

BlackBerry Content Transfer



User Guide

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I'm switching to a BlackBerry device powered by Android™

Switching to a BlackBerry device powered by Android

You can use the BlackBerry Content Transfer app to help make the switch to a BlackBerry device powered by Android™. The BlackBerry Content Transfer app moves data that is saved in the storage space on your previous device to your new device. Data that's associated with a web-based account, such as contacts and calendar events, is transferred when you add the account to your new device. Data that's saved to a media card is transferred when you insert the media card into your new device.

For more info, visit www.blackberry.com/transfer.

To get started, choose your previous device from the list:

I'm switching from a BlackBerry 10 device (10.2.1 or later)

When you use the BlackBerry Content Transfer app to switch from a BlackBerry 10 device to a BlackBerry device powered by Android™, you can transfer the following types of data that are saved in the storage space on your previous BlackBerry 10 device:

- Contacts
- Calendar events
- Pictures (non-DRM)
- Videos (non-DRM)
- Music
- SMS text messages (The BlackBerry Content Transfer app transfers up to 3500 of your latest text messages.)
- Notes and tasks from BlackBerry Remember
- Email accounts (The BlackBerry Content Transfer app detects the accounts on your previous device and prompts you to enter the password for each account on your new device.)
- Documents

Note: DRM (Digital Rights Management) is a technology that restricts the use of copyrighted material on different types of devices. Some web-based music and video stores use DRM technology to prevent you from playing purchased content on other types of devices.

Download the BlackBerry Content Transfer app

Before you can transfer your data, the BlackBerry Content Transfer app must be installed on both your BlackBerry 10 device and your BlackBerry device powered by Android™.

1. On your previous BlackBerry 10 device, do the following:
 - a. Open the browser, and then visit www.blackberry.com/transfer.
 - b. Tap **BlackBerry 10 (10.2.1 or later)**.
 - c. Scroll down, and then tap **Download the BlackBerry 10 App**.
 - d. Tap **Download**.
2. On your new device, if the BlackBerry Content Transfer app isn't already installed, install it from the Google Play™ store.

Turn off data encryption on your previous device

Before you use the BlackBerry Content Transfer app, you should turn off data encryption on your previous BlackBerry 10 device.

1. On the home screen of your previous device, swipe down from the top of the screen.
2. Tap **Settings > Security and Privacy > Encryption**.
3. Turn off the **Device Encryption** switch.

Transfer your data

The BlackBerry Content Transfer app provides three options for transferring your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud storage service that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Media card:** If you have a media card, you can save your data on the media card and then insert the media card into your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

You must add a Google™ account to your new device. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.
2. Tap **Next** again, and then choose the Google™ account that you want to use for the transfer.

3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Next**.
4. On your previous device, if necessary, log in to your Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
6. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
7. On your new device, if prompted, enter the password that you created in step 6.
8. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using a media card

A media card must be inserted in your previous device, and the media card must have enough available space for your data.

CAUTION: Do not remove the media card from your previous device until you are prompted to insert it into your new device. Removing the media card too early can result in corrupted data.

1. On your new device, tap **Next** or **This is my new device**, and then tap **Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Use another method**.
3. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
4. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.

Depending on the amount of data on your device, the transfer could take several hours.

5. When prompted, remove the media card from your previous device, and insert the media card into your new device.
6. On your new device, if prompted, enter the password that you created in step 4.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from your media card. Tap **Remove transfer files**.

Transfer data using Wi-Fi

- If you have a media card in your previous device, you must remove the media card. Otherwise, the BlackBerry Content Transfer app automatically uses your media card to transfer your data.
- Both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.

2. Tap **Use another method**.
3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Use another method**.
4. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
6. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
7. On your new device, enter the password that you created in step 6.
8. If prompted, enter the passwords for your email accounts.

Depending on the amount of data on your previous device and the speed of your Wi-Fi network, the transfer can take several hours. Do not disconnect either device from the Wi-Fi network until the transfer is complete.

After you transfer your data

Add an email account to your new device

If you didn't add your email accounts during the data transfer, you can add them now to access your messages, contacts, and calendar events.

If you want to add a work email account to your device, contact your administrator to find out the best way to add your account.

1. On your new device, swipe down from the top of the screen once using two fingers, or twice using one finger.
2. Tap  > **Accounts > Add account**, and then tap an account type.
3. Enter your email address, and then tap **Next**.
4. Enter your password, and then tap **Next**.
5. On the **Account options** screen, select the settings that you want to turn on, and then tap **Next**.
6. Give your account a name. If you are adding an IMAP or a POP3 account, in the **Your name** field, enter your name.
7. Tap **Done**.

