



BlackBerry Desktop Manager

Version: 1.0.0

User Guide

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Basics

About BlackBerry Desktop Manager

You can use BlackBerry® Desktop Manager to synchronize your organizer data (calendar entries, contacts, tasks, and notes and memos) between your BlackBerry device and your Mac computer. If you have an iTunes library on your computer, you can synchronize your music to your device.

You can also use the BlackBerry Desktop Manager to perform the following actions:

- charge your device
- back up and restore your device data
- add, update, or remove device applications

System requirements: BlackBerry Desktop Manager

Item	Requirement
BlackBerry® device	<ul style="list-style-type: none"> • BlackBerry® Device Software version 4.2 or later • To synchronize your music from your computer to your device, you must have a media card or on-board device memory.
computer	<ul style="list-style-type: none"> • Mac OS 10.5 or later • an active Internet connection
iTunes library	To synchronize your music from your computer to your device, you must have iTunes version 7.7.1 or later.

Set up your device with BlackBerry Desktop Manager

The first time that you use BlackBerry® Desktop Manager, you are prompted to complete the following information. You can change these settings at any time by clicking Device Options on the main screen.

1. Connect your BlackBerry device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Device Name** field, type a name for your device.
4. Beside the **This device is synchronized** field, click an option.
5. If you plan to synchronize your music from your computer to your device, perform any of the following actions:
 - If your device includes on-board device memory and you want to save your songs to this memory type instead of a media card, in the **Music Location** drop-down list, click **Device Memory**.

- In the **Keep this amount of memory free** field, specify the amount of memory that you want to keep free for files other than music files.
6. Click **OK**.

Remove your device settings from BlackBerry Desktop Manager

If you want to stop associating your BlackBerry® device with the BlackBerry® Desktop Manager that is installed on your computer, you can remove your current device settings from BlackBerry Desktop Manager.

1. On your computer, in the **Applications** folder, click **BlackBerry Desktop Manager**.
2. On the **Device** menu, click **Forget Device**.
3. Click **Forget**.

Delete the data from your device

Before you delete the data from your BlackBerry®, consider backing up the data so that you have a copy on your computer before you delete it from your device.

CAUTION: If you have turned on encryption, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process continues after the device restarts.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. On the **Device** menu, click **Clear Data**.
4. Perform one of the following actions:
 - To delete all the device data, click **All data**.
 - To delete specific data, click **Selected data**. Select the check box beside one or more databases.
5. If necessary, perform any of the following actions:
 - To create a backup file for your device data, select the **Backup data before clearing** check box.
 - To encrypt the backup file, select the **Encrypt backup file** check box. Type a password.
6. Click **Clear**.

Check for BlackBerry Desktop Manager updates

To perform this task, you must have an active Internet connection.

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
2. On the **BlackBerry Desktop Manager** menu, click **Preferences**.
3. Click **Check Now**.
4. Perform any of the following actions:
 - To install an update, select the check box beside the update. Click **Install**.
 - To check for updates automatically at a scheduled time, in the **Check for Updates** drop-down list, click an interval.

- To receive notification when a new version of BlackBerry® Desktop Manager is available, click the **Automatically download updates when they are available** check box.
5. Click **OK**.

Turn on confirmation prompts

If you turned off confirmation prompts, you can turn them on again by resetting the confirmation prompt option.

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
2. On the **BlackBerry Desktop Manager** menu, click **Preferences**.
3. Click **Reset**.

Organizer data

About synchronizing your organizer data

You can synchronize your organizer data between your BlackBerry® device and your Mac computer. Organizer data includes your contacts, calendar entries, contacts, tasks, and notes and memos.

If wireless data synchronization is not available for your device, or you have turned it off, you can synchronize your organizer data using BlackBerry® Desktop Manager. You can turn off wireless synchronization for each organizer application on your device. For more information about turning off wireless synchronization, click the **Help** icon on your device and click **Synchronization**.

If wireless data synchronization is available for your device, you can synchronize your organizer data over the wireless network.

Turn on Sync Services

Before you can synchronize the data on your BlackBerry® device with the organizer applications on your computer, you must turn on Sync Services on your computer.

1. On your computer, in the **Applications** folder, click the **iSync** icon.
2. On the **iSync** menu, click **Preferences**.
3. Select the **Enable syncing on this computer** check box.
4. Exit the application.

You might also need to turn on Sync Services for individual organizer applications on your computer. For more information, see the help for the organizer application that you want to use for synchronization.

Synchronize your calendar

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Information** section in the left pane, click **Calendar**.
4. In the **Sync Calendar** field, click **Two Way**.
5. Perform one of the following actions:
 - To synchronize all your calendars, click **All Calendars**.
 - To synchronize specific calendars, click **Selected Calendars**. Select the check box beside one or more calendars.
6. In the **Add events created on BlackBerry device to** list, click the calendar on your computer that you want to synchronize the calendar entries from your device to.
7. To select the type of calendar entries that you want to synchronize, in the **Advanced Settings** section beside the **Sync** field, click an option.
8. Click **Sync**.

