



BlackBerry Desktop Manager

Version: 5.0.1

User Guide

Contents

Connections	3
Connect your device to your computer using a USB connection.....	3
Prerequisites: Bluetooth connections.....	3
Connect your device to your computer using Bluetooth technology.....	3
Connections troubleshooting.....	3
Application loader	5
Add or update device applications.....	5
Delete an application from your device.....	5
Update the BlackBerry Device Software.....	6
Receive notifications for BlackBerry Device Software updates.....	6
Application loader troubleshooting.....	7
BlackBerry Desktop Redirector	8
About the BlackBerry Desktop Redirector.....	8
Open the BlackBerry Desktop Redirector.....	8
Redirection statistics.....	8
Clear redirection statistics.....	9
Clear the redirection queue.....	9
Hide the BlackBerry Desktop Redirector.....	9
BlackBerry Desktop Redirector troubleshooting.....	9
Backup and restore	11
Back up device data.....	11
Schedule automatic backups.....	11
Restore device data.....	11
Backup and restore troubleshooting.....	12
Synchronization	14
Synchronization basics.....	14
Synchronization settings.....	15
Synchronization troubleshooting.....	23
Email settings	26
Email messages settings.....	26
Email message filters.....	27
Email message encryption.....	30
Email settings troubleshooting.....	32
Manage media files	34

About the media manager tool.....	34
Transfer a file between your device and your computer.....	34
About BlackBerry Media Sync.....	34
Open BlackBerry Media Sync.....	34
Device switch wizard.....	35
About the device switch wizard.....	35
Prerequisites: Device switch wizard.....	35
Switch devices.....	35
Certificate synchronization.....	36
Certificate synchronization basics.....	36
Certificate synchronization troubleshooting.....	44
IP Modem.....	46
About using your device as a modem.....	46
Set up your modem connection settings.....	46
Connect to the Internet using your device as a modem.....	46
Check for BlackBerry Desktop Manager updates.....	48
Abbreviation list.....	49
Legal notice.....	50

Connections

Connect your device to your computer using a USB connection

1. Connect the large end of the USB cable to a USB port on your computer.
2. Connect the small end of the USB cable to the USB port on the side of your BlackBerry® device.
3. Open the BlackBerry® Desktop Manager.
4. Click **Options**.
5. Click **Connection options**.
6. In the **Connections** drop-down list, click your USB connection.
7. Click **OK**.

Prerequisites: Bluetooth connections

- Verify that your BlackBerry® device is running BlackBerry® Device Software version 4.1 or later.
- Verify that your computer is running Microsoft® Windows® XP Service Pack 2 or later. For more information about the Bluetooth® adapters that are supported in Microsoft Windows XP Service Pack 2 or later, visit www.blackberry.com/support.
- Verify that your computer is paired with your BlackBerry device. For more information about pairing, click **Help** on your device.

Connect your device to your computer using Bluetooth technology

1. Open the BlackBerry® Desktop Manager.
2. On the **Options** menu, click **Connection options**.
3. Select the **Turn on Bluetooth support** check box.
4. Perform one of the following actions:
 - If your BlackBerry device is paired with your computer, in the **Connection type** drop-down list, click **Bluetooth**.
 - If your device is not paired with your computer, click **Configure Bluetooth**. Click **Add**. In the **Bluetooth devices** list, click your device. Click **OK**.
5. In the Connection Options dialog box, click **OK**.

Connections troubleshooting

The connection status is incorrect

Try performing the following actions:

- If the BlackBerry® Desktop Manager status bar indicates that your device is connected when your BlackBerry device is not connected to your computer, connect your device and disconnect it again. If the status bar continues indicate that your device is connected, restart the BlackBerry Desktop Manager.
- If the BlackBerry Desktop Manager status bar displays "None" when your device is connected to your computer, on the Connection settings screen, verify that the correct communications port is selected. Your computer might have reassigned the communications port that you are using to connect your device to your computer.

My computer cannot detect my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to your computer.
- Verify that the USB cable or the cradle that you are using to connect your device to your computer is not damaged.
- If you are trying to connect your device to your computer using Bluetooth® technology, verify that your device is within range of your computer (a typical range is approximately 10 m).
- Turn off synchronization applications or anti-virus applications temporarily.
- Verify that you are not running software that scans the communications ports on your computer.

Application loader

Add or update device applications

CAUTION: Adding a version of an application to your BlackBerry® device that is older than the BlackBerry® Device Software on your device might cause your device to malfunction or perform in a nonoptimal manner and might negatively affect the warranty applicable to your device.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Application Loader**.
4. Click **Start** in **Add/Remove Applications** or **Update Software**.
5. If necessary, perform the following actions:
 - If the Device Security Password dialog box appears, type your device password. Click **Next**.
 - If the Communication Port Selection dialog box appears, specify a communications port. Click **Next**.
6. Click **Next**.
7. Perform any of the following actions:
 - To add an application that appears in the list, select the check box beside the application.
 - To add an application that does not appear in the list, click **Browse**. Double-click an application loader (.alx or .ali) file.
8. Click **Next**.
9. Click **Finish**.

Delete an application from your device

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Application Loader**.
4. Click **Start** in **Add/Remove Applications**.
5. If necessary, perform the following actions:
 - If the Device Security Password dialog box appears, type your device password. Click **Next**.
 - If the Communication Port Selection dialog box appears, specify a communications port. Click **Next**.
6. Click **Next**.
7. Perform one of the following actions:
 - To delete an application from your device, clear the check box beside the application.
 - To delete an application from your device and the BlackBerry® Desktop Software, click the application. Click **Delete**.
8. Click **Next**.
9. Click **Finish**.

Update the BlackBerry Device Software

Verify that your administrator or wireless service provider has provided you with a link to the BlackBerry® Device Software.

1. Close the BlackBerry Desktop Manager if it is open.
2. Download the BlackBerry Device Software.
3. Double-click the BlackBerry Device Software setup program file on your computer.
4. Complete the instructions on the screen.
5. Connect your BlackBerry device to your computer.
6. Open the BlackBerry Desktop Manager.
7. Click **Update Now**.
8. Complete the instructions on the screen.

Receive notifications for BlackBerry Device Software updates

If you sign up to receive notifications, when a new version of the BlackBerry® Device Software becomes available, you are notified with an email message.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Application Loader**.
4. Click **Notifications for software updates**
5. Perform one of the following actions:
 - To sign up for notifications, click **Yes, sign me up now**. Type your email address.
 - To change the email address that you receive notifications to, click **Change email address**. Type a new email address.
6. Click **Next**.
7. Click **Main menu**.

