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BlackBerry Link for Mac OS

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Related resources

For more information about BlackBerry Link, see the following resources:

- demos.blackberry.com/blackberry-z10/na/us/gen/: Watch BlackBerry device demos.
- www.blackberry.com/linksupport: Find support information, including knowledge base articles and forums.
- help.blackberry.com: Read the latest help and documentation for this release.
- www.blackberry.com/deviceswitch: Follow the information provided to successfully switch to your BlackBerry 10 device.
- www.blackberry.com/BlackBerryLink: Download the latest version of BlackBerry Link.
- www.blackberry.com/Desktop: Download the latest version of BlackBerry Desktop Software for BlackBerry devices running BlackBerry 7.1 or earlier, or for BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.0.1 or earlier.

Did this help you?

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- ▾ [Switching to a new device](#)
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About BlackBerryLink

BlackBerryLink supports BlackBerry devices running BlackBerry 10 OS and BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

You can use BlackBerry Link on a computer to:

- Sync music, pictures, videos, and documents between your BlackBerry device and your computer over a USB connection or a Wi-Fi connection.
- Back up and restore your device data.
- Transfer supported settings and data to your new device.
- Manage multiple devices that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

If your device is running BlackBerry 10 OS version 10.1 or later, you can:

- Allow remote file access, so that your device can access files stored in the libraries on your computer.
- Sync contacts and calendar appointments between your device and your computer.

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About switching to a new device

There are several methods available to transfer data from your previous BlackBerry device to a BlackBerry 10 device, depending on what types of data you want to transfer and which software version your old device is running. For more information about the different methods, go to www.blackberry.com/deviceswitch.

You can use BlackBerry Link to transfer supported data to your new device from:

- A BlackBerry device running BlackBerry Device Software 5.0 or later
- Another BlackBerry 10 device

If you switch from a device running BlackBerry Device Software 5.0 or later, you can transfer:

- Device settings
- Phone history
- Music, pictures, and videos stored on the built-in media storage
- BBM contacts and groups (BBM 6.2 or earlier)
- Browser bookmarks
- Text messages
- Passwords
- Wi-Fi profiles
- Saved searches
- Personal contacts and calendar appointments that are not synced with an online source such as Microsoft Exchange, Gmail, or Yahoo! Mail

If you switch from another device running BlackBerry 10 OS, you can transfer:

- Settings
- Application data
- Media
- Work space data, depending on the options set by your administrator

Note: *Email accounts and unsupported applications aren't transferred to your new device. You can set up your email accounts on your new device and visit the BlackBerry World storefront to download applications that were not transferred to your new device.*

Did this help you?

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[No](#)

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▾ Switching to a new device

About switching to a new device

[Switch to a new device](#)

[Restore your device to its factory default settings](#)

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About backing up and restoring data

Using BlackBerryLink, you can back up and restore most of the data on your BlackBerry device. You can back up your settings, phone history, fonts, saved searches, messages, organizer data, browser bookmarks, and media files.

You should regularly create and save a backup file on your computer, especially before you update any software. If your device is lost, stolen, or corrupted by an unforeseen issue, maintaining a current backup file on your computer might allow you to recover device data.

Note: *If your device is activated on BlackBerry Enterprise Service 10, contact your administrator to verify if you are able to backup and restore your device data.*

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Backing up and restoring device data

About backing up and restoring data

Set backup preferences

Back up your device data

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About remote file access

Imagine arriving at a meeting, only to discover that a document you need is on your computer. Remote file access lets you use the File Manager app on your BlackBerry device to access and manage media and documents on the computer that BlackBerry Link is installed on. For information about how to use File Manager, tap the **Help** app on the home screen of your device.

By default, devices you add to BlackBerry Link can access the media and documents libraries on your computer as long as they are associated with the same BlackBerry ID you use to log in to BlackBerry Link. You can turn off remote access for specific devices.

Related links

[About connecting to BlackBerry Link](#)

[About your media and documents libraries](#)

Did this help you?

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About remote file access

Access files stored on your computer

Edit or delete a file

Copy a file from your computer to your device

View paired computers

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About syncing music, pictures, videos, and documents

BlackBerry Link lets you keep the media files and documents on your device and your computer in sync so that you can relive your memories or share them with friends wherever you are.

To turn on automatic syncing for media and documents, you must manually set the sync relationships. After a sync relationship is established, updates automatically sync between your computer and your device for anything new that you add. If you don't want to set up automatic updates for some files, you can manually drag and drop or copy collections of files between your computer and your device.

If your device loses its connection to BlackBerry Link, your music, pictures, videos, and documents continue to sync or copy when your connection is re-established.