Synchronize your contacts

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Information** section in the left pane, click **Contacts**.
4. In the **Sync Contacts** field, click **Two Way**.
5. Perform one of the following actions:
 - To synchronize all your contacts, click **All contacts and groups**.
 - To synchronize specific contacts and groups, click **Selected groups**. Select the check box beside one or more contacts or groups.
6. Click **Sync**.

Synchronize your notes and memos

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Information** section in the left pane, click **Notes**.
4. In the **Sync Notes** field, click **Two Way**.
5. In the **Sync Account** section, select the application source for your notes and memos.
6. Click **Sync**.

Synchronize your tasks

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Information** section in the left pane, click **Tasks**.
4. In the **Sync Tasks** field, click **Two Way**.
5. Perform one of the following actions:
 - To synchronize tasks from all your calendars, click **All Calendars**.
 - To synchronize tasks from specific calendars, click **Selected Calendars**. Select the check box beside one or more calendars.
6. In the **Add tasks created on BlackBerry device to** list, click the calendar on your computer that you want to synchronize the tasks from your device to.
7. To select the type of tasks that you want to synchronize, in the **Advanced Settings** section beside the **Sync** field, click an option.
8. Click **Sync**.

Troubleshooting

The organizer data on my device is out of date

If your organizer data on your BlackBerry® device is out of date, you can try replacing the organizer data on your device with the organizer data on your Mac computer. Try performing the following task:

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In the **Information** section in the left pane, click the organizer data that you want to synchronize.
4. In the **Sync <organizer data>** field, select **Two Way**.
5. In the **Advanced Settings** section, select the **Replace all <organizer data> on this BlackBerry device** check box.
6. Click **Sync**.

I cannot synchronize the data on my device with the organizer applications on my computer

If you cannot synchronize your data, you might need to turn on Sync Services on your Mac computer or turn on Sync Services in the individual organizer applications on your computer.

If you are using Microsoft® Entourage®, see the information about turning on Sync Services in the Microsoft Entourage help.

A calendar entry that I changed on my device is not synchronized to the calendar on my computer

Web-based calendars that are integrated into iCal, such as the calendar application in Google Mail™, can only be synchronized from your computer to your BlackBerry® device and not from your device to your computer.

Try updating the calendar entries in the calendar application on your computer.

I receive a message that some of my data is out of sync

This message appears during synchronization if there are conflicts between the data on your BlackBerry® device and computer.

1. From the message, open the Conflict Resolver and resolve the conflicts.
2. Try synchronizing your data again in the BlackBerry® Desktop Manager.

I receive a message that my default services have changed

This message appears during synchronization if one of the default services on your BlackBerry® device has changed.

1. Cancel your data synchronization.
2. On your device, verify that your default services are set as you expect. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Default Services**.

3. Synchronize your data again in the BlackBerry® Desktop Manager.

Find more information

For more information about possible solutions for synchronization issues that you have with organizer data and third-party applications, visit www.blackberry.com/support/desktopmanager/mac.

Backup and restore

About backing up and restoring device data

You can back up and restore most of the data on your BlackBerry® device, including messages, organizer data, fonts, saved searches, and browser bookmarks.

By default, your backup files are saved on your computer to /Users/<name>/Documents/BlackBerry Backups.

Back up device data

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click the **Back Up** icon at the top of the screen.
4. Perform one of the following actions:
 - To back up all device data, click **All data**.
 - To back up specific data, click **Selected data**. Select the check box beside one or more databases.
5. If necessary, perform the following actions:
 - To encrypt the device data, select the **Encrypt backup file** check box.
 - To back up on-board device memory, select the **Back up on-board device memory** check box. To perform this task, on your device, mass storage mode must be turned on.
6. Click **Back Up**.

If you encrypted your backup data, type a password when you are prompted.

Restore device data

To perform this task, on your BlackBerry® device, mass storage mode must be turned on.

When you restore data to your device, all files are deleted from your device before the backup file is restored.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click the **Restore** icon at the top of the screen.
4. Perform one of the following actions:
 - Select a .bbb backup file. To restore all data in the backup file, click **Restore all data**. To restore specific selected data in the backup file, click **Restore selected data**. Select the check box beside one or more databases.
 - To restore data from a backup file that is not listed, click **Open Another Backup File**. Navigate to the .bbb backup file. Click **Open**.
5. Click **Restore**.

If the backup file is encrypted, type the password that you set during encryption.

Change the location of backup files on your computer

By default, your backup files are saved on your computer to /Users/<name>/Documents/BlackBerry Backups.

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
2. On the **BlackBerry Desktop Manager** menu, click **Preferences**.
3. In the **Backup Location** section, click **Change**.
4. Type the new location.
5. Click **OK**.

