

Blackberry Storm Manual Vs Apple iPhone Manual

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Abstract

This article is a comparison of the Blackberry Storm Manual and the Apple iPhone Manual that comes along with the phones. The Blackberry Storm is made by RIM and the iPhone is made by Apple. Manuals come standard with everything. Their intended use is to make sure that the consumer is easily able to use the product with help from the manual if needed. The smaller a manual is, the more likely it is an easier product to use. The larger a manual is means that it is more likely to be feature rich.

Introduction

Smartphones are becoming more and more common these days to the average consumer. A typical smartphone is a phone that can receive e-mails, access internet, installable applications, overall being much more than just a phone. To a consumer switching from a normal phone to a smartphone will have some trouble using these new features without a manual.

The iPhone and Blackberry Storm both have similar characteristics and similar functions. The Blackberry manual is quite short where as the iPhone manual is very long with detailed instructions.

Getting Started

Both manuals start out with a getting started section after the table of contents. This usually consists of what you'll need from the box to use the device and what ever else may be required. The Blackberry manual starts off with telling the consumer how to insert the battery and battery cover. It then goes into the setup wizard which will show up onscreen for the consumer to go through. The manual doesn't have much information on this area.

Figure 1. Remove the battery cover

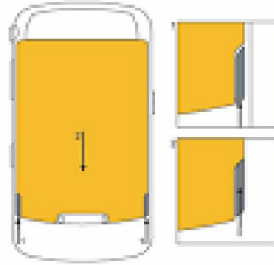


Figure 1 – First picture in the BlackBerry Manual [1]

In the iPhone's getting started section is much more in depth. It begins by telling you about everything you'd need to start using the phone. Many things on the list are things a consumer would most likely have already such as a computer and certain software and a wireless cell plan. It then moves into inserting the SIM card, registering the phone, syncing data, settings, etc.

What You Need

To use iPhone, you need:

- A wireless service plan with a carrier that provides iPhone service in your area
- A Mac or a PC with a USB 2.0 port and one of the following operating systems:
 - Mac OS X version 10.4.11 or later; version 10.5.7 or later is required for syncing Notes and for using iPhone as a modem
 - Windows XP Home or Professional with Service Pack 2 or later
 - Windows Vista Home Premium, Business, Enterprise, or Ultimate edition
- Display resolution on your computer set to 1024 x 768 or higher
- iTunes 8.2 or later, available at www.itunes.com/download
- QuickTime 7.6.2 or later (for playing videos recorded by iPhone 3GS on your computer)

Figure 2 – List in iPhone manual [2]

Basics

The iPhone and BlackBerry both have a basic's section in their manuals. Primarily for both devices the manual is straightforward detailing where buttons are located, what they do, what certain indicators mean, usage of device, etc.

Learn the basics



Figure 3 – Blackberry basic page

iPhone at a Glance



Figure 4 – iPhone basic page

The Blackberry manual is limited on what it tells you beyond the basics. The manual tells you in small sections with steps in it on how to do things instead of entirely explaining the functions you are performing.

The iPhone manual goes very in depth with pictures and explanations for almost all of its features. It even shows how to scroll and zoom in using one's fingers. It also shows how to edit text and even how to enter characters by drawing them with your finger. This just shows you a company can put together a great manual.

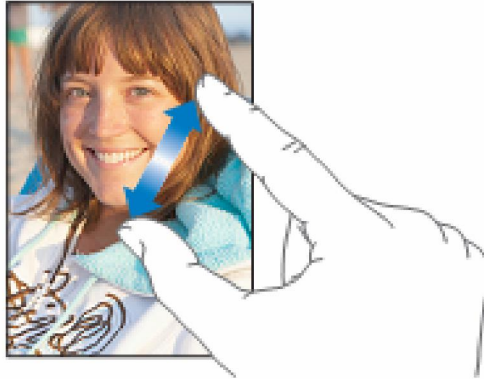


Figure 5 – iPhone pinch zooming

After the basics, both manuals go into detail about using other aspects of the devices, such as using Bluetooth and the internet for example. Again, the Blackberry manual falls behind in this area again. The iPhone manual even gives distinct instructions on how to make a call.

Conclusion

Manuals come in all sorts of shapes and styles. Some may be as simple as just pictures as a guide, or as much as an all out fully documented manual. While having a larger manual to read becomes more work for the consumer to learn to use the device, it is often better to have than one that has less and it much broader.

The iPhone manual is a much better manual than the Blackberry Storm's manual for it goes quite in depth for the consumer to understand everything. The Blackberry's manual could possibly leave a consumer with questions that would have to be answered elsewhere. A company that releases an advanced smartphone should have a well documented manual to go with it. With all the money going into development, there is no reason to skimp out on something as simple as an instruction manual.

References

1. Getting Started Guide. RIM, 2008.
2. iPhone User Guide. Apple, 2009.

Annotated Bibliography

Getting Started Guide. RIM, 2008.

This is the manual that is supplied with the Blackberry Storm smartphone. It supplied me with everything I would need to know about the Blackberry Storm. I feel as if it could have been done more indepth but with the current line of Blackberries out there, I can only assume that RIM thought most people would have already known the basics of how to use one.

iPhone User Guide. Apple, 2009.

This is the manual that is supplied with the iPhone 3G. I was able to pull much information from this 200+ page manual. With each new iteration of the iPhone, many new features have been added or changed. Apple has always been known to make things as user friendly as possible and from the looks of it, the manual is just as easy to understand.