

Troubleshooting the BlackBerry PlayBook Tablet

This job aid describes how to troubleshoot issues related to pairing, tethering, and operating a BlackBerry® PlayBook™ tablet.

BlackBerry Bridge

Smartphone users who are running BlackBerry® Device Software 5.0, or later can connect their tablets to their smartphones to access:

- Email messages
- Calendars
- BlackBerry® Messenger
- Other data

The tablet is connected to a user's smartphone using Bluetooth® technology. To connect, the user must have the BlackBerry® Bridge™ application installed on the smartphone. Users can download the application from the BlackBerry App™ World storefront.

Tablet requirements

The following are required to install and use BlackBerry Bridge on the tablet:

- Bluetooth connection activated on both the smartphone and on the tablet
- IT policies that permit the use of the BlackBerry Bridge application

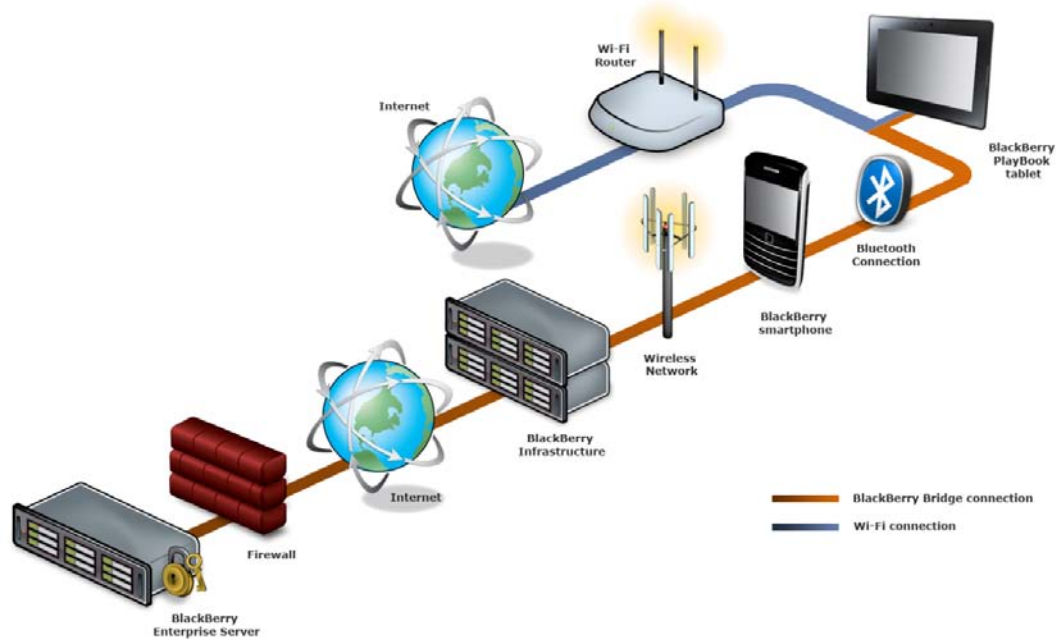
Smartphone requirements

The following are required to use BlackBerry Bridge with your smartphone:

- BlackBerry Device Software 5.0 or later
- BlackBerry Bridge application
- Most recent version of BBM™ installed from BlackBerry App World

BlackBerry Bridge dataflow

The tablet uses a Wi-Fi® connection to access web applications. The BlackBerry Bridge application uses a Bluetooth connection to temporarily access information that resides on the smartphone. When the Bluetooth connection is disabled no smartphone information can be accessed using the tablet.



Component	Description
BlackBerry smartphone	<ul style="list-style-type: none"> Composes, compresses, and sends the data to the wireless network Receives, decompresses, and displays the email message.
Wireless network	<ul style="list-style-type: none"> Sends the data to the smartphone or to the BlackBerry® Infrastructure
BlackBerry Infrastructure	<ul style="list-style-type: none"> Routes an email message based on the information in the service books
BlackBerry PlayBook tablet	<ul style="list-style-type: none"> Accesses applications on the smartphone when the BlackBerry Bridge Bluetooth connection is established
Wi-Fi router	<ul style="list-style-type: none"> Provides the tablet with Internet access
Bluetooth Connection	<ul style="list-style-type: none"> Pairs the tablet and the smartphone.
Internet	<ul style="list-style-type: none"> Sends data using SMTP to the messaging server or smartphone
BlackBerry® Enterprise Server	<ul style="list-style-type: none"> Manages the wireless transfer of data to and from the smartphone Encrypts all data that flows to and from the smartphone Allows highly secure push delivery of content to the smartphone
Firewall	<ul style="list-style-type: none"> The BlackBerry Enterprise Server maintains an outbound-initiated, two-way connection through the firewall and over the Internet to the BlackBerry Infrastructure.