For information about using the BlackBerry Hub to access your messages, see the help for the BlackBerry Hub.

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Find apps for your new device

You can find apps, games, music, movies, and more for your device on Google Play™.

1. Open the Google Play™ store app.
2. If necessary, sign in to your Google™ account.
3. Tap an app that you want to download.
4. Tap **Install**.

Delete the data on your previous BlackBerry 10 device

After you transfer data to your new device, consider deleting all of the data on your previous BlackBerry 10 device. A security wipe is designed to delete the data on your device permanently so that the data can't be recovered. The deleted data includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

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

1. On your previous device, swipe down from the top of the screen.
2. Tap **Settings > Security and Privacy > Security Wipe**.
3. Type **blackberry**.
4. Tap **Delete Data**.

Where can I find my data?

After you transfer your data to your new device, you might wonder where to find everything. Here's a list to help you get started:

Type of data	Description
Documents and other files	<p>Use BlackBerry Device Search to search for documents by file name.</p> <p>You can also browse to your files on your device. Swipe down from the top of the screen once using two fingers, or twice using one finger. Tap  > Storage and USB > Internal storage > Explore.</p> <p>Tip: A file manager app is another way to browse the documents and files that are on your device. Find file manager apps on Google Play.</p>
Music	<p>Find your music in the Google Play™ Music app.</p> <p>Find other music players on Google Play.</p>
Pictures	<p>Find your pictures in the Google™ Photos app.</p> <p>In Google™ Photos, tap  > Device folders.</p> <p>Find other picture viewers on Google Play.</p>
Videos	<p>Find videos from your camera in the Google™ Photos app.</p> <p>Find movies or TV shows in the Google Play™ Movies app.</p>

Type of data	Description
	Find other video players on Google Play.
Text messages (SMS)	Find your text messages in the Messenger app. Tip: To change the default app for text messages, swipe down from the top of the screen once using two fingers, or twice using one finger. Tap  > Apps >  > Default Apps > SMS app.
Contacts	Find your contacts in the Contacts by BlackBerry app.
Calendar events	Find your calendar events in the BlackBerry Calendar app.
Notes	Find your notes in the Notes by BlackBerry app.
Tasks	Find your tasks in the Tasks by BlackBerry app.

[Find more apps on Google Play.](#)

I'm switching from a BlackBerry 7 device

When you use the BlackBerry Content Transfer app to switch from a BlackBerry 7 device to a BlackBerry device powered by Android™, you can transfer the following types of data that are saved in the storage space on your previous BlackBerry 7 device:

- Contacts
- Calendar events
- Pictures
- Videos (non-DRM)
- Music (non-DRM)
- Notes
- Tasks
- Documents
- Word substitution entries (from the typing and language settings)
- Email accounts (The BlackBerry Content Transfer app detects the accounts on your previous device and prompts you to enter the password for each account on your new device.)

Note: DRM (Digital Rights Management) is a technology that restricts the use of copyrighted material on different types of devices. Some web-based music and video stores use DRM technology to prevent you from playing purchased content on other types of devices.

Download the BlackBerry Content Transfer app

Before you can transfer your data, the BlackBerry Content Transfer app must be installed on both your BlackBerry 7 device and your BlackBerry device powered by Android™.

1. On your BlackBerry 7 device, do the following:
 - a. Open the browser, and then visit www.blackberry.com/transfer.
 - b. Tap **BlackBerry 7**.
 - c. Scroll down, and then tap **Download the BlackBerry 7 App**.
 - d. Click or tap **Download**.
2. On your new device, if the BlackBerry Content Transfer app isn't already installed, install it from the Google Play™ store.

Turn off data encryption on your previous device

Before you use the BlackBerry Content Transfer app, you should turn off data encryption on your previous BlackBerry 7 device.

1. On the home screen of your previous device, click or tap the **Options** icon.
2. Click or tap **Security > Encryption**.
3. Clear the **Encrypt** checkbox.

Transfer your data

You can choose between two different methods to transfer your data:

- **Media card:** If you have a media card, you can save your data on the media card and then insert the media card into your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network. You can create a password to encrypt your data while it's being transferred.

Transfer data using a media card

A media card must be inserted in your previous device, and the media card must have enough available space for your data.

CAUTION: Do not remove the media card from your previous device until you are prompted to insert it into your new device. Removing the media card too early can result in corrupted data.

1. On your new device, tap **Next** or **This is my new device**, and then tap **Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Use another method**.
3. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**. Depending on the amount of data on your device, the transfer could take several hours.
4. When prompted, remove the media card from your previous device, and insert the media card into your new device.
5. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from your media card. Tap **Remove transfer files**.

