BlackBerry Desktop Software

Version: 2.0.0

User Guide

BlackBerry

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Basics

About the BlackBerry Desktop Software

The BlackBerry® Desktop Software is designed to link the content and applications on your BlackBerry device with your Mac computer.

You can use the BlackBerry Desktop Software to do the following tasks:

- Synchronize your organizer data (calendar entries, contacts, tasks, and memos) and media files (music, pictures, and videos)
- Import pictures and videos
- Back up and restore your device data
- Add, update, or delete your device applications
- Transfer your device settings and data to a new BlackBerry device
- Manage multiple devices
- Charge your device

The main screen of the BlackBerry Desktop Software provides information about your connected device, such as the model information and the date that your data was last backed up or synchronized. The main screen can also provide you with quick access to common tasks, such as opening your device options and importing media files.

If you have used the BlackBerry Desktop Software with other BlackBerry devices, you can connect these devices and switch between them using the Device menu.

Related topics

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Set up your device with the BlackBerry Desktop Software

The first time that you connect your BlackBerry® device to your Mac computer and use the BlackBerry® Desktop Software, 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 device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Device Name** field, type a name for your device.
4. Beside the **Synchronize this device** field, do one of the following:
   - To synchronize your device with this computer only, click **with this computer only (faster sync)**.
   - To synchronize your device with more than one computer, click **with other computers (safer sync)**.
5. If you plan to synchronize your music from your computer to your device, do any of the following:

- If your device includes built-in media storage and you want to save your songs to this storage 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 storage space that you want to keep free for files other than music files.

6. Click **OK**.

Related topics

About the BlackBerry Desktop Software, 3
Remove your device settings from the BlackBerry Desktop Software, 4

Remove your device settings from the BlackBerry Desktop Software

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

1. On your computer, in the **Applications** folder, click **BlackBerry Desktop Software**.
2. On the **Device** menu, click **Forget Device** > **Forget**.

If you want to reassociate your device with the BlackBerry Desktop Software, connect your device to your computer and complete the instructions in the BlackBerry Desktop Software.

Related topics

Set up your device with the BlackBerry Desktop Software, 3

Delete the data from your device

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

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

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 Software** icon.
3. On the **Device** menu, click **Clear Data**.
4. Do one of the following:
   - To delete all your device data, click **All data**.
   - To delete specific data, click **Selected data**. Select the check box beside one or more databases.
5. If necessary, do any of the following:
   - 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**.

Related topics

Back up device data, 11

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 Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences** > **Reset**.

Check for BlackBerry Desktop Software updates

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

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences** > **Check Now**.
3. Do any of the following:
   - 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 the BlackBerry® Desktop Software is available, click the **Automatically download updates when they are available** check box.
4. Click **OK**.

Related topics

About the BlackBerry Desktop Software, 3

Find more information

You can visit the following websites for more information about the BlackBerry® Desktop Software:

- http://na.blackberry.com/eng/support/software/mac.jsp: View support information, including Knowledge Base articles and forums.
- www.blackberry.com/desktop/mac/docs: View the latest help associated with this release.

Related topics

About the BlackBerry Desktop Software, 3

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 the BlackBerry® Desktop Software. You can turn off wireless synchronization for each organizer application on your device.

Related topics

Turn on Sync Services, 6
Turn off wireless synchronization, 6

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.

Turn off wireless synchronization

To synchronize your organizer data, you must turn off wireless synchronization for each type of organizer data that you want to synchronize using the BlackBerry® Desktop Software.

1. On your BlackBerry® device, in the Calendar application, Contacts application, Tasks application, or MemoPad, press the **Menu** key > **Options**.
2. If necessary, click a calendar or contact list.
3. Change the **Wireless Synchronization** field to **No** or clear the **Wireless Synchronization** check box.
4. Press the **Menu** key > **Save**.

Synchronize your calendar

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Calendar**.
4. In the **Sync Calendar** field, click **Two Way**.
5. Do one of the following:
   - 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**.

Related topics

Troubleshooting: Organizer data, 8

Synchronize your contacts

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Contacts**.
4. In the **Sync Contacts** field, click **Two Way**.
5. Do one of the following:
   - 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**.

Related topics

Troubleshooting: Organizer data, 8

Synchronize your memos and notes

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** 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 for your notes and memos.
6. Click **Sync**.

Related topics
Troubleshooting: Organizer data, 8

Synchronize your tasks

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Tasks**.
4. In the **Sync Tasks** field, click **Two Way**.
5. Do one of the following:
   - 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**.