Bluetooth connection issues

If a user is unable to pair the tablet and the smartphone, instruct the user to perform the following steps:

1. Verify that the Bluetooth connection on the smartphone is turned on and that it is in range of the tablet.
2. Disconnect the Bluetooth connection between the smartphone and the tablet.
3. Reconnect the Bluetooth connection between the smartphone and the tablet.

If reconnecting the tablet and the smartphone does not resolve the issue, instruct the user to try the following:

- Disconnect the smartphone from the BlackBerry Bridge application.
- The smartphone might be connected to another tablet. In the BlackBerry Bridge application on your smartphone, disconnect the other tablet and then reconnect the smartphone to the current tablet.
- The BlackBerry Bridge application on your smartphone might not be set to automatically connect to the tablet. Open the BlackBerry Bridge application and set up a Bluetooth connection manually.

Tethering

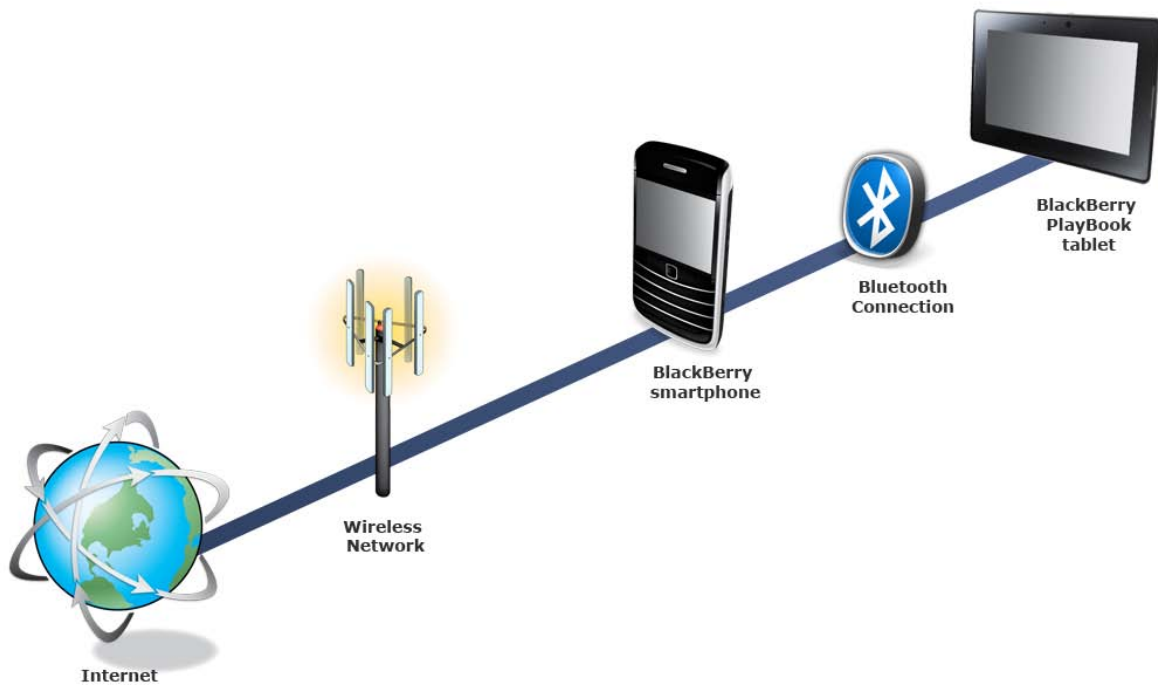
Tablet users can use Bluetooth technology to connect the tablet to different types of Bluetooth enabled devices that use a supported Bluetooth profile.

The following are required to connect a tablet with an Internet enabled device:

- The wireless enabled device must be associated with a data plan that supports tethering.
- The wireless enabled device must be compatible with Bluetooth technology. To find out what Bluetooth profile the device uses, instruct the user to check the product documentation.
- The Bluetooth DUN IT policy must be enabled. If this is not available, instruct the user to check with the wireless service provider or administrator.
- The wireless service provider must support tethering. If the device has an IT Policy that prevents tethering, the user will not be able to connect the tablet and the device. An IT policy will prevent the device from appearing in the Internet Tethering options list on the tablet.

