. Your administrator can enable detailed app logging to debug level. When enabled, the app logs can assist in finding possible causes of issues that users might encounter.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Upload Logs**. The Log upload status bar displays the upload progress. If detailed logging is enabled, the Detailed app Logging checkbox is selected. This feature cannot be enabled or disabled in BlackBerry Access.
4. Click **Close**.

Send feedback to BlackBerry

If you have feedback about the BlackBerry Dynamics app that you are using, you can send it to BlackBerry.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Send Feedback**.
4. If you are prompted and you want to upload the log files, click **Yes**.
5. An email message with the proper recipient name, subject line, and app details will be prepopulated for you. Add your feedback to the email message and click the **Send** icon.

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