Transfer data using Wi-Fi

- If you want to use a Wi-Fi network to transfer your data, make sure to remove your media card from your previous device; otherwise, the BlackBerry Content Transfer app automatically uses your media card to transfer your data.
 - To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.
1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.
 2. Tap **Use another method**.
 3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next** > **Use another method**.
 4. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
 5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
 6. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
 7. On your new device, enter the password that you created in step 5.
 8. On your new device, if prompted, enter the passwords for your email accounts.

Depending on the amount of data on your previous device and the speed of your Wi-Fi network, the transfer can take several hours. Do not disconnect either device from the Wi-Fi network until the transfer is complete.

After you transfer your data

Add an email account to your new device

If you didn't add your email accounts during the data transfer, you can add them now to access your messages, contacts, and calendar events.

If you want to add a work email account to your device, contact your administrator to find out the best way to add your account.

1. On your new device, swipe down from the top of the screen once using two fingers, or twice using one finger.
2. Tap  > **Accounts** > **Add account**, and then tap an account type.
3. Enter your email address, and then tap **Next**.
4. Enter your password, and then tap **Next**.
5. On the **Account options** screen, select the settings that you want to turn on, and then tap **Next**.
6. Give your account a name. If you are adding an IMAP or a POP3 account, in the **Your name** field, enter your name.
7. Tap **Done**.

[For information about using the BlackBerry Hub to access your messages, see the help for the BlackBerry Hub.](#)

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Find apps for your new device

You can find apps, games, music, movies and more for your device on Google Play™.

1. Open the Google Play™ store app.
2. If necessary, sign in to your Google™ account.
3. Tap an app that you want to download.
4. Tap **Install**.

Delete the data on your previous BlackBerry 7 device

After you transfer data to your new device, consider deleting all of the data on your previous BlackBerry 7 device. A security wipe is designed to delete your data permanently so that it can't be recovered. The deleted data includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

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

1. On the home screen of your previous device, click or tap the **Options** icon.
2. Click or tap **Security > Security Wipe**.
3. Select the items that you want to delete.
4. Type **blackberry**.
5. Click or tap **Wipe Data**.

When the security wipe is completed, your device turns off automatically. To turn on your device, press the **Power/Lock** key.

Where can I find my data?

After you transfer your data to your new device, you might wonder where to find everything. Here's a list to help you get started:

Type of data	Description
Documents and other files	Use BlackBerry Device Search to search for documents by file name.

Type of data	Description
	<p>You can also browse to your files on your device. Swipe down from the top of the screen once using two fingers, or twice using one finger. Tap  > Storage and USB > Internal storage > Explore.</p> <p>Tip: A file manager app is another way to browse the documents and files that are on your device. Find file manager apps on Google Play.</p>
Music	<p>Find your music in the Google Play™ Music app.</p> <p>Find other music players on Google Play.</p>
Pictures	<p>Find your pictures in the Google™ Photos app.</p> <p>In Google™ Photos, tap  > Device folders.</p> <p>Find other picture viewers on Google Play.</p>
Videos	<p>Find videos from your camera in the Google™ Photos app.</p> <p>Find movies or TV shows in the Google Play™ Movies app.</p> <p>Find other video players on Google Play.</p>
Text messages (SMS)	<p>Find your text messages in the Messenger app.</p> <p>Tip: To change the default app for text messages, swipe down from the top of the screen once using two fingers, or twice using one finger. Tap  > Apps >  > Default Apps > SMS app.</p>
Contacts	Find your contacts in the Contacts by BlackBerry app.
Calendar events	Find your calendar events in the BlackBerry Calendar app.
Notes	Find your notes in the Notes by BlackBerry app.
Tasks	Find your tasks in the Tasks by BlackBerry app.

[Find more apps on Google Play](#).

I'm switching from an Android device (4.0 or later)

When you use the BlackBerry Content Transfer app to switch from an Android™ device to a BlackBerry device powered by Android™, you can transfer the following types of data that are saved in the storage space on your previous Android™ device:

- Contacts
- Calendar events

- Pictures
- Videos
- Music
- SMS text messages (The BlackBerry Content Transfer app transfers up to 3500 of your latest text messages.)
- Documents (Android™ version 4.4 or later)
- Email accounts (The BlackBerry Content Transfer app detects the accounts on your previous device and prompts you to enter the passwords for each account on your new device.)

Download the BlackBerry Content Transfer app

Before you can transfer your data, the BlackBerry Content Transfer app must be installed on both your previous Android™ device and your BlackBerry device powered by Android™.