Note: *If you delete files from your device, BlackBerry Link doesn't delete them from your computer. If you delete files from your computer, BlackBerry Link doesn't delete the files from your device.*

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Syncing content between your device and your computer

Syncing music, pictures, videos, and documents

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About updating your device software

You might want to update your device software for any of the following reasons:

- To access the latest apps and features
- To resolve a technical issue
- Your service provider requires that you update your device software

If a new version of device software is available, a notification appears on your computer in BlackBerry Link. You can choose to automatically download device software updates as well as updates to BlackBerry Link software. Your data and settings are automatically restored on your device when the software update completes. It could take up to an hour to update the device software. During that time, you can't disconnect your device from your computer.

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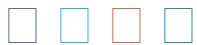
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System Requirements for BlackBerry Link for Mac OS X

Article Number: 000038547 | First Published: April 26, 2017 | Last Modified: December 03, 2018 | Type: Support



Environment

- BlackBerry Link
- OS X
- macOS Sierra

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Overview

BlackBerry Link system requirements:

- Mac OS X 10.7 or later
- iTunes 10 or later for music and video synchronization
- iPhoto version 9 or later to import your pictures and videos (supported on Mac OS X 10.7 to 10.10.2)
 - Apple has migrated from the iPhoto application to the Photos application as of Mac OS X 10.10.3 (<https://support.apple.com/en-ca/HT204655>)
- An active Internet connection

Please note: macOS 10.12 and later is not supported.

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Additional Information

BlackBerry Link synchronizes directly with Apple Address Book/Contacts and iCal/Calendar applications.

Please note: Since SyncServices no longer exists in OS X 10.9 and later, BlackBerry Link can no longer synchronize with applications like Outlook and Entourage.

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Getting to know BlackBerry Link

BlackBerry Link displays the BlackBerry devices and the computer you have set up with BlackBerry Link at the side of the window. You can see the devices that are connected using a USB cable or over a Wi-Fi network. You can still see disconnected devices, but you can't manage or sync content while a device is disconnected from your computer.

When a device is connected to BlackBerry Link, you see menu items under the device name. Each menu item allows you to perform the following actions:

View	Description
Device name	See your device name, model number, and software version. This view also includes the option to remove your device from BlackBerry Link.
Back Up & Restore	Back up and restore your device data, or reset your device to its factory settings. You can also choose how frequently you want to back up your device data.
Software Updates	Check for updates to your device and BlackBerry Link software. You can also set the option to automatically install these updates.
Contacts/Calendar	Set sync preferences for your organizer data, such as contacts and calendar entries, and sync this data between your device and your computer.
	See the media and documents on your device. Sync or

Music, Pictures, Videos, and Documents

copy collections of files between your device and your computer.

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Connecting to BlackBerryLink

Learn about the different ways you can connect your BlackBerry device to BlackBerryLink.

About connecting to BlackBerryLink

To connect your BlackBerry device to BlackBerryLink, you can use a USB cable or a Wi-Fi connection.

Connection method	Description
USB cable	When you use a USB cable to connect your device to your computer, you can access all of the features in BlackBerry Link. Certain actions, such as updating your device software, backing up and restoring device data, and syncing your contacts and calendar, can be completed only when you connect your device to your computer using a USB cable.
Wi-Fi network	<p>When your device is connected to the same Wi-Fi network as your computer, you can sync your music, pictures, videos, and documents. You can also access your files from your device. For information about how to connect your device to a Wi-Fi network, tap the Help app on the home screen of your device.</p> <p>By default, BlackBerryLink allows Wi-Fi connections. If your computer doesn't have a Wi-Fi network or you don't want to allow Wi-Fi connections to BlackBerryLink, you can turn off this feature.</p>

Turn off wireless connections to BlackBerry Link

By default, the option to connect your BlackBerry device to BlackBerry Link over a Wi-Fi network is turned on. Turning off Wi-Fi connections in BlackBerry Link doesn't turn off Wi-Fi on your device.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. In the Settings section, clear the **Turn on wireless connections to my computer** checkbox.

To turn on wireless connections, select the **Turn on wireless connections to my computer** checkbox.

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Set up your computer with BlackBerryLink

The first time you open BlackBerryLink, you can give your computer a display name that identifies your computer in BlackBerryLink and on your BlackBerry device. BlackBerryLink displays the default pictures and videos libraries on your computer that you can sync with and access from your device. You can also set up your documents library.

Before you begin: To set up your BlackBerry ID with BlackBerry Link, make sure that your computer is connected to the Internet.

1. On your computer, open BlackBerry Link.
2. Type a display name for your computer. Click **Next**.
3. Do one of the following:
 - To add your default documents library, select the **Documents** folder option. Click **Next**.
 - To add a different folder to your documents library, select the **Custom Folder** option and click the **+** icon. Browse to the folder you want to add. Click **Open**. Click **Next**.
4. If you have an Internet connection, do one of the following:
 - If you have a BlackBerry ID, type your BlackBerry ID login information. Click **Sign In**.
 - If you don't have a BlackBerry ID but you want one, click **Create New**. Complete the instructions on the BlackBerry ID website. In BlackBerry Link, type your BlackBerry ID login information. Click **Sign In**.
5. Select the checkboxes beside the devices you want to grant remote file access to.
6. Click **Finish**.