Tethering dataflow

Users can access the Internet when they are not in a Wi-Fi hotspot by using Bluetooth technology to connect a tablet to a smartphone or an Internet enabled device. The Internet tethering function on the tablet must be activated and the wireless enabled device must support this feature.



Tethering connection issues

If the user is unable to connect the tablet with an Internet enabled device, instruct the user to try the following:

- Establish a Bluetooth connection between the tablet and a computer.
- Check the manufacturer's documentation to see if the device supports Internet tethering.

HDMI

The tablet is capable of video output to an HDMI-enabled monitor. If the user experiences problems with HDMI, instruct the user to perform the following steps:

- Check the resolution settings on the HDMI monitor.
- Verify that the HDMI mode setting is correct.
- If the image is distorted (for example, is too big, too small, the corners are cut off, or it is shifted to one side) check the scale mode in the HDMI settings.
- Verify that the cable is connected directly to the monitor and not connected to the receiver.

- Connect the HDMI cable to a different HDMI port on the monitor.
- Use a different HDMI cable.

Wireless software updates

A notification on the home screen of the tablet indicates when a software update is available for the tablet. Users can download the software update when they are connected to a Wi-Fi network. If the wireless software update does not download, instruct the user to try the following:

- Connect to a different Wi-Fi hotspot.
- Turn off the tablet, turn it back on, and then try to access the Wi-Fi connection.

Preloaded applications

The tablet comes preloaded with applications. If a preloaded application on the tablet stops responding, or if the user receives an error message when using an application, complete the following steps:

1. Instruct the user to minimize the application.
2. Create an incident report and provide the user with the number of the incident report.
3. In the Support Tools application, instruct the user to enter the incident report number and his or her email address.
4. To submit the log files, click **Create Report**.

If the tablet stops responding complete the following steps:

1. Instruct the user to restart the tablet.
2. Create an incident report and provide the user with the incident report number.
3. In the Support Tools application, instruct the user to enter the incident report number and his or her email address.
4. Click **Create Report** to submit the log files.
5. To submit the log files, click **Create Report**.

Storage and sharing

The Storage and Sharing feature on the tablet allows users to transfer files from a computer to the tablet.

If Wi-Fi Sharing does not work, instruct the user to try the following:

- Check the Wi-Fi connection.

- Verify that Wi-Fi Sharing is enabled under the Storage and Sharing setting.
- Turn the Wi-Fi Sharing setting off and on.
- Verify the user name and password.
- Use Wi-Fi Sharing with a different computer.

If transferring files using a USB connection does not work, instruct the user to try the following troubleshooting step:

- Select the operating system from the drop-down list.
- Verify that the correct drivers are installed on the computer.

Troubleshooting media and Internet browsing issues

Users might experience the following issues when browsing websites or using applications on the tablet:

- The tablet stops responding.
Possible solution: Restart the tablet. Press the power button for 10 seconds to turn the tablet off, and then turn on the tablet.
- A song or video on a website will not play.
Possible solution: Use the Support Tool, located in the help application, to create a report and send log files for analysis.
- A song or video will not play using a preloaded application.
Possible solution: Check the supported media types for the tablet. For information on supported media types, refer to the *Supported Media Reference Guide*.
- Applications are shutting down.
Possible solution: Check the notifications to see if there is a memory warning. There may be too many applications running.
- The tablet does not display the full website.
Possible solution: The website may be categorizing the tablet as a mobile device and displaying the mobile website. Try switching to the full version of the website.

Resources

The following resources are available to support the BlackBerry PlayBook Tablet:

- Job aids
 - 711-02640-123 Support Resources for the BlackBerry Solution
 - 711-02815-123 Introducing the BlackBerry PlayBook Tablet
 - 711-02818-123 Navigating the BlackBerry PlayBook Tablet
 - 711-02825-123 Setting up the BlackBerry PlayBook Tablet
 - 711-02867-123 Using BlackBerry Bridge
 - 711-07007-123 Using Bluetooth Technology to Connect to the Internet on a BlackBerry PlayBook Tablet
 - 711-02865-123 Applications on the BlackBerry PlayBook Tablet
 - 711-07123-123 Using BlackBerry ID
 - 711-02683-123 Personalize the BlackBerry PlayBook Tablet
 - 711-02822-123 Icons on the BlackBerry PlayBook Tablet

Acronym list

DUN	Dial-up Networking
HDMI	High-Definition Multimedia Interface
SMTP	Simple Mail Transfer Protocol

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