To cancel notifications for BlackBerry Device Software updates, on the Manage update notifications screen, click **Unsubscribe from update notifications**.

Application loader troubleshooting

I cannot add, update, or delete device applications

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might not permit you to add, update, or delete device applications. For more information, contact your administrator.

Error messages: Application loader

Insufficient application space

This message appears if your BlackBerry® device does not have enough available memory to add the applications that you have selected. Select fewer applications to add to your device or delete messages and organizer data from your device to increase available memory.

No additional applications designed for your device were found

This message appears if you try to add an application that is not compatible with your device or is already on your device.

The device is unable to accommodate the requested configuration

This message appears if your device does not have enough available memory to add the applications that you have selected. Select fewer applications to add to your device or delete old messages and organizer data from your device to increase available memory.

BlackBerry Desktop Redirector

To perform the tasks in this section, your email account must be associated with a BlackBerry® Enterprise Server.

About the BlackBerry Desktop Redirector

If your BlackBerry® device is associated with a Microsoft® Outlook® email account that uses a BlackBerry® Enterprise Server, you can open the BlackBerry® Desktop Redirector to view statistics such as how many email messages and organizer data items you have received on your device.

Open the BlackBerry Desktop Redirector

On the taskbar, click **Start > Programs > BlackBerry > BlackBerry Desktop Redirector**.

Redirection statistics

Forwarded

This field displays the number of email messages and organizer data items that the BlackBerry® Desktop Redirector or BlackBerry® Enterprise Server has forwarded to your BlackBerry device.

Sent from device

This field displays the number of email messages and organizer data items that you have sent from your device.

Pending to device

This field displays the number of email messages and organizer data items in the redirection queue. If your device is not connected to the wireless network, the BlackBerry Desktop Redirector or BlackBerry Enterprise Server queues email messages and organizer data items for up to 7 days and sends them when your device is connected to the wireless network again.

Expired

This field displays the number of email messages and organizer data items that the BlackBerry Desktop Redirector or BlackBerry Enterprise Server could not send to your device within 7 days. These email messages and organizer data items remain in the email application on your computer.

Filtered

This field displays the number of email messages that the BlackBerry Desktop Redirector or BlackBerry Enterprise Server did not send to your device because your email message filters prevented redirection or because your device was connected to your computer.

Clear redirection statistics

You can clear all redirection statistics except the statistic that appears in the Pending to device field.

1. Open the BlackBerry® Desktop Redirector.
2. On the **Options** menu, click **Clear Statistics**.

Clear the redirection queue

1. Open the BlackBerry® Desktop Redirector.
2. On the **Options** menu, click **Purge Pending Messages**.

Note: When you clear email messages and organizer data items from the redirection queue, they are not deleted from the email application on your computer.

Hide the BlackBerry Desktop Redirector

1. Open the BlackBerry® Desktop Redirector.
2. On the **Options** menu, click **Hide When Minimized**.

To view the BlackBerry Desktop Redirector again, click the **Redirector** icon that appears in the notification area at the far right of the taskbar.

BlackBerry Desktop Redirector troubleshooting

Email messages and organizer data items are not being forwarded to my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that the email address that appears in the email settings tool of the BlackBerry® Desktop Manager is correct.
- If the BlackBerry® Desktop Redirector Status field displays "Verifying Email Address," contact your administrator for more information.

Error messages: BlackBerry Desktop Redirector

Connected to computer - email redirection to device disabled

This message appears if the Disable message redirection while your device is connected check box is selected in the email settings tool of the BlackBerry® Desktop Manager. To receive email messages and organizer data items when your BlackBerry device is connected to your computer, clear the check box.

Could not start the Redirector - could not access configuration information

This message appears if the BlackBerry® Desktop Redirector cannot retrieve necessary configuration information from the email application on your computer. For more information, contact your administrator.

Could not start the Redirector - internal error

This message appears if the BlackBerry Desktop Redirector cannot start because of a configuration or resource allocation issue. For more information, contact your administrator.

Could not start the Redirector - the connection to your email could not be initialized

This message appears if the BlackBerry Desktop Redirector cannot connect to the email application on your computer. For more information, contact your administrator.

Device unregistered

This message appears if your device is not registered with the wireless network. For more information about registering your device, click **Help** on your device.

Failed forwarding message

This message appears if a problem occurs with your messaging server or the wireless network. For more information, contact your administrator.

Illegal device PIN

This message appears if your device PIN is not valid. For more information, contact your administrator or wireless service provider.

Message expired at network

This message appears if the BlackBerry Desktop Redirector or BlackBerry® Enterprise Server cannot forward email messages or organizer data items to your device within 7 days. Try performing the following actions:

- Verify that your device is connected to the wireless network.
- If you are using the BlackBerry Desktop Redirector to forward email messages and organizer data items to your device, verify that the BlackBerry Desktop Redirector is running.

No desktop address

This message appears if the BlackBerry Desktop Redirector cannot connect to your email address. For more information, contact your administrator.

Reconfigure your BlackBerry Desktop Redirector

This message appears if you need to generate a new encryption key for your device. In the BlackBerry Desktop Manager, click **Email Settings**. Click **Advanced** and generate a new encryption key.

Backup and restore

Back up device data

To back up data that is stored in your on-board device memory, mass storage mode must be turned on.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Backup and Restore**.
4. Perform one of the following actions:
 - To back up all your device data, click **Back up**.
 - To encrypt the data, click **Options**. Click **Encrypt backup data**. Click **OK**. Click **Back up**. Type a password.
 - To back up specific device data, click **Advanced**. In the **Device databases** section, click a database. Click the **left arrow** icon. On the **File** menu, click **Save As**.
 - To back up on-board device memory, click **Options**. Click **Back up on-board device memory**. Click **OK**. Click **Back up**.

Schedule automatic backups

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Backup and Restore**.
4. Click **Options**.
5. Select the **Back up my device every xx days** check box.
6. If necessary, change the number of days between each automatic backup.
7. Click **OK**.

Restore device data

To restore on-board device memory, mass storage mode must be turned on.

CAUTION: When you restore data to your device, all files in the on-board device memory and device memory are deleted before the backup file is restored.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Backup and Restore**.
4. Perform one of the following actions:
 - To restore all the device data in a backup file, click **Restore**. Double-click an .ipd backup file. If the backup file is encrypted, type the password that you set during encryption.

- To restore specific device data in a backup file, click **Advanced**. On the **File** menu, click **Open**. Double-click an .jpd backup file. In the **Desktop file databases** section, click a database. Click the **right arrow** icon.

