Support

Training
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Firefox OS

Objective: 1
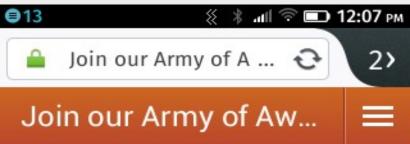# *Firefox OS support introduction*

Blaze your own path.

Save the world from the comfort of your couch.
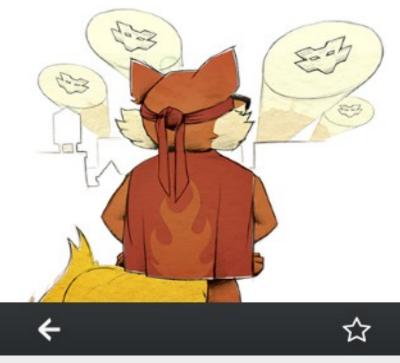
Open, collaborative documentation & support.

https://support.mozilla.org

Mozilla community-powered support

— Help users on Twitter

— Answer questions on the support forum

— Write help articles

— Translate help into the local language

Settings > Help > User Guide

50 help articles in English,
Spanish & Brazilian Portuguese.

Searchable knowledge base
with tutorials and screenshots.

Get community support links to
Mozilla-hispano.org if your language
Is set to Spanish.

Objective: 2
Firefox OS getting started

Home screen features

Set the lock screen

View notifications

Navigate between apps
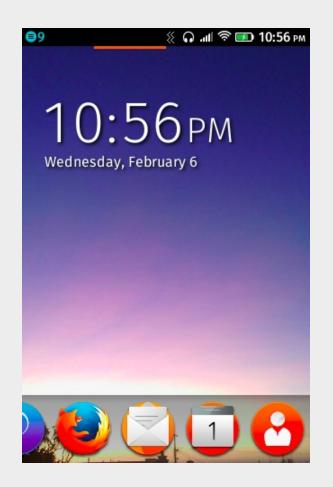
Objective 2:
Home screen features

The Firefox OS home screen provides access to all apps, the notification tray, adaptive app search and your most-used apps.

—Swiping left to find apps with an orange slider at top to indicate the screen, additional screens appear as more apps are added

—Tap and drag to move app icons to a new screen or to the bottom quick access

—Tap and drag utility tray from top to view notifications and access quick settings

—Swipe right to load adaptive app search

Objective 2:
Home screen issues

Issues with the Firefox OS home screen, the notification tray, adaptive app search and your most-used apps.

— It is possible to think you have 'lost' an app because you moved it to a new screen where it is alone

— When you move app icons, you need to tap the Home button to complete the operation

— The notification tray quick settings might have stale data, check Settings to ensure the correct options are enabled

— Update notifications could appear, but may not complete and cannot be removed

Objetivo: 3
Firefox OS SMS & Email

Messages and mail configuration in Firefox OS.

Using SMS

Add an email account

Compose and send email

Objective 3: Messages and Email

Configure the SMS and E-mail apps in Firefox OS.

— Tap the bubble icon to open the messages app, use integrated contacts or just type the name to bring up a list

— Configure email using New account screen or Manual setup, support is limited to IMAP+SMTP or ActiveSync

— Add multiple accounts using the gear button and use the menu slider to toggle between them

— Sync mail, edit messages or search with the icons at bottom of Inbox

Objective 3:
Messages and Email Issues

— The messages app can't always associate a number with a contact, so some messages appear with the phone number

— The messages app doesn't support sending pictures or video

— The email app doesn't support downloading or viewing PDF attachments

— Error messages in the email app might be confusing or too general to pinpoint the problem (wrong password gives a generic failure message). Syncing mail might fail because the original password used to set up the account has since been changed

Objective 4: Multimedia apps

Using the camera, video, music, gallery and fm radio apps.

— Camera takes still pictures and video (requires SD card), open it from the lock screen or from the apps home screen. Playback using the video app.

— FM radio app allows bookmarking favorite stations for quick access

— Music app supports mp3 & m4a files, playlists and song shuffle

— Gallery enables editing photos & screenshots with filters, borders and effects

Objective 4:
Multimedia apps issues

Supporting the camera, video, music, gallery and fm radio apps.

— Camera app doesn't support zoom, shutter speed might not be fast enough to capture action photos

— Putting music on the phone requires USB connection to a computer with supported files, album artwork might be generic

— Gallery enables limited sharing: e-mail, bluetooth & twitter

Objective 5:
Browser & Adaptive app search

Browser and app search core features.

— Tanned browsing with awesome bar brings your sites to the top as-you-type

— Touch the star to bookmark a site with the option to add it to your home screen

— Adaptive app search enables even less typing to find all the best mobile content and apps with location-based results that are based on popularity

Objective 5:
Browser & Adaptive app search

Supporting the browser and adaptive app search.

— Browser doesn't include copy/paste of text or dialing yet

— Tap the search bar to find top sites, bookmarks and history

— Problems in adaptive apps and browser will sound the same from the user's perspective, check for the 'app is having a problem loading' error to distinguish them.

Objective 6: Settings

Configuring Firefox OS settings.

— Network & Connectivity

— Personalization

— Privacy & Security

— Device

Objective 6: Settings

Supporting configuration.

—Settings is a big app, its performance could be better. For most-used controls (wifi, data, bluetooth) it is faster to use the utility pull-down tray.

— First run experience should help configuration of the basics, but setting location and time can fail.

—Toggle GPS setting if an app requires it, but can't enable it

— To view media storage over USB, you must enable USB mass storage

— Screen brightness is set to adjust automatically by default, but this can be too dark for some users

Q&A

Thank you!

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