Related links

[About BlackBerry ID and BlackBerry Link](#)

[Change your documents library](#)

Did this help you?

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[No](#)

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Set up your device in BlackBerryLink

When you set up your BlackBerry device in BlackBerryLink, you can give your device a display name. This display name identifies your device in BlackBerryLink and appears on your device.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. If necessary, type the password for your device.
4. At the side of the BlackBerry Link window, click your device.
5. Type a display name for your device.
6. Do one of the following:
 - To establish a permanent connection with your computer, click **Link this device and this computer**.
 - To establish a one-time connection with your computer, click **Do not link this device and this computer**. **This is a one-time connection.**
7. Do one of the following:
 - To add your device to BlackBerry Link without transferring data from an old device or updating the device software, click **Next > Finish**.
 - To transfer data before you add your device to BlackBerry Link, click **Transfer Data**. Follow the instructions on the screen. For more information, see [Switch to a new device](#).

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About BlackBerryID and BlackBerryLink

Your BlackBerryID is a username (email address) and password used to access multiple BlackBerry products and services such as BBM and the BlackBerry World storefront. In many situations, your BlackBerryID allows BlackBerry products to work seamlessly without prompting you to enter your username and password.

If you don't have a BlackBerryID and you want one, you can create it from BlackBerryLink.

When you sign in with your BlackBerryID in BlackBerryLink, your computer becomes another device that is associated with your BlackBerryID. All of the devices associated with your BlackBerryID appear in BlackBerryLink.

- [Sign in to a different BlackBerry ID](#)
- [Create and sign in with your BlackBerry ID](#)
- [Recover your BlackBerry ID password](#)

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Change the display name of your computer or device

You can change the display names that you defined when you set up your computer and your BlackBerry device with BlackBerryLink. Your display names identify your computer and your device in BlackBerryLink and on your device.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your computer or device.
3. Click the  icon beside the display name.
4. Delete the display name and type a new display name. Press Enter.

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Set automatic processes for BlackBerryLink

You can set up some processes to start automatically when you connect your BlackBerry device to your computer, when you log in to your computer, or when you open BlackBerryLink.

1. On your computer, open BlackBerry Link.
2. At the top of the screen, click **BlackBerry Link > Preferences**.
3. Click **General**.
4. Select the checkboxes to set your preferences.

Did this help you?

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View information about your device

You can use BlackBerryLink to view information about your BlackBerry device, including your device model, PIN, and device software version.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.

Related links

[About updating your device software](#)

[About backing up and restoring data](#)

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Remove your device from BlackBerry Link

If you want to stop using your BlackBerry device with BlackBerry Link, you can remove your device. After a device is removed, you can't use BlackBerry Link to sync the data between that device and your computer, or use the remote file access feature to access files on your computer from that device.

Note: *If your device is associated with a BlackBerry ID, sign out of BlackBerry ID first.*

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Remove Device**.
4. Click **Remove**.

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I don't see my device in BlackBerryLink

On your computer, try the following:

- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can access your device with BlackBerry Link.
- If you're using a USB connection, verify that the USB cable isn't damaged.
- Disconnect and reconnect the USB cable to your device.
- Turn off synchronization applications or antivirus applications temporarily.
- If you're using antivirus software on your computer, check that the firewall is not blocking your connection to BlackBerry Link.
- Sign out of BlackBerry Link and sign in again.
- Reset your BlackBerry ID username and password at www.blackberry.com/bbid.

On your device, try the following:

- Swipe down from the top of the screen. Tap **Settings** . In the BlackBerry ID section, verify that you are signed in using the same BlackBerry ID as on your computer.
- If your device is connected to a mobile network instead of a Wi-Fi network, in the **Device Connections** section, turn on the **Use Mobile Network** switch.
- In the **Device Connections** section, verify that the **Allow Connections** switch is turned on.

If your device is not running BlackBerry 10 OS, try the following:

- If you are switching to a new device, verify that your old device is running BlackBerry Device Software 5.0 or later.
- If you are trying to sync your media files, back up or restore your device data, or update your device software, visit

www.blackberry.com/desktop to download and install BlackBerry Desktop Software. (BlackBerry Link doesn't support devices running BlackBerry Device Software, or BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.0.1 or earlier.) BlackBerry Desktop Software can be installed on the same computer as BlackBerry Link.