Backup and restore troubleshooting

I cannot restore a database to my device

Try performing the following actions:

- If the database that you are trying to restore appears dimmed in the Device Databases section and the right arrow icon is not available, verify that a version of the database exists on your BlackBerry® device.
- Verify that your device has enough available memory to store the database. The amount of memory that appears beside the database file in the Desktop File Databases section might differ from the amount of memory required to store the database on your device. The amount of memory required to store the database on your device might differ from the amount of memory required to store the database on your computer.

Error messages: Backup and restore

File could not be opened

This message appears if you try to open a file that was not saved using the backup and restore tool.

File could not be saved

This message appears if your computer does not have enough available memory to store a file. It also appears if you try to save a file to a read-only folder.

The data was not recognized by the device

This message appears if you try to restore data to your BlackBerry® device for an application that is not on your device.

The device is out of memory

This message appears if your device does not have enough available memory to store the data that you are trying to restore. Delete old messages or organizer data items from your device to increase available memory.

The requested operation was not recognized by the device

This message appears if your device is not connected to your computer, or your device and the BlackBerry® Desktop Software are using incompatible BlackBerry® Device Software versions.

There was a communication error between the device and the desktop manager

This message appears if your device is not connected to your computer. It also appears if your device and the BlackBerry Desktop Software are using incompatible BlackBerry Device Software versions.

Transfer could not be completed because the desktop and device software are not compatible

This message appears if you update the BlackBerry Device Software in the BlackBerry Desktop Software without updating the BlackBerry Device Software on your device. Update the BlackBerry Device Software on your device using the application loader tool of the BlackBerry® Desktop Manager.

Unable to update the device

This message appears if your device is not connected to your computer. It also appears if your device and the BlackBerry Desktop Software are using incompatible BlackBerry Device Software versions.

Synchronization

Synchronization basics

About synchronization

You can synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry® device and the email application on your computer. If wireless data synchronization is available for your device, you can synchronize your organizer data over the wireless network. If wireless data synchronization is not available for your device, or you have turned it off, you can synchronize your organizer data using the BlackBerry® Desktop Software.

Prerequisites: Data synchronization

- To set up synchronization, you must have an active Internet connection.
- To synchronize organizer data, verify that you have set up organizer data synchronization.
- To synchronize third-party application data, verify that you have set up third-party application data synchronization.
- If wireless data synchronization is available for your BlackBerry® device, but you want to synchronize your organizer data using the BlackBerry® Desktop Manager, verify that wireless data synchronization is turned off on your device. Click **Help** on your device for more information about wireless data synchronization.

Set up organizer data synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Setup**.
8. In the **Available desktop applications** list, click the organizer application on your computer.
9. Click **Next**.
10. Select the synchronization options.
11. Click **Next**.
12. Click **Finish**.
13. To set up organizer data synchronization for another organizer application, repeat steps 5 to 12.

Set up synchronization for third-party application data

1. Open the BlackBerry® Desktop Manager.

2. Click **Synchronize**.
3. In the left pane, click **Configure > Add-ins**.
4. Select the check box beside an add-in component for a third-party application.
5. Click **Configure**.

Synchronize data between your device and your computer

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the check box beside one or more actions.
5. Click **Synchronize**.

Update the date and time on your device

You can update the date and time on your BlackBerry® device to match the date and time on your computer.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the **Update device date and time** check box.
5. Click **Synchronize**.

Synchronization settings

Turn on automatic synchronization

If you turn on automatic synchronization, synchronization starts automatically each time that you connect your BlackBerry® device to your computer.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the check box beside one or more actions.
5. In the **Synchronize automatically** section, select the check box.

Change the location of the configuration file for organizer data synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Options**.
4. Click **Data folder options**.
5. In the **New Folder Location** section, select the **Use this specified folder** option.

6. Specify a folder.
7. Click **OK**.

If you specify a folder that has a name other than BlackBerry, your computer creates a BlackBerry subfolder.

Synchronize all tasks during synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the **Tasks** check box.
7. Click **Setup**.
8. Select your desktop application.
9. Click **Next**.
10. Select an option for the synchronization direction.
11. Click **Next**.
12. In the **Calendar date range** section, select an option for transferring items.
13. Click **Next**.
14. Click **Finish**.

Reset options for organizer data synchronization

If you reset options for organizer data synchronization, you restore the default synchronization options for the organizer application on your computer.

1. Open the BlackBerry® Desktop Manager.
2. Click **Synchronize**.
3. In the left pane, click **Configure > Synchronization**.
4. Click **Reset configuration**.

Manage organizer data synchronization conflicts

You can set different conflict resolution options for contacts, calendar entries, tasks, and memos.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Advanced**.
8. Click the tab for the organizer application.
9. Click **Conflict Resolution**.

10. Select a conflict resolution option.
11. Click **OK**.

Prerequisites: Wireless calendar synchronization

- Verify that your BlackBerry® device is associated with an email account that uses BlackBerry® Enterprise Server Version 2.1 or later for Microsoft® Exchange or BlackBerry Enterprise Server Version 2.2 or later for IBM® Lotus® Domino®.
- Verify that you have synchronized your calendar entries using the synchronization tool of BlackBerry® Desktop Manager.

Turn on wireless calendar synchronization

When you turn on wireless calendar synchronization for the first time, the calendar entries on your computer replace the calendar entries on your BlackBerry® device.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. On the **Configuration** tab, click **Configure synch**.
5. Select the **Calendar** check box.
6. Click **Choose**.
7. In the **Available Applications** list, click **BlackBerry Wireless Sync**.
8. Click **OK**.
9. On the Synchronize screen, on the **Synchronize** tab, select the **Synchronize organizer data** check box.
10. Click **Synchronize now**.

Change which calendar entries to synchronize during synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the **Calendar** check box.
7. Click **Setup**.
8. Select the synchronization direction.
9. Click **Next**.
10. Select the calendar date range to transfer all items.
11. Click **Next**.
12. Click **Finish**.

Set an email profile to use during synchronization

You should only set an email profile if the BlackBerry® Desktop Manager prompts you to set one.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Setup**.
8. In the **Available desktop applications** list, click the organizer application on your computer.
9. Click **Next**.
10. In the **User Profile** drop-down list, click an email profile.
11. Click **Next**.
12. Click **Finish**.

Reconcile email messages in a personal folder during synchronization

Verify that your BlackBerry® device is associated with a Microsoft® Outlook® email account.

