

BlackBerry Web Desktop Manager for BlackBerry Device Service

User Guide

Version: 6.0



Contents

1	About the BlackBerry Web Desktop Manager.....	5
2	Getting started.....	6
	Requirements: Browser.....	6
	Log in to the BlackBerry Web Desktop Manager.....	6
	Connect your tablet to your computer using a USB cable.....	6
	Activate your tablet.....	7
3	Help protect a lost tablet.....	8
	Change the tablet password.....	8
	Delete all tablet data and disable the tablet.....	8
4	Switch tablets.....	9
5	Troubleshooting.....	10
	My computer cannot detect my tablet.....	10
	I cannot access BlackBerry Web Desktop Manager features.....	10
6	Legal notice	11

About the BlackBerry Web Desktop Manager

1

The BlackBerry Web Desktop Manager is a web-based application that you can use to manage specific features of your BlackBerry PlayBook tablet. Your system administrator can provide you with the web address for the BlackBerry Web Desktop Manager for tablets, and the required login information.

Some of the actions that you can perform using the BlackBerry Web Desktop Manager for your tablet are:

- Activate your tablet
- Switch the services from your current tablet to a new tablet

In case your tablet is lost or stolen, you can:

- Change the tablet password remotely
- Delete the work data from the tablet remotely

Getting started

2

Requirements: Browser

- Windows Internet Explorer 8 or 9 (32-bit)
- Mozilla Firefox 6.0 or later
- Safari 5 for Mac or later
- Google Chrome 12 or later

You must use Windows Internet Explorer to activate your tablet.

Log in to the BlackBerry Web Desktop Manager

Before you begin:

- Your administrator will provide you with the web address for the BlackBerry Web Desktop Manager, a username, a password, and if necessary, your organization's domain name (for example, the Windows domain).
- In Windows Internet Explorer, add the BlackBerry Web Desktop Manager web address to the list of trusted web sites.
 1. Navigate to the BlackBerry Web Desktop Manager web address that your system administrator provided you with.
 2. Type your username and password.
 3. If the domain name is not already present, type your organization's domain name.
 4. Click **Log in**. The first time you log in to BlackBerry Web Desktop Manager, the browser might prompt you to accept a client authentication certificate and install the files that you need to use the BlackBerry Web Desktop Manager. To install these files, you must have local administrator permissions for your computer.

Connect your tablet to your computer using a USB cable

1. Connect the larger end of the USB cable to a USB port on the computer.
2. Connect the small end of the USB cable to the USB port that is located on the bottom of your BlackBerry PlayBook tablet.
3. On the computer, if the **Device Security Password** field appears, type the tablet password and click **OK**.
4. Click **OK**.

Activate your tablet

When you activate the BlackBerry PlayBook tablet, you associate the tablet with your organization so that you can access work data on your tablet. Depending on your organization's policies, you can access your email account, calendar, address book, Enterprise VPN and Wi-Fi connections, and other work-related applications on your tablet.

1. Log in to BlackBerry Web Desktop Manager.
2. Connect the tablet to a computer using a USB cable.
 - If the tablet that you are activating contains work data, you will be prompted to confirm the activation. When you confirm the activation, the work data and work applications that are on the device are deleted.
 - If the tablet that you are activating is new, the activation process proceeds automatically.

Do not disconnect your device until the activation process completes.

3. When the activation process completes, disconnect your tablet.

After you finish:

If you are prompted, follow the instructions to create a password. This is the password you will use to access work data on the tablet.

Confirm the presence of some or all of the following work-related items on your tablet:

- On the homepage, locate a folder named **Work**. This is where you can find any required work applications.
- On the homepage, in the top menu bar, locate a briefcase icon. This icon indicates that a work perimeter has been created and it is where you can lock or unlock your work data.
- On the homepage, in the top menu bar, click on the Options icon. You will see some, or all of the following items:
 - BlackBerry Balance. This is where you can create or change the password for your work data.
 - In Wi-Fi, a work Wi-Fi profile name with a suitcase icon beside it
 - In Security > VPN, a VPN profile with a suitcase icon beside it
 - In Accounts, a work email profile
- In BlackBerry App World, you will see a tab named **Work**. This is where you can find optional work applications that are available for download. After you download and install an optional work application, you can find the application shortcut in the **Work** folder.

Help protect a lost tablet

3

Change the tablet password

If you misplace your BlackBerry PlayBook tablet but you might be able to recover it, you can use the BlackBerry Web Desktop Manager to remotely change the password for the tablet and lock the tablet to keep your data secure. Depending on your organization's security policies, you might not be able to remotely change the password and lock the tablet.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Specify new device password and lock device**.
3. In the **Device password** field, type a new tablet password.
4. In the **Confirm password** field, type the new password again.
5. Click **Specify new device password and lock device**.

Delete all tablet data and disable the tablet

If your BlackBerry PlayBook tablet is misplaced or stolen, you can use the BlackBerry Web Desktop Manager to remotely delete all data on your tablet and disable the tablet so that all services are deactivated. Depending on your organization's security policies, you might not be able to delete the data and disable the tablet.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Delete all device data and disable device**.
3. Click **Yes**.

After you finish:

If you find your tablet, you can activate the services again by logging in to the BlackBerry Web Desktop Manager.

Switch tablets

4

You can use the switch device feature to transfer services from your current BlackBerry PlayBook tablet to a new BlackBerry PlayBook tablet. You can transfer configuration settings such as ActiveSync email account, IT policy, work Wi-Fi and VPN settings. You cannot transfer personal or work data.

Before you begin: Back up personal data on your tablet using BlackBerry Desktop Software . You cannot backup work data.

1. Connect the new tablet to your computer.
2. Click **Yes - Switch my BlackBerry services to this device.**
3. Complete the instructions on the screen. Do not disconnect the tablet from the computer until the services are transferred and the activation process on the new tablet is complete.

After you finish: Restore personal data to your tablet using BlackBerry Desktop Software.

Troubleshooting

5

My computer cannot detect my tablet

Try performing the following actions:

- Verify that your BlackBerry PlayBook tablet is connected to your computer.
- Verify that the USB cable that you are using to connect your tablet to your computer is not damaged.
- Verify that you are not running software that scans the communication ports on your computer.

I cannot access BlackBerry Web Desktop Manager features

If the BlackBerry Web Desktop Manager features are unavailable, review the browser requirements for the BlackBerry Web Desktop Manager or contact your system administrator.

Related information

Requirements: [Browser](#), 6

Legal notice

6

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