Related links

[Connecting to BlackBerry Link](#)

[Sign in to a different BlackBerry ID](#)

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Switch to a new device

When you switch to a new BlackBerry device, BlackBerry Link backs up the supported data from your old device and transfers it to your new device, adds your new device to BlackBerry Link, and checks the software version installed on your new device. If a software update is available, BlackBerry Link prompts you to update your device software.

To transfer data between devices, or to start using a new device, do the following:

1. On your computer, open BlackBerry Link.
2. Connect your old device to your computer using a USB cable.
3. If prompted, type the password for your device.
4. At the side of the BlackBerry Link window, click your computer.
5. Click **Switch Devices**.
6. Click the picture of your device when it appears.
7. If you are switching from a device running BlackBerry 10 OS, do one of the following:
 - To transfer all of your existing device data to your new device, click **Transfer all supported data**. Click **Next**.
 - To transfer only certain data to your new device, click **Select data to transfer**. Select the checkbox beside the data that you want to transfer to your new device. Click **Next**.
8. When prompted, reconnect your new device to your computer using a USB cable.
9. Wait for BlackBerry Link to restore data to your device.
10. Click **Finish**.

***Tip:** Another way to begin the device switch process is to click your computer at the side of the BlackBerry Link window. Click **Switch Devices**. Follow the instructions on the screen.*

After you transfer your device data to your new device, do the following:

- If you use a media card, move your media card from your old device to your new device.
- Move your SIM card from your old device to your new device. If you switch from a device running BlackBerry 7.1 or earlier, contact your service provider for a SIM card for your new device.
- If you switch from a BlackBerry device that is associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server, set up your personal or work email accounts on your new device. For more information about adding an email account, tap the **Help** app on your device.
- After you confirm that all your device data transferred successfully to your new device, you can reset your old device to its default settings to remove all of your device data.

Related links

[Set up your device in BlackBerry Link](#)

[Restore your device to its factory default settings](#)

[Some of the data from my old device isn't on my new device](#)

[I can't switch my SIM card or media card](#)

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Restore your device to its factory default settings

If you restore your BlackBerry device to its default settings, BlackBerry Link deletes all of the data and third-party applications from your device. Any IT policies that are applied to your device are also deleted. After you restore your device to its default settings, you can run the setup application on your device to begin using the device again.

Before you begin, you should back up your data so that you have a copy on your computer.

CAUTION: *You can't stop the process of restoring your device to its default settings after you start it. If you reset your device, the process continues after the device restarts.*

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. At the top of the screen, click **BlackBerry Link > Preferences**.
5. Click **Reload**.

Related links

[Back up your device data](#)

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I can't switch my SIM card or media card

Try one of the following:

- If you switch from a device running BlackBerry Device Software 5.0 or later to a BlackBerry 10 device, you must contact your service provider to get a SIM card for your new device. SIM cards in devices running BlackBerry Device Software 5.0 or later are not compatible with BlackBerry 10 devices.
- For information about how to remove and insert your SIM card or media card, go to help.blackberry.com and view the user guide for your old and your new device, or tap the **Help** app on your new device.

Did this help you?

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Set backup preferences

You can set the option to back up your BlackBerry device data automatically when you connect your device to your computer. You can also customize the backup file name that BlackBerry Link creates and select which types of data to include in your backup file.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Back Up & Restore**.
By default, BlackBerry Link backs up all of your device data.
4. Do one of the following:
 - To set the option to back up your device data automatically, select the **Back up my device** checkbox. In the drop-down list, select how often you want to back up your device data.
 - To back up specific data, choose the **Select data to include in your backup files** checkbox. Select the checkboxes beside the items you want to include in your backup files.

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Back up your device data

You can manually back up the data on your BlackBerry device at any time. By default, BlackBerryLink backs up all of the data on your device. If you set backup preferences, BlackBerryLink creates a backup file containing the data you specify.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**.
5. Click **Back Up Now**.

Related links

[Set backup preferences](#)

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Restore your device data

You can restore backup files that include supported data from devices running BlackBerry Device Software 5.0 or later, BlackBerry 10 OS, and BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**
5. Click **Restore Device**.
6. Do one of the following:
 - To restore all of the data in a backup file to your device, click a backup file.
 - To restore specific data in a backup file to your device, click a backup file. Clear the **Restore all data** checkbox. Clear the checkbox beside one or more databases that you don't want to restore.
 - To restore data from a backup file that is not listed, click **Change**. Navigate to the .bbb file or .ipd file. Click **OK**.
 - To remove all of your device data and restore your device to its default factory settings, click **Restore to factory settings**.
7. Click **Restore**.