1. Open the BlackBerry® Desktop Manager.
2. Click **Synchronize**.
3. In the left pane, click **Configure > Reconciliation**.
4. In the **Personal Folder** drop-down list, click a personal folder.

Import changes to email messages from your computer to your device during synchronization

You can set up synchronization so that changes that you have made to email messages on your computer are imported to your BlackBerry® device during synchronization, but changes that you have made to email messages on your device are not reflected in the email application on your computer.

1. Open the BlackBerry® Desktop Manager.
2. Click **Synchronize**.
3. In the left pane, click **Configure > Reconciliation**.
4. Select the **Import moved or deleted email messages from my computer to my device** option.

Manage email reconciliation conflicts

You can choose how to resolve conflicts between your desktop email application and your device.

1. Open the BlackBerry® Desktop Manager.
2. Click **Synchronize**.
3. In the left pane, click **Configure > Reconciliation**.

4. In the **Folder data synchronization** section, select a conflict resolution option.

Set up for importing or exporting organizer data using an ASCII data file

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Setup**.
8. In the **Available desktop applications** list, click **ASCII Importer/Exporter**.
9. Click **Next**.
10. Select the synchronization options.
11. Click **Next**.
12. Click **Options**. Select a character to separate the fields.
13. Click **OK**.
14. In the **Calendar Date Range** section, select a transfer option.
15. Click **Browse**. Navigate to the database file for the ASCII Importer/Exporter connector.
16. Click **Next**.
17. Click **Finish**.

Export organizer data from your device to your computer using an ASCII data file

Verify that you have set options for importing and exporting organizer data using an ASCII data file and that you have created an ASCII data file to export data to.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Choose**.
8. Select **ASCII Importer/Exporter**.
9. Select the **Export** option.
10. Specify an ASCII data file.
11. On the Synchronize screen, on the **Synchronize** tab, select the **Synchronize organizer data** check box.
12. Click **Synchronize**.

Import organizer data from your computer to your device using an ASCII data file

Verify that you have set options for importing and exporting organizer data using an ASCII data file and that you have created an ASCII data file to export data to.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the check box beside an organizer application.
7. Click **Choose**.
8. Select **ASCII Importer/Exporter**.
9. Select the **Import** option.
10. Specify an ASCII data file.
11. On the Synchronize screen, on the **Synchronize** tab, select the **Synchronize organizer data** check box.
12. Click **Synchronize**.

About ASCII data files

You can use an ASCII data file to transfer data between an organizer application on your BlackBerry® device and an organizer application on your computer. When you export data from an organizer application on your device, the field names that appear in the organizer application on your device appear as column labels in the ASCII data file. When you export data from an organizer application on your computer, these field names do not appear in the ASCII data file. Before you import the data to the organizer application on your device, you must label the columns in the ASCII data file using the field names that appear in the organizer application on your device.

Example:

```
"Last Name","First Name","Company Name", "",
"Wahl","Tanya","Research In Motion Limited", "",
```

ASCII organizer data field mappings

Address Book	Calendar	MemoPad	Tasks
"First/Middle Name"	"Description Title"	"Note Title"	"Title"
"First Name"	"Notes"	"Note Body"	"Notes"
"Middle Name"	"Location"	"Categories"	"Due Date"
"Last Name"	"Alarm Date"		"Priority"
"Title"	"Alarm Time"		"Completed Flag"

"Company Name"	"Start Date"	"Status"
"Work Phone"	"Start Time"	"Due Time"
"Work Phone 2"	"End Date"	"Alarm Date"
"Home Phone"	"End Time"	"Alarm Time"
"Home Phone 2"	"Alarm Flag"	"Alarm Flag"
"Other Phone"	"Free Busy"	"Categories"
"Work Fax"	"Attendees"	"Start Date"
"Mobile Phone"	"Private"	"Start Time"
"PIN"		
"Pager"		
"Internet Address1"		
"Internet Address2"		
"Internet Address3"		
"Address1"		
"Address2"		
"Address3"		
"City"		
"State/Prov"		
"Zip/Postal Code"		
"Country"		
"Home Address1"		
"Home Address2"		
"Home Address3"		
"Home City"		
"Home State/Prov"		
"Home Zip/Postal Code"		
"Home Country"		
"Notes"		
"Interactive handheld"		
"1-way Pager"		

```
"User Defined 1"  
"User Defined 2"  
"User Defined 3"  
"User Defined 4"  
"Salutation"  
"Web Address"  
"Direct Connect"  
"Categories"  
"Pictures"  
"Birthday"  
"Anniversary"  
"Nickname"  
"Mobile Phone 2"  
"Home Fax"
```

Note: Quotation marks separated by commas represent blank fields.

Synchronize data in custom address book fields during synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. In the left pane, click **Configure > Synchronization**.
5. Click **Synchronization**.
6. Select the **Address Book** check box.
7. Click **Advanced**.
8. On the **Address Book** tab, click **Map Fields**.
9. Complete the instructions on the screen.
10. Click **OK**.

Synchronization troubleshooting

Organizer data that I deleted on my device reappears on my device after synchronization

If you synchronize your organizer data using the synchronization tool of the BlackBerry® Desktop Manager, the organizer data on your computer replaces the organizer data on your BlackBerry device. If you have not deleted organizer data from your computer that you have deleted from your device, the deleted data reappears on your device after synchronization.

To prevent deleted organizer data from reappearing on your device, delete the data on your computer before synchronization.

Some organizer data does not appear on my device after synchronization

Try performing the following actions:

- Check the conflict resolution options for contacts, calendar entries, tasks, and memos. In the advanced settings for each organizer application, verify that the **Ignore all conflicting items** option is not selected.
- If some tasks are not appearing on your BlackBerry® device, in the advanced settings for task synchronization, verify that the **Transfer All Items** option is selected.
- If some calendar entries are not appearing on your device, in the advanced settings for calendar synchronization, verify that the **Transfer All scheduled items** or **Transfer only Future items** option is selected.
- If some calendar entries are not appearing on your device, verify that these calendar entries are not appointments and meetings that you manage for someone else. If you use Microsoft® Outlook® to manage someone else's calendar, that person's appointments and meetings do not appear on your device.

Duplicate organizer data fields appear on my device after synchronization

Try performing the following actions:

- In the advanced settings for each organizer application, verify that the **Add all conflicting items** and **Ignore all conflicting items** options are not selected.
- Verify that the field mapping for each organizer application is correct.
- In the advanced settings for address book synchronization, verify that both **First Name** and **Middle Name** fields in your organizer application are mapped to the **First Name** field on your BlackBerry® device.