Schedule automatic backups

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click **Device Options**.
4. Click the **Backup** tab.
5. Select the **Automatically back up when device is connected** check box.
6. In the drop-down list, click an interval.
7. Perform one of the following actions:
 - To back up all device data during an automatic backup, click **All device application data**.
 - To back up specific device data during an automatic backup, click **All device application data except**. To exclude messages, select the **Messages** check box. To exclude your organizer data, select the **Any information, such as your calendar or your contacts, configured to sync** check box.
8. Click **OK**.

Applications

Add device applications

CAUTION: During the update process, you cannot use your BlackBerry® device and you cannot use the BlackBerry® Desktop Manager to perform other tasks such as deleting other device applications or updating your BlackBerry® Device Software. If you disconnect your device from your computer or cancel the update process before it is complete, your device might be unusable until you restart and complete the update.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click the **Applications** icon at the top of the screen.
4. Perform any of the following actions:
 - In the list of available applications, select the check box beside one or more applications.
 - To install a third-party application that you downloaded to your computer, click the **+** icon. Select the .alx file for the third-party application. Click **Open**.
5. Click **Start**.
6. Complete the instructions on screen.

Update device applications

You can update the BlackBerry® Device Software and other device applications to access new features and functions that are available in a later version.

CAUTION: During the update process, you cannot use your BlackBerry® device and you cannot use the BlackBerry® Desktop Manager to perform other tasks such as deleting other device applications. If you disconnect your device from your computer or cancel the update process before it is complete, your device might be unusable until you restart and complete the update.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click the **Applications** icon at the top of the screen.
4. Click **Check for Updates**.
5. If updates appear in the list, select one or more applications to update.
6. Perform any of the following actions:
 - To check for other versions of the selected applications, click **Show other versions**.
 - To backup and restore your device data while updating your device applications, select the **Back up and restore device data** check box.
 - To backup and restore your third-party applications while updating your device applications, select the **Back up and restore third-party applications** check box.
7. Click **Start**.
8. Complete the instructions on screen.

Delete device applications

CAUTION: During the removal process, you cannot use your BlackBerry® device and you cannot use the BlackBerry® Desktop Manager to perform other tasks such as adding device applications or updating your BlackBerry® Device Software. If you disconnect your device from your computer or cancel the process before the applications are deleted, your device might be unusable until you restart and complete the process.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. Click the **Applications** icon at the top of the screen.
4. Clear the check box beside one or more applications that you want to delete.
5. Click **Start**.
6. Complete the instructions on screen.

Troubleshooting

I cannot send or receive email messages

If you cannot send or receive email messages after you update your BlackBerry® Device Software, you might need to reactivate your BlackBerry® device. For more information, contact your wireless service provider or administrator.

Music

About synchronizing music

You can synchronize your music from your iTunes library on your computer to your BlackBerry® device. Podcasts and other audio files from your iTunes library can be synchronized to your device if those files are part of a playlist.

You can synchronize the following audio file formats: .wav, .mp3, .aac, and .m4a. Audio files that contain digital rights management (DRM) technologies are not supported.

Synchronize your music from your computer to your device

To perform this task, on your BlackBerry® device, mass storage mode must be turned on.

The number of iTunes songs and playlists that you can synchronize depends on the amount of memory on your media card or on-board device memory that is available for storing music files.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Manager** icon.
3. In your **Media** section in the left pane, click **Music**.
4. Perform one of the following actions:
 - To synchronize your entire music collection, click **All songs and playlists**.
 - To synchronize specific playlists, click **Selected playlists**. Select the check box beside one or more of your playlists.
 - To synchronize a random selection of your remaining iTunes songs that are not in a playlist, select the **Add random music to free space** check box. These songs appear in the Random Music playlist in the media application on your device.
5. Click **Sync**.

Troubleshooting

Some of my music did not synchronize to my device

If some of your music did not synchronize to your BlackBerry® device, a warning icon appears in BlackBerry® Desktop Manager in the Media section in the left pane. You can click on this icon to view a list of possible causes.

Try performing the following actions:

- Verify that your media card or on-board device memory has enough available memory to store your songs.
- Verify that your music does not contain digital rights management (DRM) technologies.
- Verify that your music is in a supported format.
- Verify that mass storage mode is turned on.

Exceeded memory limit

This message appears when there is not enough memory on your media card or on-board device memory for your music that you selected to synchronize.

Try performing the following actions:

- Consider using a higher capacity media card.
- Select fewer playlists to synchronize.
- Transfer media files that you have stored on your on-board device memory to a media card.
- In BlackBerry® Desktop Manager, click **Device Options**. On the **Media** tab, decrease the amount of memory that is kept free for files other than your music files.

My device does not recognize my media card

Try performing the following actions:

- Verify that your media card is inserted in your BlackBerry® device correctly. For more information about inserting a media card into your device, see the printed documentation that came with your device.
- In your media card options, if there is a message to format your media card, disconnect your device from your computer. Turn off mass storage mode or MTP. Format the media card. Turn on mass storage mode or MTP.

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