

# BlackBerry Desktop Software

## User Guide

Version: 2.4





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# Basics

## About the BlackBerry Desktop Software

The BlackBerry Desktop Software is designed to link the data, media files, and applications on your BlackBerry smartphone or BlackBerry PlayBook tablet with your Mac computer.

You can use the BlackBerry Desktop Software to do the following tasks with your smartphone or tablet:

- Back up and restore your smartphone and tablet data
- Synchronize your media files (music, pictures, and videos)
- Import pictures and videos
- Update your BlackBerry Device Software or BlackBerry Tablet OS
- Manage multiple smartphones and tablets

Additionally, you can use the BlackBerry Desktop Software to do the following tasks with your smartphone:

- Transfer your smartphone settings and data to a new BlackBerry smartphone
- Synchronize your organizer data (calendar entries, contacts, tasks, and memos)
- Add, update, or delete your smartphone applications
- Charge your smartphone

Features that aren't supported for the tablet won't appear on the BlackBerry Desktop Software screens when your tablet is connected.

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

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

### Related information

[Set up your smartphone with the BlackBerry Desktop Software, 3](#)

[Set up your tablet with the BlackBerry Desktop Software, 4](#)

[Check for BlackBerry Desktop Software updates, 6](#)

[Find more information, 6](#)

## Set up your smartphone with the BlackBerry Desktop Software

The first time that you connect your BlackBerry smartphone to your Mac computer and use the BlackBerry Desktop Software, you are prompted to complete the following information. You can change these settings at any time by clicking Device Options on the main screen.

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.

3. In the **Device Name** field, type a name for your smartphone.
4. Beside the **Synchronize this device** field, do one of the following:
  - To synchronize your smartphone with this computer only, click **with this computer only (faster sync)**.
  - To synchronize your smartphone with more than one computer, click **with other computers (safer sync)**.
5. If you plan to synchronize your music from your computer to your smartphone, do any of the following:
  - If your smartphone includes built-in media storage and you want to save your songs to this storage type instead of a media card, in the **Music Location** drop-down list, click **Device Memory**.
  - In the **Keep this amount of memory free** section, specify the amount of storage space that you want to keep free for files other than music files.
6. Click **OK**.

#### Related information

[Remove your settings from the BlackBerry Desktop Software, 4](#)

## Set up your tablet with the BlackBerry Desktop Software

The first time that you connect your BlackBerry PlayBook tablet to your Mac computer and use the BlackBerry Desktop Software, you are prompted to set up your tablet. You can change these settings at any time by clicking Device Options on the main screen.

1. Connect your tablet to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Device Name** field, type a name for your tablet.
4. In the **Keep this amount of memory free** section, specify the amount of storage space that you want to keep free for files other than music files.
5. Click **OK**.

## Remove your settings from the BlackBerry Desktop Software

If you want to stop associating your BlackBerry smartphone or your BlackBerry PlayBook tablet with the BlackBerry Desktop Software that is installed on your computer, you can remove your current settings.

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

If you want to reassociate your smartphone or tablet with the BlackBerry Desktop Software, connect your device to your computer and complete the instructions in the BlackBerry Desktop Software to add a new smartphone or tablet.

#### Related information

[Set up your smartphone with the BlackBerry Desktop Software, 3](#)

## Delete the data from your smartphone

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

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

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

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. On the **Device** menu, click **Clear Data**.
4. Do one of the following:
  - To delete all your smartphone data, click **All data**.
  - To delete specific data, click **Selected data**. Select the checkbox beside one or more databases.
5. To delete all data from the built-in memory storage, select the **Clear on-board device data** checkbox.
6. If necessary, do any of the following:
  - To create a backup file for your smartphone data, select the **Back up data before clearing** checkbox.
  - To change the name of the backup file, in the **Backup File Name** field, type a new file name.
  - To encrypt the backup file, select the **Encrypt backup file** checkbox. Type a password.
7. Click **Clear**.