I am not receiving notification of organizer data synchronization conflicts

Check the conflict resolution options for contacts, calendar entries, tasks, and memos. In the advanced settings for each organizer application, verify that the **Notify me when conflicts occur** option is selected.

Calendar entries are not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless calendar synchronization is turned on.

Organizer data is truncated after synchronization

During synchronization, data that is too long might be truncated.

Try performing the following actions:

- If you do not want truncated data to replace existing data during synchronization, in the advanced settings for each organizer application, verify that the **Notify me when conflicts occur** option is selected.
- Keep descriptions in calendar entries brief.

Duplicate email message folders appear on my device after synchronization

If your BlackBerry® device is associated with a Microsoft® Outlook® email account and you are using the BlackBerry® Desktop Redirector to forward email messages to your device, duplicate email message folders might appear if you reconcile email messages in a personal email message folder.

To prevent duplicate email message folders from appearing on your device, stop reconciling email messages in personal email message folders.

Email messages are not reconciling during synchronization

If your BlackBerry® device is associated with a Microsoft® Outlook® email account and you use the advanced security feature in Microsoft Outlook, your email messages are not reconciled during synchronization. If you use IBM® Lotus Notes®, opened and unopened email messages are not reconciled during synchronization.

Synchronization stopped unexpectedly

If you are running an antivirus application on your computer, close the application temporarily and try synchronizing again.

Some organizer data is not synchronizing correctly when I use an ASCII data file

Try performing the following actions:

- If you use custom address book fields on your BlackBerry® device, verify that the column labels for these custom address book fields in the ASCII data file are **User Defined 1**, **User Defined 2**, **User Defined 3**, and **User Defined 4**.
- If you are exporting organizer data from more than one organizer application, verify that you are exporting the organizer data for each application to a different ASCII data file. Specify a unique file name for each of these ASCII data files.
- If recurring calendar entries are not synchronizing correctly, change the calendar entries after you import the ASCII data file.

Error messages: Synchronization

Invalid configuration

This message appears if the configuration file for organizer data synchronization is corrupt. Try resetting your options for organizer data synchronization.

Insufficient disk space

This message appears if your BlackBerry device does not have enough available memory to complete the synchronization. Try deleting old messages and organizer data from your device to increase available memory.

No applications configured for synchronization

This message appears if you have not set up organizer data synchronization.

Email settings

To perform the tasks in this section, your email account must be associated with a BlackBerry® Enterprise Server.

Email messages settings

Stop forwarding email messages to your device

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the **Email message redirection** section, perform the following actions:
 - To stop forwarding email messages to your BlackBerry device, clear the **Forward incoming email messages to my device** check box.
 - To stop forwarding email messages to your device when your device is connected to your computer, select the **Turn off email message redirection while my device is connected to my computer** check box.
4. Click **Apply**.

Forward email messages from a specific folder to your device

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the **Folder redirection** section, click **Selected folders**.
4. Click **Choose folders**.
5. Select the check box beside an email message folder.
6. Click **OK**.

Add a signature

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the **Signature** box, type a signature.
4. Click **Apply**.

Delete your signature

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the **Signature** box, delete the signature.
4. Click **Apply**.

Stop storing email messages on your computer that you send from your device

By default, a copy of email messages that you send from your BlackBerry® device appears in the sent items folder in the email application on your computer.

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Advanced**.
4. Clear the **Save a copy of email messages sent from my device to the email application on my computer** check box.
5. Click **Apply**.

Stop storing email messages on your device that you send from your computer

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the **Folder Redirection** section, click **Selected folders**.
4. Click **Choose folders**.
5. Clear the **Sent Items** check box.
6. Click **Apply**.

Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click **New**.
5. Set options for the email message filter.
6. Click **OK**.

Options for email message filters

Filter name:

Type a unique name for the new filter.

From:

Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.

Sent to:

Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.

Subject:

Type the text that the email message filter should search for in the Subject field of email messages.

Body:

Type the text that the email message filter should search for in the body of email messages.

Sent directly to me:

Set whether the email message filter applies to email messages that include your email address in the To field.

CC: to me:

Set whether the email message filter applies to email messages that include your email address in the CC field.

BCC: to me:

Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:

Set the importance level of email messages that the email message filter applies to.

Sensitivity:

Set the sensitivity level of email messages that the email message filter applies to.

Forward messages to the device:

Select this option to forward email messages that the email message filter applies to your BlackBerry® device. Specify whether email messages are forwarded with high importance or with the email message header only.

Do not forward messages to the device:

Select this option to prevent email messages that the email message filter applies to from being forwarded to your device.

Change an email message filter

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click an email message filter.
5. Click **Edit**.
6. Change the options for the email message filter.
7. Click **OK**.

Change the order of email message filters

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click an email message filter.
5. Click the **up arrow** icon or the **down arrow** icon to move the filter.
6. Click **Apply**.

Turn on an email message filter

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Select the check box beside an email message filter.
5. Click **Apply**.

Delete an email message filter

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click an email message filter.
5. Click **Delete**.

Export email message filters

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click **Export**.

Import saved email message filters

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Filters**.
4. Click **Import**.
5. Click an email message filter (.rfi) file.
6. Click **Open**.

Email message encryption

About encryption keys

Encryption keys are designed to protect data as it travels between your BlackBerry® device and a BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector.

You should generate a new encryption key every 2 weeks.

Set a reminder to generate an encryption key

If you set a reminder, the BlackBerry® Desktop Manager prompts you to generate an encryption key every 31 days.

1. Open the BlackBerry Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Advanced**.
4. Select **Generate keys automatically**.
5. Click **Apply**.

Generate an encryption key

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Advanced**.
4. Select **Generate keys manually**.
5. Click **Generate**.

To share the encryption key with your BlackBerry device, connect your device to your computer.

Prerequisites: IBM Lotus Notes native encryption

- Verify that your BlackBerry® device is running BlackBerry® Device Software version 4.1 or later.

- Verify that your device is associated with an email account that uses BlackBerry® Enterprise Server version 4.1 or later for IBM® Lotus® Domino®.
- Verify that your computer is running IBM® Lotus Notes® version 7.0 or later with an email account on an IBM Lotus Domino Server version 7.0 or later.

Turn on IBM Lotus Notes native encryption

1. Open the BlackBerry® Desktop Manager.
2. Click **Options**.
3. Click **Lotus Notes options**.
4. Click **Advanced**.
5. Click **Import Notes ID**.

To stop using your IBM® Lotus Notes® ID file to encrypt email messages, click **Delete Notes ID**.