1. On your previous Android™ device, install the BlackBerry Content Transfer app from the Google Play™ store.
2. On your new device, if the BlackBerry Content Transfer app isn't already installed, install it from the Google Play™ store.

Note: You can also download the BlackBerry Content Transfer app from www.blackberry.com/transfer.

Transfer your data

You can choose between two different methods to transfer your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud-based document storage app that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.
2. Tap **Next** again, and then choose the Google™ account that you want to use for the transfer.
3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Next**.
4. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
6. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.

- To transfer your data without encryption, tap **Skip**.
7. On your new device, if prompted, enter the password that you created in step 6.
 8. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using Wi-Fi

To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.
2. Tap **Use another method**.
3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next** > **Use another method**.
4. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.
6. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
7. On your new device, enter the password that you created in step 6.
8. On your new device, if prompted, enter the passwords for your email accounts.

Depending on the amount of data on your previous device and the speed of your Wi-Fi network, the transfer can take several hours. Do not disconnect either device from the Wi-Fi network until the transfer is complete.

After you transfer your data

Add an email account to your new device

If you want to add a work email account to your device, contact your administrator to find out the best way to add your account.

1. On your new device, swipe down from the top of the screen once using two fingers, or twice using one finger.
2. Tap  > **Accounts**.
3. Tap an account type.
4. Enter your email address, and then tap **Next**.
5. Enter your password, and then tap **Next**.
6. On the **Account options** screen, select the settings that you want to turn on, and then tap **Next**.
7. Give your account a name. If you are adding an IMAP or a POP3 account, in the **Your name** field, enter your name.
8. Tap **Done**.

For information about using the BlackBerry Hub to access your messages, see the help for the BlackBerry Hub.

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Install your previous apps on your new device

Make sure that the Google™ account that you used on your previous Android™ device is added to your new device.

You can use Google Play™ to reinstall apps that were on your previous device.

1. In the Google Play™ store app, tap  > **My apps** > **All**.
2. Tap an app from the list.
3. Tap **Install**.

I'm switching from an iPhone (iOS 7 or later)

When you use the BlackBerry Content Transfer app to switch from an iPhone to a BlackBerry device powered by Android™, you can transfer the following types of data that are saved in the storage space on your iPhone:

- Contacts
- Calendar events
- Pictures and videos that you took with the iPhone camera (pictures and videos that are in the Camera Roll)

You can use Google Play™ Music Manager to add music from iTunes on your computer to your new device.

Download the BlackBerry Content Transfer app

Before you can transfer your data, the BlackBerry Content Transfer app must be installed on both your iPhone and your BlackBerry device powered by Android™.

1. On your iPhone, do the following:
 - a. Open a browser, and then visit www.blackberry.com/transfer.
 - b. Tap **iOS (Version 8 or later)**.
 - c. Scroll down, and then tap **Download the iOS App**.
 - d. Tap **Get**.
2. On your new device, if the BlackBerry Content Transfer app isn't already installed, install it from the Google Play™ store.

Transfer your data

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **Next** or **This is my new device**.
2. Tap **Next** again, and then choose the Google™ account that you want to use for the transfer.
3. On your previous device, open the BlackBerry Content Transfer app, and then tap **Next > Next**.
4. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
5. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Start**.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

After you transfer your data

Turn off iMessage on your iPhone

Before you remove the SIM card from your iPhone, make sure that you turn off iMessage so that new text messages are delivered to your new device.

1. On your iPhone, tap **Settings > Messages**.
2. Set the **iMessage** switch to **Off**.

If you don't have your iPhone anymore, to deregister your phone number with iMessage, visit selfsolve.apple.com/deregister-imessage.

Add an email account to your new device

If you want to add a work email account to your device, contact your administrator to find out the best way to add your account.

1. On your new device, swipe down from the top of the screen once using two fingers, or twice using one finger.
2. Tap  > **Accounts**.
3. Tap an account type.
4. Enter your email address, and then tap **Next**.
5. Enter your password, and then tap **Next**.
6. On the **Account options** screen, select the settings that you want to turn on, and then tap **Next**.
7. Give your account a name. If you are adding an IMAP or a POP3 account, in the **Your name** field, enter your name.
8. Tap **Done**.

For information about using the BlackBerry Hub to access your messages, see the help for the BlackBerry Hub.

Find apps for your new device

You can find apps, games, music, movies and more for your device on Google Play™.

1. Open the Google Play™ store app.
2. If necessary, sign in to your Google™ account.
3. Tap an app that you want to download.
4. Tap **Install**.

Transfer iTunes music from your computer to your new device

You can add up to 50,000 songs from your iTunes library to Google Play™ Music.