Related topics
Troubleshooting: Organizer data, 8

Synchronize your organizer data and media files automatically when you connect your device

You can set the BlackBerry® Desktop Software to automatically synchronize changed organizer data and new pictures and videos from your BlackBerry® computer to your device each time that you connect your device to your computer.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon
3. Click **Device Options**.
4. On the General tab, select the **Automatically sync when device is connected** check box.
5. Click **OK**.

Related topics
Troubleshooting: Organizer data, 8

Troubleshooting: Organizer data

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 that is on your Mac computer.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** 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 type>** field, select **Two Way**.
5. In the **Advanced Settings** section, select the **Replace all <organizer data type> on this BlackBerry device** check box.
6. Click **Sync**.

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

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

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

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 Software.

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.

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.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

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

Related topics

Back up device data, 11
Restore device data, 12

Back up device data

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining an up-to-date backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Back Up** icon at the top of the screen.
4. Do one of the following:
   - 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, do the following:
   - To encrypt your device data, select the **Encrypt backup file** check box.
   - If your device includes built-in media storage and you want to back up the files that are saved to this location, select the **Back up built-in media storage** 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.

Related topics

Delete the data from your device, 4
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Change the location of backup files on your computer, 13

Restore device data

If your BlackBerry® device includes built-in media storage, to restore the data from this storage type, mass storage mode must be turned on.

You can restore data that has been backed up in a .bbb file from your Mac computer or data that has been backed up in an .idp file from your Windows® computer. 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 Software** icon.
3. Click the **Restore** icon at the top of the screen.
4. Do one of the following:
   - Select a .bbb file or .idp file. To restore all data in the backup file, click **Restore all data**. To restore specific 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 file or .idp file. Click **Open**.
5. Click **Restore**.

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

Schedule automatic backups

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click **Device Options**.
4. On the **Backup** tab, select the **Automatically back up when device is connected** check box.
5. In the drop-down list, click an interval.
6. Do one of the following:
   - 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.
7. Click **OK**.

Related topics

Change the location of backup files on your computer, 13
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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 Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences**.
3. In the **Backup Location** section, click **Change**.
4. Type the new location.
5. Click **OK**.

Related topics

Schedule automatic backups, 12
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Applications

About applications

Applications help you get the most benefit, value, and fun out of your BlackBerry® device.

When your device is connected to your computer, the Applications screen in the BlackBerry® Desktop Software lists applications that are currently on your device and new or updated applications that are available for you to add.

Related topics

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Update device applications, 14
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Add device applications

CAUTION: During the update process, you cannot use your BlackBerry® device and you cannot use the BlackBerry® Desktop Software 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 Software** icon.
3. Click the **Applications** icon at the top of the screen.
4. Do any of the following:
   - 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 the 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. By default, your device data and settings are backed up before the update begins. Before you update your BlackBerry Device Software, you should verify that you have the most recent version of the BlackBerry® Desktop Software on your computer.

CAUTION: During the update process, you cannot use your BlackBerry device and you cannot use the BlackBerry Desktop Software 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 Software** icon.
3. Click the **Applications** icon at the top of the screen.
4. If a recommended update does not appear, click **Check for Updates**. If updates are available, select an update to install.
5. Do any of the following:
   - To check for other versions of the applications, click **Show other versions**.
   - To back up and restore your device data, select the **Back up and restore device data** check box.
   - To back up and restore your third-party applications, select the **Back up and restore third-party applications** check box.
6. Click **Start Update**.
7. Complete the instructions on the screen.

Related topics

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Delete device applications

CAUTION: During the removal process, you cannot use your BlackBerry® device and you cannot use the BlackBerry® Desktop Software 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 Software** 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: Applications

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.

Switch devices

About switching devices

If you want to start using a new BlackBerry® device, you can use the BlackBerry® Desktop Software to switch to the new device. Your device data and settings from your previous BlackBerry device, such as supported email messages, organizer data, and third-party applications that are compatible with your new device, are imported to your new device.

Related topics

Switch your device, 16

Switch your device

Before you switch from your current BlackBerry® device to a new BlackBerry device, verify that you have the most recent version of the BlackBerry® Desktop Software on your computer.