### Related information

[Back up smartphone data or tablet data, 8](#)

## Turn on confirmation prompts

If you turned off confirmation prompts, you can turn them on again by resetting the confirmation prompt option.

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences**.
3. Beside the **Reset all dialog warnings** field, click **Reset**.

## Change your BlackBerry Desktop Software automatic update preferences

By default, the BlackBerry Desktop Software checks for updates for the BlackBerry Desktop Software software once a week. When a new version of the BlackBerry Desktop Software is available for download, you can choose to install the update or ignore the update notification.

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences**.
3. Do any of the following:
  - To change how often the BlackBerry Desktop Software checks for updates, in the **Check for Updates** drop-down list, click an interval.
  - To automatically download each new version of the BlackBerry Desktop Software when it's available, select the **Automatically download updates when they are available** checkbox. The installation wizard starts automatically after the download completes.
4. Click **OK**.

## Check for BlackBerry Desktop Software updates

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

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Check For Updates**.
3. If an update is available, do any of the following:
  - To download the update, click **Download Update**. To install the update now, click **Quit and Install**. To install the update at a later time, click **Later**.
  - To have the BlackBerry Desktop Software prompt you at a later time to download the update, click **Remind Me Later**. The BlackBerry Desktop Software prompts you the next time it is scheduled to check for a BlackBerry Desktop Software update.
  - To ignore this update and not be reminded about it again, click **Ignore This Version**.
4. Click **OK**.

## Find more information

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

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



- [www.blackberry.com/desktop](http://www.blackberry.com/desktop): Download the latest version of the BlackBerry Desktop Software.

**Related information**

[About the BlackBerry Desktop Software, 3](#)

# Backup and restore

## About backing up and restoring data

You can back up and restore most of the data on your BlackBerry smartphone and BlackBerry PlayBook tablet, including settings, fonts, saved searches, and browser bookmarks.

If you're using a smartphone, you can also back up your messages and organizer data.

If you're using a tablet, you can also back up your media files.

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

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

## Back up smartphone data or tablet data

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

1. Connect your BlackBerry smartphone or BlackBerry PlayBook tablet to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Back Up** icon at the top of the screen.
4. Do one of the following:
  - To back up all smartphone data or tablet data, click **All data**.
  - To back up specific data, click **Selected data**. Select the checkbox beside one or more databases.
5. If necessary, do the following:
  - To change the name of your backup file, in the **Backup File Name** field, type a new file name.
  - To encrypt your smartphone data or tablet data, select the **Encrypt backup file** checkbox.
  - If your smartphone includes built-in media storage and you want to back up the files that are saved to this location, select the **Back up built-in media storage** checkbox. To perform this task, on your smartphone, mass storage mode must be turned on.
6. Click **Back Up**.

If you encrypted your backup data, type a password when you are prompted.

## Restore smartphone data or tablet data

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

You can restore data that has been backed up in a .bbb file from your Mac computer or data that has been backed up in an .idp file from your Windows computer. When you restore data to your smartphone or BlackBerry PlayBook tablet, all files are deleted from your smartphone or tablet before the backup file is restored.

1. Connect your smartphone or tablet to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Restore** icon at the top of the screen.
4. Do one of the following:
  - Click a backup file. To restore all data in the backup file, click **Restore all data**. To restore specific data in the backup file, click **Restore selected data**. Select the checkbox beside one or more databases.
  - To restore data from a backup file that is not listed, click **Open Another Backup File**. Navigate to the .bbb file or .idp file. Click **Open**.
5. Click **Restore**.

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

## Schedule automatic backups

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. Click **Device Options**.
3. On the **Backup** tab, select the **Automatically back up when device is connected** checkbox.
4. In the drop-down list, click an interval.
5. To back up your BlackBerry smartphone data, do one of the following:
  - To back up all smartphone data, click **All device application data**.
  - To back up specific smartphone data, click **All device application data except**. To exclude messages, select the **Messages** checkbox. To exclude your organizer data, select the **Information data, such as calendars or your contacts** checkbox.
6. To back up all of the media files on your BlackBerry PlayBook tablet, select the **Include media in automatic backup** checkbox.
7. To encrypt the backup file, select the **Encrypt automatic backup file** checkbox.
8. Click **OK**.