Related links

[Restore your device to its factory default settings](#)

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I can't create a backup file that contains all of my device data

Try the following:

- Connect your BlackBerry device to your computer using a USB cable. You can't create a backup file of your device data over a Wi-Fi network.
- On your device, verify that you are signed in to your BlackBerry ID. If you are not signed in, BlackBerry Link can't back up the data in your personal space.
- Verify that you entered the password on your device to unlock your work space. If your work space is locked, BlackBerry Link can't back up the data in your work space.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can restore data to your device.

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About your media and documents libraries

BlackBerry Link syncs the content in the music, pictures, videos, and documents libraries between your computer and your BlackBerry device. You can also use your device to access the content in your libraries when remote file access is turned on.

By default, BlackBerry Link links the following libraries with your device:

File type	Library
Music	iTunes
Pictures	iPhoto
Videos	iTunes and iPhoto
Documents	Users/<name>/Documents

Did this help you?

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Access files stored on your computer

To use this feature, BlackBerryLink must be open on your computer, and associated with your BlackBerryID. By default, remote file access is turned on when you add a new device to BlackBerryLink. On your computer, you can specify the folders that you want to access.

1. Connect your device to a wireless network. For example, a Wi-Fi network.
2. On the home screen of your device, swipe down from the top of the screen.
3. Tap  **Settings > Device Connections**.
4. Turn on the **Allow Connections** switch.
5. Tap the computer you want to access.
6. To switch between paired computers, in the File Manager app, tap .

If BlackBerry Balance is enabled on your device, use the File Manager app in your personal space.

***Tip:** Check your computer settings or connect it to a power source to prevent your computer from entering sleep mode or turning off.*

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Edit or delete a file

On your device, do one of the following:

- To edit a file that's stored on your computer, tap the file. If your BlackBerry device supports editing the file, tap .


If you save your changes in the default location,  indicates when BlackBerry Link is syncing the file and overwriting the original version on your computer.


- To permanently delete a file from your device that's stored on your computer, touch and hold a file. Tap .


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Copy a file from your computer to your device

After you save a file that's stored on your computer to your BlackBerry device, you can view the file even when you're not connected to the Internet.

1. On your device, touch and hold a file that's stored on your computer.
2. Tap  .
3. Navigate to where you want to save the file. For example, your media card.
4. Tap **Paste**.

If BlackBerry Link syncs your device and computer files, you might have two versions of the file on your computer (the original file and the version that you saved to your device). Make sure that you open the version that you last edited before making more updates to the file.

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View paired computers

Your BlackBerry device can be connected to up to ten computers using BlackBerryLink.





1. On your device, on the home screen, swipe down from the top of the screen.
2. Tap  **Settings > Device Connections.**

***Tip:** To access your computer files over the mobile network, turn on the **Use Mobile Network** switch.*

To remove a computer from the list, touch and hold a computer. Tap  .

Did this help you?

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I can't access my computer files from my device

To access your computer files using your BlackBerry device, BlackBerryLink must be open on a computer that's connected to the Internet.

If you don't see your computer as a source in the File Manager app, try the following:

1. Minimize the File Manager app and verify that you don't see the  icon on the app. If you see this icon, use the File Manager app in your personal space.
2. On the home screen, swipe down from the top of the screen.
3. Verify that your device is connected to a wireless network.
4. Tap  **Settings**.
5. Do the following:
 - In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
 - If your device is connected to a mobile network instead of a Wi-Fi network, in the **Device Connections** section, turn on the **Use Mobile Network** switch.
 - In the **Device Connections** section, verify that the **Allow Connections** switch is turned on.

If you still can't see your computer files, on your computer, try any of the following:

- Verify that your computer is turned on and not in sleep mode.
- Verify that your computer has an active Internet connection.
- Confirm that you are signed in to your **BlackBerry ID** in BlackBerry Link.

- Verify that the files that you want to access are in the location that is specified in BlackBerry Link.
- Some work or public networks might prevent you from accessing your files on your device. Try connecting to a different network and try again.

Related links

[Sign in to a different BlackBerry ID](#)

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Sync icons

Icons can help you identify if a sync relationship exists between the music, pictures, videos, and documents on your BlackBerry device and the files on your computer.

Sync icons can appear beside folders or collections of files. If you sync a folder on your device with your computer, all the files within the folder have the same sync relationship as the parent folder.

Icon	Description
	<p>This icon indicates that the file or folder on your device is synced between your device and your computer. Changes to the file or folder automatically sync between your device and your computer.</p> <p>If you click this icon, you turn off sync for the file or folder.</p>
No sync icon	When a sync icon is not displayed, there is no sync relationship between your device and your computer for the file or folder. This file or folder exists on your device only.

Tip: You can also delete a sync relationship that exists between the files on your device and your computer when you right-click a collection or folder and click **Disable sync relationship**.

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Manually sync or copy your music

You can manually set up syncing for your music between your device and your computer. You can also copy music from your computer to your device, or from your device to your computer, without establishing a sync relationship between the files.