1. Connect your current device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. On the **Device** menu, click **Switch Device**.
4. If you have a second USB cable, connect your new device to your computer. Otherwise, you can connect your new device in step 7.
5. Do any of the following:
   - If you want to install updated BlackBerry® Device Software on your new device, if available, select the **Update new device to recommended system software, if applicable** check box.
   - If you want to move your existing third-party applications to your new device (if they are compatible), select the **Copy third-party applications** check box.
6. Click **Start**. Your device data is backed up automatically.
7. If you didn't connect your new device to your computer in step 4, disconnect your previous device and connect your new device. Click **OK**.
8. If your new device is running BlackBerry® 6, you can install Wi-Fi music sync on your device. Select the **Turn on Wi-Fi music sync** check box. Click **Continue**.
9. When the summary screen appears, your device data has been imported to your new device.
10. If you have a SIM card or media card (or both), move them to your new device.

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

Related topics

Update device applications, 14

Media

About media files

You can manage your media files–music, pictures, and videos–between your BlackBerry® device and your Mac computer.

You can import your pictures and videos from your device to your computer, and you can synchronize the following items from your computer to your device:

- Your music, organized by playlist, artist, or genre, from your iTunes library
- Your podcasts and other audio files that are in a playlist
- Your pictures and videos from the iPhoto application and your videos from your iTunes library

Related topics

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Supported media file formats

Media type	Supported file types
Music	File extensions: • .wav • .wma • .mp3 • .m4a • .aac **Note:** Audio files that contain digital rights management (DRM) technologies are not supported. If you purchase songs from the iTunes Store, only iTunes Plus versions are supported in the BlackBerry® Desktop Software.
Pictures	File extensions: • .jpg • .tiff • .raw • .bmp • .png

Media type	Supported file types
	• .gif
Videos	File extensions: • .mpeg • .mp4 • .mov • .avi • .mpg File formats: • H.263 • H.264 • MPEG • MPEG-4 • QuickTime Audio formats: • AAC • AMR **Note:** Only mono and stereo videos are supported. Other video formats might be supported if the applicable codecs are installed. Videos that are supported in the QuickTime software should also be supported in the BlackBerry Desktop Software.

Related topics

About media files, 17

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 storage space on your media card or built-in media storage 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 Software** icon.
3. In the **Media** section in the left pane, click **Music**.
4. Select the **Sync Music** check box.
5. Do any of the following:

- To synchronize your entire music collection, select the **Sync All Music** check box.
- To synchronize videos from iTunes, select the **Include Videos** check box.
- To synchronize specific playlists or synchronize music by artist or genre, select the check box beside one or more playlists, artists, or genres.
- To synchronize a random selection of your remaining iTunes songs that are not in a playlist, select the **Fill with Random Music** check box. These songs appear in the Random Music playlist in the Music application on your device.

6. Click **Sync**.

Synchronize your pictures from your computer to your device

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Media** section in the left pane, click **Pictures**.
4. Select the **Sync iPhoto Albums and Events** check box.
5. Do any of the following:
   - To include all pictures, albums, and events, select the **All Events** check box.
   - To include videos, select the **Include videos from iPhoto** check box.
   - To include specific albums or specific events, select the check box beside one or more albums.
6. To optimize your pictures by reducing the size for better viewing on your device, select the **Optimize Pictures** check box.
7. Click **Sync**.

Related topics

Import pictures and videos from your device to your computer, 20

Synchronize your videos from your computer to your device

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Media** section in the left pane, click **Videos**.
4. Select the **Sync specific videos from iTunes** check box.
5. Select the check box beside one or more videos.
6. Click **Sync**.

Related topics

Import pictures and videos from your device to your computer, 20

Import pictures and videos from your device to your computer

You can set the BlackBerry® Desktop Software to automatically import new pictures and videos from your BlackBerry device to your Mac computer each time that you connect your device to your computer. You cannot import pictures or videos if encryption for media files on your device is turned on.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click **Import Media**.
4. Do any of the following:
   - To import new pictures that are on your device to your computer, select the **Pictures** check box.
   - To import new videos that are on your device to your computer, select the **Videos** check box.
   - To delete your media files from your device after they are imported to your computer, select the **Delete imported media from your device** check box.
   - To open the iPhoto software after your media files are imported to your computer, select the **Start iPhoto after importing new media** check box.
   - To import all pictures and videos again, select the **Include previously imported media** check box.
5. Click **Import**.

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Import new pictures and videos to your computer automatically when you connect your device

You can set up the BlackBerry® Desktop Software to automatically import new pictures and videos from your BlackBerry device to your Mac computer each time that you connect your device to your computer. You cannot import pictures or videos if encryption for media files on your device is turned on.