Change the IBM Lotus Notes ID password

1. Open the BlackBerry® Desktop Manager.
2. Click **Options**.
3. Click **Lotus Notes options**.
4. Click **Advanced**.
5. Click **Change password**.

Change email profile options (Microsoft Outlook)

1. Open the BlackBerry® Desktop Manager.
2. Click **Email Settings**.
3. In the left pane, click **Advanced**.
4. Click **Profile settings**.
5. Perform one of the following actions:
 - To select an email profile each time that you open the BlackBerry Desktop Manager, select the **Prompt for the profile to be used** option.
 - To use the same email profile each time that you open the BlackBerry Desktop Manager, select the **Always use this profile** option.
6. Click **OK**.

If the BlackBerry® Desktop Redirector is running, restart the BlackBerry Desktop Manager.

Change email profile options (IBM Lotus Notes)

Verify that IBM® Lotus Notes® is set to share login information with add-in applications. For more information, see the documentation that came with IBM Lotus Notes.

1. Open the BlackBerry® Desktop Manager.

2. Click **Email Settings**.
3. In the left pane, click **Advanced**.
4. Click **Configure**.
5. In the **BlackBerry Server** section, in the **Name** field, specify the BlackBerry® Enterprise Server that is associated with your BlackBerry device.
6. Perform one of the following actions:
 - To use the default Notes.ini file, select the **Use the default Notes INI file** check box.
 - To use a different Notes.ini file, clear the **Use the default Notes INI file** check box. Specify a Notes.ini file.
7. If you want the Login dialog box to appear each time that the BlackBerry Desktop Manager starts, select the **Always show the Lotus Notes Login prompt when the Desktop Manager starts** check box.
8. Restart the BlackBerry Desktop Manager.

Email settings troubleshooting

I cannot send or receive email messages on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have generated a new encryption key, connect your device to your computer to share the encryption key.
- Verify that your email profile options are correct. For more information, contact your administrator.

Error messages: Email settings

A new encryption key will have to be generated

This message appears if you must generate a new encryption key.

Filter load error

This message appears if a saved email message filter cannot be opened. Try opening the email message filter again. If the message appears again, create and save a new email message filter.

Pending update

This message appears if you have generated a new encryption key on your computer, but the new encryption key has not been shared with your BlackBerry® device. To share the encryption key, connect your device to your computer.

Protocol error - data transfer aborted

This message appears when your device and your computer cannot communicate. Try reinstalling the BlackBerry® Desktop Software.

The BlackBerry Enterprise Server is either unavailable or has been specified incorrectly. Try again?

This message appears if your device is not associated with the BlackBerry® Enterprise Server that you specified in the IBM® Lotus Notes® dialog box. For more information, contact your administrator.

The computer does not know its email address

This message appears if the BlackBerry Desktop Software cannot find the email address for your device. For more information, contact your administrator.

The current encryption key was generated less than 24 hours ago

This message appears if you generated an encryption key in the last 24 hours and you try to generate another encryption key.

Unable to save filters

This message appears if an error occurs when you try to save email message filters. Try saving the email message filters again using a different file name.

You must specify at least one filter field characteristic

This message appears if you try to save an email message filter without setting any options for the email message filter.

Manage media files

About the media manager tool

Use the media manager tool of the BlackBerry® Desktop Manager to transfer files between your computer and your BlackBerry device in an optimized format. You can transfer files between your computer and your device memory, or if a supported media card is inserted in your device, you can transfer files between your computer and your media card.

You can also use the media manager tool to add, delete, rename, or open media files and folders on your device.

Transfer a file between your device and your computer

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Media**.
4. In the **Media Manager** section, click **Launch**.
5. In the left pane, click the **Folders** tab.
6. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

About BlackBerry Media Sync

You can use BlackBerry® Media Sync to transfer and synchronize music files between your computer and your BlackBerry device.

If your device is running BlackBerry® Device Software version 4.6 or if a supported media card is inserted in your device, you can transfer files between your computer and your device. You can also use this application to synchronize music and playlists from your iTunes library or Windows Media® Player library.

For more information about transferring and managing music files, see the online help that is available in the BlackBerry Media Sync application.

Open BlackBerry Media Sync

1. Open the BlackBerry® Desktop Manager.
2. Click **Media**.
3. In the BlackBerry Media Sync section, click **Launch**.

Device switch wizard

About the device switch wizard

Use the device switch wizard to import data from a BlackBerry® device, Palm® device, or Windows Mobile® powered device to a new BlackBerry device.

If you switch BlackBerry devices, the device switch wizard is designed to import supported email messages, organizer data, third-party applications, and BlackBerry® Enterprise Server connection options from your current device to your new device.

If you switch from a Palm device or a Windows Mobile powered device to a BlackBerry device, the device switch wizard is designed to import your organizer data from your current supported device to your new BlackBerry device.

Prerequisites: Device switch wizard

- If you are switching from a Palm device to a BlackBerry device, verify that your Palm device synchronizes with Palm Desktop version 4.0.1, Palm Desktop version 4.1, Palm Desktop version 4.1.4, or Palm Desktop version 6.0.1. Verify that the Palm Desktop is installed on your computer.
- If you are switching from a Windows Mobile powered device to a BlackBerry device, verify that Microsoft ActiveSync® is installed on your computer and that your Windows Mobile powered device is running Windows Mobile 2005/5.0 for Pocket PC, Windows Mobile 2003 SE for Pocket PC, Windows Mobile 2003 for Pocket PC, Windows Mobile 2002 for Pocket PC, Windows Mobile 2000 for Pocket PC, Windows Mobile SmartPhone software 2003 SE, Windows Mobile SmartPhone software 2003, or Windows Mobile SmartPhone software 2002.

Switch devices

Verify that you have installed the most recent version of the BlackBerry® Desktop Software.

1. Connect your current device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Device Switch Wizard**.
4. Click **Start**.
5. Complete the instructions on the screen.

If you are switching from a BlackBerry device that is associated with the BlackBerry® Internet Service, on your new BlackBerry device, in the setup wizard, open the email setup screen. Update your device PIN.

Certificate synchronization

To perform the tasks in this section, your email account must be associated with a BlackBerry® Enterprise Server.

Certificate synchronization basics

About the certificate synchronization tool

You can use the certificate synchronization tool of the BlackBerry® Desktop Manager to download or import certificates to your computer, synchronize certificates between your BlackBerry device and your computer, and verify the authenticity and status of certificates. The certificate synchronization tool is designed to access certificate status information and certificate server information by requesting the information from certificate authority servers and LDAP, OCSP, and CRL certificate servers, or by synchronizing the information between your computer and your device over a USB connection.