You can sync or copy collections of music by playlist, album, artist, or genre.

1. On your computer, open BlackBerry Link.
2. Do one of the following:
 - To sync or copy music from your device to your computer, at the side of the BlackBerry Link window, click your device.
 - To sync or copy music from your computer to your device, at the side of the BlackBerry Link window, click your computer.
3. Click **Music**.
4. Do one of the following:
 - To sync a playlist, album, artist, or genre, right-click the collection and click **Sync to**. Click your computer or your device. A sync relationship for these files is established.
 - To copy a playlist, album, artist, or genre, right-click the collection and click **Copy to**. Click your computer or your device. A sync relationship for these files is not established.

Related links

[Sync icons](#)

Did this help you?

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Manually sync or copy your pictures, videos, and documents

You can manually set up syncing for your pictures, videos, and documents. You can also copy pictures, videos, and documents from your computer to your device, or from your device to your computer, without establishing a sync relationship between the files.

You can sync or copy pictures, videos, and documents, or collections of files.

1. On your computer, open BlackBerry Link.
2. Do one of the following:
 - To sync or copy files from your computer to your device, at the side of the BlackBerry Link window, click your computer.
 - To sync or copy files from your device to your computer, at the side of the BlackBerry Link window, click your device.
3. Click **Pictures**, **Videos**, or **Documents**.
4. Do any of the following:
 - To sync a collection of pictures, videos, or documents, right-click the collection and click **Sync to**. Click your computer or your device. A sync relationship is established.
 - To copy a collection of pictures, videos, or documents, right-click the collection and click **Copy to**. Click your computer or your device. A sync relationship is not established.

Tip: To copy pictures, videos, or documents to your device or to your computer, drag a folder or collection of files between your device and your computer.

Related links

[Sync icons](#)

Did this help you?

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Turn off and turn on syncing for media and documents

If you turn off syncing, updates you make to files don't sync between your computer and your BlackBerry device.

When you turn off syncing, the files are not deleted from your computer or your device.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Music**, **Pictures**, **Videos**, or **Documents**.
4. Click  beside the folder or collection that you want to stop syncing.
BlackBerry Link deletes the sync relationship and  is no longer displayed.

To turn on syncing again, right-click the folder or collection and click **Sync to desktop**.

***Tip:** To cancel all sync relationships that exist between the files on your device and your computer, click your device. Click **Reset Sync Relationships**.*

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Music formats

BlackBerryLink supports audio files with the following file name extensions:

- .wav
- .wma
- .mp3
- .mp4
- .aac

BlackBerryLink doesn't support audio files that use digital rights management(DRM) technologies.

Did this help you?

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About syncing contacts and calendar appointments

Make sure that your contact list and your calendar entries are always current on your device and on your computer.

When you add your device to BlackBerry Link, you can set the option to sync your contacts and calendar entries automatically when the device is connected with a USB cable. You can also choose to sync your accounts or sync only specific calendars manually. For example, if you want to share only your work contacts or your exercise calendar between your device and your computer, you can do that.

Did this help you?

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I can't see the files in my libraries

Try the following actions:

- Verify that you have music, picture, video, or document files in the libraries on your computer. If there are no files in the libraries, add supported files or add folders to your library.
- Verify that you are running iTunes version 10 or later and iPhoto '09 or later.
- In BlackBerry Link, if you can't see songs from your music library, open iTunes. Try viewing your songs in BlackBerry Link again.
- In BlackBerry Link, if you can't see pictures from your pictures library, open iPhoto. Try viewing your pictures in BlackBerry Link again.
- In BlackBerry Link, if you can't see videos from your videos library, open iTunes or iPhoto. Try viewing your videos in BlackBerry Link again.

Note:

If your device is activated on BlackBerry Enterprise Service 10 and if you have media or documents in your work space, these files might not be accessible from BlackBerry Link.

The  icon indicates that access to your device is restricted by your administrator. For more information, contact your administrator.

Related links

[Change your documents library](#)

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Some files didn't sync

My device doesn't recognize my media card

I can't see my album art

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Update your device software

Before you begin: Before you begin, make sure that your computer is connected to the Internet.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer with a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Software Updates** > **Check for Updates**.
5. If a software update is available, click **Install Update**.

Note: *If you want software updates to be installed automatically when you connect your device to BlackBerry Link, select the **Automatically download updates for your device software and BlackBerry Link** checkbox.*

Did this help you?

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Change your documents library

You can add or delete folders in your documents library.

1. On your computer, open BlackBerry Link.
2. At the top of the screen, click **BlackBerry Link > Preferences**.
3. Click **Libraries**.
4. Do one of the following:
 - To add your default documents library, select the **Documents** option.
 - To add a different folder to your documents library, click **+**. Browse to the folder you want to add. Click **Open**.
 - To delete a folder from your library, select the library and click **-**.