1. Connect your device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click **Device Options**.
4. Click the **Import** tab.
5. Select the **Automatically import media when device is connected** check box.
6. Do any of the following:
   - To import new pictures that are on your device to your computer, select the **Import Pictures** check box.
   - To import new videos that are on your device to your computer, select the **Import Videos** check box.
   - To delete your media files from your device after they are imported to your computer, select the **Delete imported media from your device** check box.

- To open the iPhoto software after your media files are imported to your computer, select the **Start iPhoto after importing new media** check box.

7. In the **Import Media From** section, do one of the following:
   - To import media from any folder on your media card, click **All folders on media card**.
   - To import media from your media folders only, click **Media folders on media card**.
8. Click **OK**.

Related topics

Import pictures and videos from your device to your computer, 20

Troubleshooting: Media

Some of my music didn't synchronize to my device

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

Try the following actions:

- Verify that your media card or built-in media storage has enough available storage space 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.

My device does not recognize my media card

Try 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. Format the media card. Turn on mass storage mode.

Error messages

Exceeded storage limit

This message appears when there is not enough storage space on your media card or available built-in media storage for your media files that you selected to synchronize.

Try the following actions:

- Consider using a higher capacity media card.
- Select fewer playlists, pictures, or videos to synchronize.
- If your BlackBerry® device includes built-in media storage, transfer media files that are stored in your built-in media storage to a media card.
- In the BlackBerry® Desktop Software, click **Device Options**. On the **Media** tab, decrease the amount of storage space that is kept free for files other than your music files.

Wi-Fi music sync

About Wi-Fi music sync

You can use Wi-Fi® music sync on your BlackBerry® device to browse songs and playlists that are in your Windows Media® Player library or iTunes library on your computer. You can select songs and playlists that you want to download to your device, and when your device is within range of your Wi-Fi network or when you connect your device to your computer with a USB cable, the songs and playlists are downloaded to your device. You can also create and change playlists and synchronize these playlists from your device to your computer.

Songs and playlists from your computer are integrated in the Music application on your device. These songs appear dimmed if they have not yet been downloaded to your device. Within the Music application on your device, your Wi-Fi Music Sync list displays the status of your songs and playlists, such as pending or downloaded, as well as the status of your connection with the BlackBerry® Desktop Software.

Your device can only be connected with one computer at a time when using Wi-Fi music sync.

Related topics

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Prerequisites: Wi-Fi music sync

Your BlackBerry® device must be running BlackBerry® 6.

If you want to use a Wi-Fi® connection, verify the following requirements:

- Your device and your computer that has the BlackBerry® Desktop Software installed on it must be connected to the same network.
- The Wi-Fi connection for your device must be turned on.
- The Wi-Fi router for your computer that is associated with your device must be turned on.
- Your computer must be connected to your Wi-Fi router. If your computer uses a wired connection instead of Wi-Fi technology, it must be connected to the same network router.
- If your device is associated with a BlackBerry® Enterprise Server, the IT policies on your device must allow Wi-Fi connections. For more information, contact your administrator.

Related topics

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Install Wi-Fi music sync on your device

1. Connect your BlackBerry® device to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click **Device Options**.
4. On the **Media** tab, in the **Wi-Fi Music Sync** section, select the **Allow Wi-Fi music sync between this device and this computer** check box.
5. At the installation prompt, click **Install**.
6. On the confirmation screen, note the requirements for Wi-Fi® connectivity and click **Close**.
7. To synchronize the songs on your computer with your device, click **Music**. The first time that you synchronize your songs, you must keep your device connected to your computer with a USB cable.

To see your Wi-Fi connection status and other connectivity updates for Wi-Fi music sync, on the menu bar at the top of your computer screen, click the **Wi-Fi music sync** icon.

Related topics

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Connect to a Wi-Fi network on your device

1. On your BlackBerry® device, on the Home screen, click the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi**.
3. If you want to connect to a public hotspot or to a Wi-Fi® network that does not require authentication, select the **Show Open networks only** check box.
4. Click the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type a password for the network.

The name of the Wi-Fi network appears at the top of the Home screen.

Related topics

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Download a song to your device that is on your computer

If a song or playlist is on your computer but has not been downloaded to your BlackBerry® device, it appears dimmed in the Music application.

1. On your device, on the Home screen, click the **Media** icon > **Music** icon.

2. Find and click a song or playlist that is dimmed.

The song or playlist is added to your Wi-Fi Music Sync list as pending and is downloaded to your device when you are within range of your Wi-Fi® connection or when you connect your device to your computer with a USB cable.

Related topics

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Clear your download history

You can clear the list of songs from your Wi-Fi Music Sync list that you have downloaded from your computer to your BlackBerry® device or that are waiting to be downloaded.