On your computer, visit www.android.com/switch for instructions on how to use Google Play™ Music Manager to transfer your music from iTunes to Google Play™ Music.

Where can I find my data?

After you transfer your data to your new device, you might wonder where to find everything. Here's a list to help you get started:

Type of data	Where to find it
Pictures	<p>Find your pictures in the Google™ Photos app.</p> <p>In Google™ Photos, tap  > Device folders.</p> <p>Find other picture viewers on Google Play.</p>
Videos	<p>Find videos from your camera in the Google™ Photos app.</p> <p>Find movies or TV shows in the Google Play™ Movies app.</p> <p>Find other video players on Google Play.</p>
Contacts	<p>Find your contacts in the Contacts by BlackBerry app.</p>
Calendar events	<p>Find your calendar events in the BlackBerry Calendar app.</p>

Troubleshooting: BlackBerry Content Transfer

Some of my data wasn't transferred to my device

Try any of the following:

- Make sure that the BlackBerry Content Transfer app can transfer the data that you're expecting to see:
 - [Check what you can transfer from a BlackBerry 10 device.](#)
 - [Check what you can transfer from a BlackBerry 7 device.](#)
 - [Check what you can transfer from an Android device.](#)
 - [Check what you can transfer from an iPhone.](#)
- If you use Google Drive™ to transfer your data, make sure that you have enough available space in Google Drive™. If there isn't enough available space, try moving only some of your data at a time. When the data is transferred to your new device, delete the transfer file from Google Drive™, and then transfer the rest of your data.
- If you use a media card to transfer your data, make sure that there is enough available space on the media card. If there isn't enough available space, try moving only some of your data at a time. When the data is transferred to your new device, delete the transfer file from your media card. Next, remove the media card from your new device, insert it back into your old device, and then transfer the rest of your data.
- If you use a Wi-Fi network to transfer your data, make sure that the network is a private network, such as a home Wi-Fi network. You can't use a public Wi-Fi network, such as a network at a cafe or a shopping center, or a work Wi-Fi network to transfer your data.
- Make sure that the BlackBerry Content Transfer app has permission to access all areas of your BlackBerry device powered by Android™. To grant permissions for the BlackBerry Content Transfer app, do the following:
 1. On your BlackBerry device powered by Android™, swipe down from the top of the screen twice with one finger or once with two fingers.
 2. Tap  > **Apps** > **Content Transfer** > **Permissions**.
 3. Turn on permissions that are turned off.
 4. Tap **Additional permissions**, and then turn on other permissions.
 5. Try transferring your data again.

Why can't I transfer data from a BlackBerry Link backup file on my computer?

The BlackBerry Content Transfer app is designed to transfer data from a working device to a BlackBerry device powered by Android™. If your previous device isn't working, but you have a backup file from BlackBerry Link on your computer, you might be able to transfer your contacts and calendar events. For more information, visit www.blackberry.com/transfer.

I'm switching to BlackBerry 10

I'm switching to BlackBerry 10

Switching to BlackBerry 10

You can use the BlackBerry Content Transfer app to help make the switch to BlackBerry 10. The BlackBerry Content Transfer app moves data that is saved in the storage space on your previous device to your new device. Data that's associated with a web-based account, such as contacts and calendar events, is transferred when you add the account to your new device. Data that's saved to a media card is transferred when you insert the media card into your new device.

Note: The BlackBerry Content Transfer app is supported by Media Mushroom. For questions or more info, visit www.blackberry.com/transfer.

To get started, choose your previous device from the list:

I'm switching from a BlackBerry 7 device

When you use the BlackBerry Content Transfer app to switch from a BlackBerry 7 device to a BlackBerry 10 device, you can transfer the following types of data that are saved in the storage space on your previous BlackBerry 7 device:

- Contacts
- Calendar events
- Pictures
- Videos (non-DRM)
- Music (non-DRM)
- Notes
- Tasks
- Email accounts (The BlackBerry Content Transfer app detects the accounts on your previous device and prompts you to enter the passwords for each account on your new device.)
- BlackBerry Password Keeper entries
- Documents

Turn off data encryption on your previous device

Before you use the BlackBerry Content Transfer app, you should turn off data encryption on your BlackBerry 7 device.

1. On the home screen of your previous device, click or tap the **Options** icon.
2. Click or tap **Security > Encryption**.
3. Clear the **Encrypt** checkbox.

Download the BlackBerry Content Transfer app

The BlackBerry Content Transfer app must be installed on both your previous BlackBerry 7 device and your new BlackBerry 10 device before you can start transferring your data.

1. On your previous device and your new device, open the browser, and then visit www.blackberry.com/transfer.
2. Tap **Download**.