View properties for a certificate

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Right-click a certificate. Click **View Certificate**.
5. Click the **Details** tab.

Certificate properties

Depending on the certificate, more properties or fewer properties might appear in the certificate synchronization tool of the BlackBerry® Desktop Manager.

Certificate Label

This field displays the name of the certificate. By default, the certificate synchronization tool displays the name of the certificate subject.

Security Level

This field displays the security level of the certificate if the certificate contains a private key.

Email Address

This field displays the email address of the certificate subject.

Certificate Source

This field displays the name of the certificate server that the certificate is located on or the name of the Microsoft® Windows® key store on the computer that the certificate is located on.

Serial Number

This field displays the certificate serial number in hexadecimal format.

Signature Algorithm

This field displays the algorithm that the certificate issuer used to generate the digital signature.

Issuer

This field displays detailed information about the certificate issuer.

Valid From

This field displays the date that the certificate issuer specified as the start date for the certificate.

Valid To

This field displays the date that the certificate issuer specified as the expiration date for the certificate.

Subject

This field displays detailed information about the certificate subject.

Public Key

This field displays the standard to which the public key complies. Your BlackBerry device supports RSA®, DSA, Diffie-Hellman, and ECC keys.

Subject Alternative Name

This field displays an alternate email address for the certificate, if known.

Authority Information Access

This field displays the location of and access method for the OCSP status responders.

Key Usage

This field displays approved uses for the public key.

Thumbprint Algorithm

This field displays the hash algorithm used to calculate the digital thumbprint of the certificate.

Thumbprint

This field displays the digital thumbprint of the certificate. The digital thumbprint is a hash of the certificate encoding.

Certificate status indicators



The certificate chain is trusted and valid, and the revocation status of the certificate chain is good.



The revocation status of the certificate chain is unknown, or a public key for a certificate in the certificate chain is weak.



The certificate chain is untrusted, revoked, expired, not yet valid, or cannot be verified.

View status information for a certificate

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Right-click a certificate. Click **View Certificate**.
5. Click **Certification Path**.

The Certificate status field displays status information for the certificate.

Download certificates for contacts in your address book automatically

Verify that you have added an LDAP certificate server to the certificate synchronization tool of the BlackBerry® Desktop Manager.

CAUTION: Downloading all certificates for contacts in your address book automatically is network intensive and can result in reduced computer or network performance. Before you perform this task, contact your administrator.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **LDAP Servers** tab, select the **Use device address book contents when searching LDAP servers** check box.
6. Click **OK**.

Each time that you start the certificate synchronization tool, the tool queries all LDAP certificate servers that you have added to the certificate synchronization tool and retrieves certificates for contacts in the address book on your device.

Download a certificate from an LDAP certificate server

Verify that you have added an LDAP certificate server to the certificate synchronization tool of the BlackBerry® Desktop Manager.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. On the **Other People's Certificates** tab, click **Find in LDAP**.
5. Select the check box beside one or more LDAP certificate servers.
6. Specify the search criteria.
7. Click **Search Now**.
8. Click a certificate.
9. Click **Mark for addition**.
10. Click **Close**.

Download all certificates from an LDAP certificate server automatically

Verify that you have added an LDAP certificate server to the certificate synchronization tool of the BlackBerry® Desktop Manager.

CAUTION: Downloading all certificates from LDAP certificate servers automatically is network intensive and can result in reduced computer or network performance. Before you perform this task, contact your administrator.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **LDAP Servers** tab, click a server.
6. Click a server.
7. Click **Edit**.
8. Select the **Crawl this LDAP Server** check box.
9. Click **OK**.

Each time that you start the certificate synchronization tool, the tool queries all LDAP certificate servers that have the Crawl this LDAP Server check box selected and retrieves certificates automatically.

Import a certificate from your computer

You can import several certificate file types to your BlackBerry® device, including .pfx, .p12, .cer, .der, .crt, .cert, .p7b, .p7c, or .key files.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Import Certificate**.
5. Click a certificate file.
6. Click **Open**.

Synchronize certificates

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Select the check box beside one or more certificates.
5. Click **Synchronize**.

To remove a certificate from your device, clear the check box beside the certificate. Click **Synchronize**.

Install a root certificate on your computer

Depending on the Wi-Fi® network that you want to connect to, you might need to install the root certificate for the certificate authority server that created the certificate for the authentication server. For more information, contact your administrator.

1. Download the root certificate from the certificate authority server to your computer.
2. On your computer, right-click the root certificate. Click **Install certificate**.
3. Click **Next**.
4. Click **Place all certificates in the following store**.
5. Click **Browse**.
6. Click **Trusted Root Certification Authorities**.
7. Click **OK**.
8. Click **Finish**.
9. In the Security Warning dialog box, click **Yes**.

If the root certificate contains multiple certificates, all the certificates are installed on your computer.

To install the root certificate on your BlackBerry® device, use the certificate synchronization tool of the BlackBerry® Desktop Manager to synchronize the root certificate between your device and your computer.

Add an email address to a certificate

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Right-click a certificate. Click **Edit Certificate Properties**.
5. On the **Email Addresses** tab, click **Add**.
6. Type the email address.
7. Click **OK**.

Turn on access to Entrust digital IDs

Verify that you have permission to access Entrust® digital IDs. For more information, contact your administrator.

You can use the certificate synchronization tool of the BlackBerry® Desktop Manager with Entrust Entelligence™ version 6.0 or later to access Entrust digital IDs.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Entrust Preferences** tab, select the **Use Entrust** check box.
6. Click **OK**.

Periodically, a dialog box might prompt you to indicate whether the certificate synchronization tool is allowed to access Entrust data. Click **Yes**.

Change the default security level for private keys

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Certificate Preferences** tab, in the **Private Key Security Levels** section, change the default security level for signing keys and encryption keys.
6. Click **OK**.

Change the security level for a private key

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Right-click a personal certificate. Click **Edit Certificate Properties**.
5. On the **General** tab, in the **Private Key Security Level** section, perform one of the following actions:
 - To receive a prompt for your key store password each time that an application tries to access your private key, select the **High** option.
 - To receive a prompt for your key store password when an application tries to access your private key for the first time or when a timeout occurs for your private key password, select the **Medium** option.
 - To receive no notification when an application tries to access your private key, select the **Low** option.
6. Click **OK**.

To use the default security level that you specified for private keys, select the **Default** option.