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Sign in to a different BlackBerryID

If you have more than one BlackBerryID or if other people use BlackBerryLink on your computer, make sure you sign in with the correct BlackBerryID.

1. On your computer, open BlackBerry Link.
2. At the top of the BlackBerry Link window, beside the active BlackBerry ID, click **Sign Out**.
3. At the top of the window, click **Sign In**.
4. Type your BlackBerry ID login information.
5. Click **Sign In**.

Note: BlackBerryLink and BlackBerry Blend share BlackBerryID information. Signing in to your BlackBerryID in BlackBerryLink also signs you in to the same BlackBerryID in BlackBerry Blend. When you sign out of your BlackBerryID in either application, you are signed out in both applications. You can't sign in to BlackBerryLink and BlackBerry Blend with a different BlackBerry ID.

Did this help you?

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Create and sign in with your BlackBerryID

If you don't have an Internet connection the first time you open BlackBerry Link, you can't create a new BlackBerryID or sign in with your BlackBerryID. When you have an Internet connection, you can open the BlackBerryID website from BlackBerry Link and create a BlackBerryID. After you create your BlackBerryID, you can sign in with your BlackBerryID on your device and from BlackBerry Link.

1. On your computer, open BlackBerry Link.
2. At the top of the BlackBerry Link window, click **Sign In**.
3. Do one of the following:
 - If you haven't created a BlackBerry ID before, click **Create New**. Complete the instructions on the BlackBerry ID website.
 - If you have an existing BlackBerry ID, proceed to the next step.
4. On your device, sign in with your BlackBerry ID. For information about how to sign in with your BlackBerry ID from your device, tap the **Help** app on the home screen of your device.
5. In BlackBerry Link, type your BlackBerry ID login information.
6. Click **Sign In**.

Did this help you?

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Recover your BlackBerryID password

If you forget the password for your BlackBerryID, you can have password recovery instructions sent to the email address that you use as your BlackBerryID username.

1. On your computer, open BlackBerry Link.
2. At the top of the BlackBerry Link window, click **Sign In**.
3. Click **Forgot password**.
4. Complete the instructions on the BlackBerry ID website.

You receive a password reset email. Because you completed the steps to reset your password on a computer, the password reset email can be viewed only on a computer and is not delivered to your device.

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BlackBerry Link for Mac OS

Version: 1.2.2

I need to generate a log file for a support representative

A support representative might ask you to send log files and other information to help troubleshoot a problem you are experiencing.

1. On your computer, open BlackBerry Link.
2. At the top of the screen, click **BlackBerry Link > Preferences**.
3. Click **Log Files > Create Log**. The location and file name for the log files are displayed at the top of the screen.
4. Send an email containing the log file to your support representative.

Did this help you?

Related resources

Getting Started

[About BlackBerry Link](#)

[Getting to know BlackBerry Link](#)

[Connecting to BlackBerry Link](#)

[Set up your computer with BlackBerry Link](#)

[Set up your device in BlackBerry Link](#)

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Some of the data from my old device isn't on my new device

The version of software on your previous device determines what data can be transferred to your new device. For a list of the type of data that is transferred, visit www.blackberry.com/deviceswitch.

Try any of the following:

- Check that your personal email accounts have been set up. Email accounts aren't transferred and need to be set up in BlackBerry Hub on your device.
- Check that your work email accounts have been set up. For a Microsoft Exchange ActiveSync email account on a BlackBerry Enterprise Server, contact your administrator for the information required to set up the account.
- Look for memos and tasks in the BlackBerry Remember app.
- Transfer apps by downloading them from the BlackBerry World storefront.

For more information about adding an email account, using the BlackBerry Remember app, or downloading apps from the BlackBerry World storefront, tap the **Help** app on your device.

Did this help you?

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▾ [Switching to a new device](#)

[About switching to a new device](#)

Switch to a new device

Restore your device to its factory default settings

▾ Troubleshooting: Device switch

I can't switch my SIM card or media card

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I can't restore a backup file to my device

Try the following:

- Connect your BlackBerry device to your computer using a USB cable. You can't restore the data to your device over a Wi-Fi network.
- On your device, verify that you are signed in to your BlackBerry ID. If you are not signed in, BlackBerry Link can't restore the data to your personal space.
- Verify that the same BlackBerry ID used on the device to create the backup file is being used on the device you are trying to restore the backup file to. On your device, try signing in to the BlackBerry ID that is associated with the backup file.
- If your device is activated on BlackBerry Enterprise Service 10, verify that you entered the password on your device to unlock your work space. If your work space is locked, BlackBerry Link can't restore the data to your work space.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can restore data to your device.

Did this help you?