Transfer your data

The BlackBerry Content Transfer app provides three options for transferring your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud storage service that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Media card:** If you have a media card, you can save your data on a media card and then insert the media card into your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Next**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Next**.
3. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
6. On your new device, if prompted, enter the password that you created in step 5.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using a media card

A media card must be inserted in your previous device, and the media card must have enough available space for your data.

1. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use Media Card Instead**.
2. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
3. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
4. When prompted, remove the media card from your previous device, and insert the media card into your new device.
5. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method > Transfer**.
6. On your new device, if prompted, enter the password that you created in step 3.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from your media card. Tap **Remove transfer files**.

Transfer data using Wi-Fi

To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use Wi-Fi Instead**.
3. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
6. On your new device, verify that the source device information is correct.
7. Tap **Next**.
8. Enter the password that you created in step 5.
9. If prompted, enter the passwords for your email accounts.

After you transfer your data

Add an email or a social networking account to your new device

If you didn't add your email accounts during the transfer, add them now to access your messages, contacts, and calendar events.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Accounts**.

3.

If necessary, tap



4. Tap a type of account.
5. Enter your account information.
6. If necessary, change any of the sync settings, and then tap **Done**.

Add a work account supported by BES10 or BES12

If your organization uses BES10 or BES12, you can add your work account to your new device and take advantage of features such as BlackBerry Balance. If your organization uses BES5 or earlier, you can still add your work account and use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following information from your administrator:

- Your username
 - Your enterprise activation password
 - Server name
1. On the home screen of your new device, swipe down from the top of the screen.
 2. Tap  **Settings** > **Accounts**.
 3. Tap  > **Work Account**.
 4. Enter the username, activation password, and server address for your account.
 5. Tap **Done**.

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Find apps for your new device

You can download and buy apps for your new BlackBerry 10 device using the BlackBerry World storefront app or the Amazon Appstore app. Both apps are included on your BlackBerry 10 device. For more information about BlackBerry World and Amazon Appstore, search the Help app on your device.

Delete the data on your previous BlackBerry 7 device

After you transfer data to your new device, consider deleting all of the data on your previous BlackBerry 7 device. A security wipe is designed to delete your data permanently so that it can't be recovered. The deleted data includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

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

1. On the home screen of your previous device, click or tap the **Options** icon.
2. Click or tap **Security > Security Wipe**.
3. Select the items that you want to delete.
4. Type **blackberry**.
5. Click or tap **Wipe Data**.

When the security wipe is completed, your device turns off automatically. To turn on your device, press the **Power/Lock** key.

I'm switching from a BlackBerry 10 device

When you use the BlackBerry Content Transfer app to switch from a BlackBerry 10 device to another BlackBerry 10 device, you can transfer the following types of data that are saved in the storage space on your previous BlackBerry 10 device:

- Contacts
- Calendar events
- Pictures
- Videos (non-DRM)
- Music (non-DRM)
- Text messages (SMS)
- Notes and tasks from BlackBerry Remember
- Email accounts (BlackBerry Content Transfer detects the accounts on your previous device and prompts you to enter the passwords for each account on your new device.)
- BlackBerry Password Keeper entries
- Documents

Download the BlackBerry Content Transfer app

The BlackBerry Content Transfer app must be installed on both your previous BlackBerry 10 device and your new BlackBerry 10 device.

1. On your previous device and your new device, open the browser, and then visit www.blackberry.com/transfer.
2. Tap **Download**.

Turn off data encryption on your previous device

Before you use the BlackBerry Content Transfer app, you should turn off data encryption on your previous BlackBerry 10 device.

1. On the home screen of your previous device, swipe down from the top of the screen.
2. Tap **Settings > Security and Privacy > Encryption**.
3. Turn off the **Device Encryption** switch.

Transfer your data

The BlackBerry Content Transfer app provides three options for transferring your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud storage service that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Media card:** If you have a media card, you can save your data on a media card and then insert the media card into your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Next**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Next**.
3. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
6. On your new device, if prompted, enter the password that you created in step 5.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using a media card

A media card must be inserted in your previous device, and the media card must have enough available space for your data.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use media card**.
3. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
4. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.

5. When prompted, remove the media card from your previous device, and insert the media card into your new device.
6. On your new device, if prompted, enter the password that you created in step 4.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from your media card. Tap **Remove transfer files**.

Transfer data using Wi-Fi

To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use Wi-Fi**.
3. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
4. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
5. On your new device, verify that the source device information is correct.
6. Tap **Next**.
7. Enter the password that you created in step 4.
8. If prompted, enter the passwords for your email accounts.