View a specific type of certificate

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Certificate Preferences** tab, perform any of the following actions:
 - To view certificates for S/MIME-protected messages, select the **Secure Email** check box.
 - To view certificates for accessing secure web sites, select the **Client Authentication** check box.
 - To view other certificates (for example, certificates for code signing or file system encryption), select the **Other Purposes** check box.
 - To view only certificates that are assigned to you, select the **Show personal certificates only** check box.
6. Click **OK**.

Change the display name for a certificate

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.

3. Click **Synchronize Certificates**.
4. Right-click a certificate. Click **Edit Certificate Properties**.
5. On the **General** tab, in the **Certificate Label** section, type a name.
6. Click **OK**.

To view the new name on your device, synchronize the certificate with your device.

Turn on automatic certificate synchronization

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Desktop Preferences** tab, select the **Automatically synchronize my device's certificate data when my device is connected to my computer** check box.
6. Change the synchronization options.
7. Click **OK**.

Turn off automatic initialization of the random number generator

By default, each time that you connect your BlackBerry® device to your computer and open the BlackBerry® Desktop Manager, the certificate synchronization tool of the BlackBerry Desktop Manager initializes the random number generator on your device. If you turn off automatic initialization, your device uses the same starting point each time it generates a random number.

1. Connect your BlackBerry device to your computer.
2. Open the BlackBerry Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Desktop Preferences** tab, clear the **Automatically initialize device random number generator when my device is connected to my computer** check box.

Initialize the random number generator on your device

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **Desktop Preferences** tab, click **Initialize Now**.

Change connection information for a certificate server

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.

5. On a server tab, click a server.
6. Click **Edit**.
7. Change the connection information.
8. Click **OK**.

Refresh all certificate revocation lists

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **CRL Servers** tab, click **Update Now**.
6. Click **OK**.

Add a certificate server

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On a server tab, click **Add**.
6. Specify the server information.
7. Click **OK**.

Use OCSP or CRL certificate servers to check the revocation status of certificates

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. Perform one of the following actions:
 - To use OCSP certificate servers to check the revocation status of certificates, on the **OCSP Servers** tab, select the **Use OCSP** check box.
 - To use CRL certificate servers to check the revocation status of certificates, on the **CRL Servers** tab, select the **Use CRLs** check box.
6. To use the connection information in the certificate extension section of a certificate to check the revocation status of a certificate, select the **Use certificate extensions** check box.
7. To use any certificate servers that you add to the certificate synchronization tool to check the revocation status of a certificate, select the **Use specified servers** check box.
8. Click **OK**.

Change the refresh rate for certificate revocation lists

You can change how often the certificate synchronization tool updates the certificate revocation lists on your BlackBerry® device. If you change the Update the cached CRLs field to 0, the certificate synchronization tool of the BlackBerry® Desktop Manager updates the certificate revocation lists on your device each time that you connect your device to the BlackBerry Desktop Manager or synchronize certificates.

1. Connect your device to your computer.
2. Open the BlackBerry Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **CRL Servers** tab, change the **Update the cached CRLs** field.
6. Click **OK**.

When you synchronize your certificates, the certificate synchronization tool queries the certificate revocation lists in the key store cache for the revocation status of the certificates and updates the revocation status on your device if the status has changed.

Turn off the prompt that appears when a CRL server is unavailable

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On the **CRL Servers** tab, select the **Alert me whenever a CRL server cannot be contacted during an update** check box.
6. Click **OK**.

Delete a certificate server

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Click **Options**.
5. On a server tab, click a server.
6. Click **Delete**.

Certificate synchronization troubleshooting

A certificate does not appear in the certificate list

Verify that the certificate is installed on your computer. In Windows® Internet Explorer®, click **Tools** > **Internet Options**. On the **Content** tab, click **Certificates**. Click a certificate tab.

I cannot synchronize a certificate

Verify that the certificate synchronization tool of the BlackBerry® Desktop Manager is installed on your computer. If the certificate synchronization tool is not installed on your computer, re-install the BlackBerry® Desktop Software. For more information about installing the BlackBerry Desktop Software, see the printed documentation that came with your BlackBerry device.

IP Modem

About using your device as a modem

Depending on your wireless service provider, you can use your BlackBerry® device as modem by connecting it to your computer using a USB cable. Using your device as modem allows you to connect to the Internet on your computer when you might not otherwise have access to the Internet.

You can use only one device as a modem with your computer at a time. If your device is associated with a BlackBerry® Enterprise Server, contact your administrator to make sure that the appropriate IT policy is turned on to use this feature.

Set up your modem connection settings

You must set up your modem connection settings before you can use your BlackBerry® device as a modem.

1. Connect your device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **IP Modem**.
4. Click **Configure**.
5. Perform one of the following action:
 - If your wireless service provider appears in the **Connection Profile** drop-down list, click their profile. In the **Profiles Settings** section, type any required information that is not included in the profile. For more information, contact your wireless service provider.
 - If your wireless service provider does not appear in the **Connection Profile** drop-down list, click **Add Custom Profile**. Type a name for the profile. Contact your wireless service provider to determine the information that is required in the Profiles Settings section. Required information can vary for each wireless service provider.
6. If necessary, click **Save**.
7. If you want to keep using your device as a modem even after you close the BlackBerry Desktop Manager, select the **Keep an IP Modem connection open after the BlackBerry Desktop Manager is closed** check box.
8. Click **OK**.

Connect to the Internet using your device as a modem

To perform this task, you must first set up your modem connections settings to create a profile.

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **IP Modem**.
4. Click **Connect**.

5. Launch your email application to access your messages or your browser to access the Internet.

Your Internet connection status is displayed on the lower-left area of the screen.

To end the connection, in the **IP Modem** section of the BlackBerry Desktop Manager, click **Disconnect**. If your BlackBerry Desktop Manager is already closed, you can also end the connection by clicking the **Dial-Up** icon in the notification area of the Windows® taskbar.

Check for BlackBerry Desktop Manager updates

1. Open the BlackBerry® Desktop Manager.
2. On the **Help** menu, click **Check for updates**.
3. To install an update, select the check box beside the update. Click **Install**.
4. If necessary, perform one of the following actions:
 - To check for updates automatically, click the icon on the upper-right side of the screen. Select the **Check for updates automatically** check box. Set the notification options. Click **OK**.
 - To stop checking for updates automatically, click the icon on the upper-right side of the screen. Clear the **Check for updates automatically** check box. Click **OK**.
 - To check for updates manually, click **Check for updates**.

Abbreviation list

ASCII

American Standard Code for Information Interchange

BCC

Blind carbon copy

BIOS

Basic input/output system

BPS

Bits per second

CC

Carbon copy

USB

Universal Serial Bus

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