1. On your device, on the Home screen, click the **Media** icon > **Music** icon.
2. Click **Wi-Fi Music Sync**.
3. Press the **Menu** key > **Clear All**.
4. If necessary, clear the **Clear only finished downloads** check box.
5. Click **Clear All**.

Troubleshooting: Wi-Fi music sync

I cannot connect to a Wi-Fi network

Depending on your BlackBerry® device model, the Wi-Fi® feature might not be supported.

Try the following actions:

- Verify that you have turned on the connection to the Wi-Fi network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Set Up Wi-Fi application, the Wi-Fi network might be hidden. If you know the network name, connect to the Wi-Fi network manually.
- In the Set Up Wi-Fi application, verify that the options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry device to scan for available Wi-Fi networks.
- If your wireless service provider supports UMA, verify that your connection preference is not set to Mobile Network Only.
- If your email account uses a BlackBerry® Enterprise Server, your device might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you are using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.

- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your device.
- You cannot use a connection to a computer-to-computer network created on a Mac computer.

Related topics

Connect to a Wi-Fi network on your device, 24

Wi-Fi music sync is not working as expected

If you are unable to use Wi-Fi® music sync to download your music or if you cannot view your music from Wi-Fi music sync, try the following actions:

- Verify that Wi-Fi music sync is installed correctly. On the Home screen of your BlackBerry® device, click the **Media** icon > **Music** icon. At the bottom of the screen, click **Wi-Fi music sync**. The status should display as connected.
- If a long period of time has passed since you installed the BlackBerry® Desktop Software on your computer, your security certificates might be expired. Try reinstalling the BlackBerry Desktop Software. To install the latest version, visit www.blackberry.com/desktop.
- If you are logged in to a VPN, you must log out of the VPN to use Wi-Fi music sync.

If you are trying to use a Wi-Fi connection, try the following actions:

- Verify that your Wi-Fi connection on your device is turned on. On the Home screen of your device, click the connections area at the top of the screen, or click the **Manage Connections** icon. If the **Wi-Fi** check box is cleared, select it.
- If the Wi-Fi connection on your device is turned on and there are still issues, verify that your device is connected to the same network that your computer is connected to. Check the connection software on your computer to see which network you are connected to. If you are not using a wireless connection on your computer, verify that an Ethernet cable is connected to the same router that provides your device with a Wi-Fi connection.
- If you cannot download your songs using a Wi-Fi connection, connect your device to your computer with a USB cable to download your songs. In some cases, if changes are made to your computer settings or device options, you might need to connect your device to your computer with a USB cable before you can use a Wi-Fi connection again.

If you think that a network connection might not be established, try the following actions:

- On your device, in the browser, type the following URL: **http://*type your computer IP address here*:4481/mediasync/music**. If you are prompted, accept the certificate warning. If the webpage displays the text "Wireless music sync", then your device is connected to the same network as your computer. If you receive a display error, your device is not connected properly to the same network as your computer or there might be a firewall issue or routing issue.
- If your computer, router, or wireless network has a firewall, verify that ports 4481 and 4482 are open for TCP and UDP, and that the BlackBerry Desktop Software is allowed by the firewall. For more information and instructions, see the documentation for your firewall software.
- If your router has UDP broadcast, verify that UDP broadcast is turned on. Most routers support this feature and do not mention it, but your router might need special configuration. For instructions, see the documentation that came with your router.
- Verify that your gateway IP address is the same on both your device and your computer, and that both your device and computer IP addresses are on the same subnet.

Related topics

Pending songs are not downloaded to my device, 27

Some song details are not appearing on my device

Wi-Fi® music sync updates song details on your BlackBerry® device about once every hour, so it might take an hour after changes are made to your music library on your computer before all the song details that are in your music application appear on your device. If you want the song details to appear before then, in the Wi-Fi Music Sync list on your device, press the **Menu** key and click **Sync Now**, or connect your device to your computer with a USB cable.

Pending songs are not downloaded to my device

If the songs in your Wi-Fi Music Sync list are pending and are not being downloaded from your computer to your BlackBerry® device, try the following actions:

- Verify that your device is within range of the Wi-Fi® network that your computer is connected to.
- Verify that your device has enough available storage. Try transferring media files that you have stored on your device to a media card.
- Verify that the songs are not being played on your computer or have not been deleted from your computer.
- Verify that your device is charged. If the battery power level drops below 5 per cent, you cannot download your songs.

Related topics

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