After you transfer your data

Add an email or a social networking account to your new device

If you didn't add your email accounts during the transfer, add them now to access your messages, contacts, and calendar events.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Accounts**.

3. If necessary, tap  .

4. Tap a type of account.
5. Enter your account information.
6. If necessary, change any of the sync settings, and then tap **Done**.

Add a work account supported by BES10 or BES12

If your organization uses BES10 or BES12, you can add your work account to your new device and take advantage of features such as BlackBerry Balance. If your organization uses BES5 or earlier, you can still add your work account and use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following information from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the home screen of your new device, swipe down from the top of the screen.
2. Tap  **Settings** > **Accounts**.
3. Tap  > **Work Account**.
4. Enter the username, activation password, and server address for your account.
5. Tap **Done**.

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Find apps for your new device

You can download and buy apps for your new BlackBerry 10 device using the BlackBerry World storefront app or the Amazon Appstore app. Both apps are included on your BlackBerry 10 device. For more information about BlackBerry World and Amazon Appstore, search the Help app on your device.

Apps that you downloaded from BlackBerry World on your previous BlackBerry 10 device are available on your new device when you sign in with your BlackBerry ID.

1. To find the apps that you previously downloaded from BlackBerry World, in BlackBerry World, tap  > **My World** > **My Apps & Games**.
2. Tap the **Available** tab.
3. Beside the apps that you want to install, tap **Download**.

Delete the data on your previous BlackBerry 10 device

After you transfer data to your new device, consider deleting all of the data on your previous BlackBerry 10 device. A security wipe is designed to delete the data on your device permanently so that the data can't be recovered. The deleted data includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

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

1. On your previous device, swipe down from the top of the screen.
2. Tap **Settings > Security and Privacy > Security Wipe**.
3. Type **blackberry**.
4. Tap **Delete Data**.

I'm switching from an Android™ device (4.0 or later)

When you use the BlackBerry Content Transfer app to switch from an Android™ device to a BlackBerry 10 device, you can transfer the following types of data that are saved in the storage space on your previous Android™ device:

- Contacts
- Calendar events
- Pictures
- Videos (non-DRM)
- Music (non-DRM)
- Text messages (SMS)
- Email accounts (The BlackBerry Content Transfer app detects the accounts on your previous device and prompts you to enter the passwords for each account on your new device.)
- Documents that are in the Documents folder.

Download the BlackBerry Content Transfer app

The BlackBerry Content Transfer app must be installed on both your previous Android™ device and your new BlackBerry 10 device.

1. On your previous device and your new device, open the browser, and then visit www.blackberry.com/transfer.
2. On your previous Android™ device, tap **Install**.
3. On your BlackBerry 10 device, tap **Download**.

Transfer your data

The BlackBerry Content Transfer app provides two options for transferring your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud storage service that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Next**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Next**.
3. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
6. On your new device, if prompted, enter the password that you created in step 5.
7. On your new device, if prompted, enter the passwords for your email accounts.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using Wi-Fi

To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use Wi-Fi Instead**.
3. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
6. On your new device, verify that the source device information is correct.
7. Tap **Next**.
8. Enter the password that you created in step 5.
9. If prompted, enter the passwords for your email accounts.

After you transfer your data

Add an email or social networking account to your new device

Add your email or social networking accounts to on your new BlackBerry device to access messages, contacts, and calendar events.

1. On the home screen, swipe down from the top of the screen.

2. Tap  **Settings** > **Accounts**.

3.

If necessary, tap



4. Tap a type of account.

5. Enter your account information.

6. If necessary, change any of the sync settings, and then tap **Done**.

Add a work account supported by BES10 or BES12

If your organization uses BES10 or BES12, you can add your work account to your new device and take advantage of features such as BlackBerry Balance. If your organization uses BES5 or earlier, you can still add your work account and use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following information from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the home screen of your new device, swipe down from the top of the screen.

2. Tap  **Settings** > **Accounts**.

3. Tap  > **Work Account**.

4. Enter the username, activation password, and server address for your account.

5. Tap **Done**.

Insert your media card into your new device

If you used a media card with your previous device, and you haven't inserted the media card into your new device yet, do that now. This way, all of the content that's saved on your media card can be available on your new device.

For information about how to insert a media card into your device, visit the Devices section on help.blackberry.com to find the Help for your device.

Find apps for your new device

You can download and buy apps for your new BlackBerry 10 device using the BlackBerry World storefront app or the Amazon Appstore app. Both apps are included on your BlackBerry 10 device. For more information about BlackBerry World and Amazon Appstore, search the Help app on your device.