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About backing up and restoring data

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Back up your device data

Restore your device data

▾ Troubleshooting: Backing up and restoring device data

I can't create a backup file that contains all of my device data

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Picture formats

BlackBerryLink supports picture files with the following file name extensions:

- .bmp
- .wbmp
- .jpg, .jpeg
- .gif
- .png
- .tif, .tiff

Did this help you?

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BlackBerry Link for Mac OS

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Video formats

BlackBerry Link supports mono and stereo videos. Other video formats might be supported if the applicable codecs are installed.

BlackBerry Link supports video files with the following file name extensions:

- .mpeg
- .mp4
- .3gp
- .mov
- .avi
- .wmv
- .m4v
- .mp2
- .mpg

BlackBerry Link supports video files in the following file formats:

- AVC1
- DivX
- H.263
- H.264
- MPEG

- MPEG-4
- WMV (8, 9, 10)
- Xvid

BlackBerryLink supports video files in the following audio file formats:

- AAC
- AMR
- PCM

Did this help you?

[Yes](#)

[No](#)

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Document formats

BlackBerryLink supports documents with the following file name extensions:

- .doc
- .dot
- .docx
- .dotx
- .docm
- .dotm
- .xls
- .xlt
- .xlsx
- .xltx
- .xlsm
- .xltn
- .ppt
- .pot
- .pps
- .pptx
- .potx

.ppsx

- .pptm
- .potm
- .ppsm
- .pdf
- .txt

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[No](#)

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Manually sync your contacts

Depending on your service provider, this feature might not be available.

Note: To import contacts from Microsoft Outlook to your Mac, first turn on Sync Services to sync your Microsoft Outlook contacts with your Mac Address Book.

If your device is running BlackBerry 10 OS version 10.1 or later, you can perform a 2-way sync of your contacts.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Contacts/Calendars**.
4. Click **Set Up Contacts Syncing**.
5. Select the **Sync Address Book Contacts** checkbox and select the groups that contain the contacts you want to sync with.
6. Click **Confirm**.
7. Click **Sync Calendars/Contacts**.

Did this help you?

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Some files didn't sync

Try the following:

- Verify that the battery power level of your BlackBerry device is 20% or higher. If the battery level is lower than 20%, syncing does not begin.
- If you are trying to sync media or documents between your computer and your BlackBerry PlayBook tablet, verify that your tablet is connected to your computer with a USB cable.
- If you changed a file on both your device and your computer, the version of the file on your computer is the version that BlackBerry Link syncs. The version of the file on your device is overwritten by the version on your computer.
- If you use a media card in your device and USB mass storage mode is turned on, BlackBerry Link can't access the files on your device. For information about how to turn off USB mass storage mode, tap the **Help** app on your device.
- Verify that your device has enough available storage space for your media and documents. Consider using a higher capacity media card.
- Verify that your songs don't contain any digital rights management (DRM) technologies.
- Verify that your files are in a supported format.
- If your videos didn't sync and the video extension is supported, verify that your video or audio codecs are supported.
- If you are trying to sync your contacts or calendar appointments, verify that there wasn't a conflict. Check your sync preferences and conflict resolution options.
- Verify that your contacts and calendar sync preferences, including the option to sync automatically, are set correctly.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that BlackBerry Link can access the files on your device.

Related links

Music formats

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My device doesn't recognize my media card

Try the following actions:

- Verify that your media card is inserted in your BlackBerry device correctly. For information about inserting a media card, see the printed documentation that came with your device or go to help.blackberry.com to view the user guide for your device.
- On your device, in your Storage options, if there is a message to format your media card, disconnect your device from your computer and format the media card.

Note: When you format your media card, all the files on the media card are deleted.

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I can't see my album art

BlackBerry Link doesn't import iTunes album art if you are creating playlists, updating podcasts, or accessing the iTunes Store.

Try the following:

- Close any open iTunes dialog boxes.
- Finish any iTunes tasks.

Did this help you?

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A folder on my computer isn't recognized

If you're trying to sync picture, video, or document files between a specific folder on your computer and your BlackBerry device, the folder might appear dimmed in BlackBerryLink in the following situations:

- The folder on your computer is deleted.
- The folder on your computer is renamed.
- The folder on your computer is on a network drive or USB drive that is disconnected.

Try to correct the situation and sync again, or select another folder.

Did this help you?

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I have duplicate calendar and contact entries on my device

If you have previously completed a 1-way import of your contacts or calendar, completing a 2-way sync might result in duplicate calendar entries and contacts on your device. To remove duplications, after you sync you can clear the local calendar and contacts databases on your device.

Do the following:

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

2. Tap  **Settings > Accounts**.

3. Tap .


4. Tap **Clear Local Calendar** or **Clear Local Contacts**.

CAUTION: *The deleted entries will be permanently deleted and no further updates can be made to them.*

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