I'm switching from an iPhone (iOS 7 or later)

When you use the BlackBerry Content Transfer app to switch from an iPhone to a BlackBerry 10 device, you can transfer the following types of data that are saved in the storage space on your iPhone:

- Contacts
- Calendar events
- Pictures and videos that you took with the iPhone camera (pictures and videos that are in the Camera Roll)

After you transfer your data, you can add your iTunes music to your new device using your computer and the Device Switch Music Transfer app.

Download the BlackBerry Content Transfer app

The BlackBerry Content Transfer app must be installed on both your previous iPhone and your new BlackBerry 10 device.

1. On your previous device and your new device, open the browser, and then visit www.blackberry.com/transfer.
2. On your previous iPhone, tap **Get**.
3. On your BlackBerry 10 device, tap **Download**.

Transfer your data

The BlackBerry Content Transfer app provides two options for transferring your data:

- **Google Drive:** You can transfer your data to Google Drive™, a cloud storage service that's associated with your Google™ account. After your data is on Google Drive™, you can transfer it to your new device.
- **Wi-Fi:** If you have access to a private Wi-Fi network (for example, the Wi-Fi network that you use at home), you can transfer your data using the Wi-Fi network.

You can create a password to encrypt your data while it's being transferred.

Transfer data using Google Drive™

On your new device, make sure you add your Google™ account. In Settings, tap **Accounts > Add account > Google**, and follow the prompts.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Next**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Next**.
3. On your previous device, if necessary, log in to your Google™ account or create a new Google™ account. If your Google™ account is already set up, read the terms, and then tap **Allow** to continue.
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, do one of the following:
 - To protect your data, enter a password. Enter the password again, and then tap **Next**.
 - To transfer your data without encryption, tap **Skip**.
6. On your new device, if prompted, enter the password that you created in step 5.

After your data is transferred to your new device, you can delete your data from Google Drive™. Tap **Remove transfer files**.

Transfer data using Wi-Fi

To transfer data using Wi-Fi, both your previous device and your new device must be connected to the same Wi-Fi network. The Wi-Fi network should be a private network, such as your home Wi-Fi network.

1. On your new device, open the BlackBerry Content Transfer app, and then tap **This is my new device > Use another method**.
2. On your previous device, open the BlackBerry Content Transfer app, and then tap **This is my previous device > Use Wi-Fi Instead**.
3. On your previous device, in the list, tap your new device (your new device might be the only device in the list).
4. On your previous device, select the type of data that you want to transfer to your new device, and then tap **Next**.
5. On your previous device, on the **Create password** screen, enter a password to protect your data. Enter the password again, and then tap **Next**.
6. On your new device, verify that the source device information is correct.
7. Tap **Next**.
8. Enter the password that you created in step 5.
9. If prompted, enter the passwords for your email accounts.

After you transfer your data

Turn off iMessage on your iPhone

Before you remove the SIM card from your iPhone, make sure that you turn off iMessage so that new text messages are delivered to your new device.

1. On your iPhone, tap **Settings > Messages**.
2. Set the **iMessage** switch to **Off**.

If you don't have your iPhone anymore, to deregister your phone number with iMessage, visit selfsolve.apple.com/deregister-imessage.

Add an email or social networking account to your new device

Add your email or social networking accounts to on your new BlackBerry device to access messages, contacts, and calendar events.

1. On the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Accounts**.

3. If necessary, tap  .

4. Tap a type of account.

5. Enter your account information.
6. If necessary, change any of the sync settings, and then tap **Done**.

Add a work account supported by BES10 or BES12

If your organization uses BES10 or BES12, you can add your work account to your new device and take advantage of features such as BlackBerry Balance. If your organization uses BES5 or earlier, you can still add your work account and use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following information from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the home screen of your new device, swipe down from the top of the screen.
2. Tap  **Settings > Accounts**.
3. Tap  **> Work Account**.
4. Enter the username, activation password, and server address for your account.
5. Tap **Done**.

Find apps for your new device

You can download and buy apps for your new BlackBerry 10 device using the BlackBerry World storefront app or the Amazon Appstore app. Both apps are included on your BlackBerry 10 device. For more information about BlackBerry World and Amazon Appstore, search the Help app on your device.

Add iTunes music from your computer to your new device

Make sure that the iTunes music on your iPhone is fully synced with iTunes on your computer.

1. On your computer, download and install the Device Switch Music Transfer app by visiting www.deviceswitch.com/itunes.
2. Connect your device to your computer using a USB cable, or connect your device and your computer to the same Wi-Fi network.
3. On your computer, open the Device Switch Music Transfer app.
4. Complete the instructions on the screen.