## Change the location of backup files on your computer

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

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. On the **BlackBerry Desktop Software** menu, click **Preferences**.
3. In the **Backup Location** section, click **Change**.
4. Browse to the new location. Click **Open**.
5. Click **OK**.

To reset the default location, click **Reset**.

# Organizer data synchronization

## About synchronizing your organizer data

You can synchronize your organizer data between your BlackBerry smartphone and your Mac computer. Organizer data includes your contacts, calendar entries, tasks, notes, and memos. This feature isn't available for the BlackBerry PlayBook tablet.

If wireless data synchronization is not available for your smartphone, or you have turned it off, you can synchronize your organizer data using the BlackBerry Desktop Software. You can turn off wireless synchronization for each organizer application on your smartphone.

### Related information

[Turn on Sync Services, 11](#)

[Turn off wireless synchronization on your smartphone, 11](#)

## Turn on Sync Services

Before you can synchronize the data on your BlackBerry smartphone with the organizer applications on your computer, you must turn on Sync Services on your computer.

1. On your computer, in the **Applications** folder, click the **iSync** icon.
2. On the **iSync** menu, click **Preferences**.
3. Select the **Enable syncing on this computer** checkbox.
4. Exit the application.

You might also need to turn on Sync Services for individual organizer applications on your computer. For more information, see the help for the organizer application that you want to use for synchronization.

## Turn off wireless synchronization on your smartphone

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

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

## Synchronize your calendar

1. Connect your BlackBerry smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Calendar**.
4. In the **Sync Calendar** field, click **Two Way**.
5. Do one of the following:
  - To synchronize all your calendars, click **All Calendars**.
  - To synchronize specific calendars, click **Selected Calendars**. Select the checkbox beside one or more calendars.
6. In the **Add events created on BlackBerry device to** list, click the calendar on your computer that you want to synchronize calendar entries from your smartphone to.
7. To select the type of calendar entries that you want to synchronize, in the **Advanced Settings** section beside the **Sync** field, click an option.
8. Click **Sync**.

### Related information

Troubleshooting: [Organizer data synchronization, 14](#)

## Synchronize your contacts

1. Connect your BlackBerry smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Contacts**.
4. In the **Sync Contacts** field, click **Two Way**.
5. Do one of the following:
  - To synchronize all your contacts, click **All contacts and groups**.
  - To synchronize specific contacts and groups, click **Selected groups**. Select the checkbox beside one or more contacts or groups.
6. Click **Sync**.

### Related information

Troubleshooting: [Organizer data synchronization, 14](#)

## Synchronize your memos and notes

1. Connect your BlackBerry smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Notes**.
4. In the **Sync Notes** field, click **Two Way**.

5. In the **Sync Account** section, select the application for your notes and memos.
6. Click **Sync**.

#### Related information

[Troubleshooting: Organizer data synchronization, 14](#)

## Synchronize your tasks

1. Connect your BlackBerry smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click **Tasks**.
4. In the **Sync Tasks** field, click **Two Way**.
5. Do one of the following:
  - To synchronize tasks from all your calendars, click **All Calendars**.
  - To synchronize tasks from specific calendars, click **Selected Calendars**. Select the checkbox beside one or more calendars.
6. In the **Add tasks created on BlackBerry device to** list, click the calendar on your computer that you want to synchronize the tasks from your smartphone to.
7. To select the type of tasks that you want to synchronize, in the **Advanced Settings** section beside the **Sync** field, click an option.
8. Click **Sync**.

#### Related information

[Troubleshooting: Organizer data synchronization, 14](#)

## Synchronize your organizer data and media files automatically when you connect your smartphone

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

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

#### Related information

[Troubleshooting: Organizer data synchronization, 14](#)

## Troubleshooting: Organizer data synchronization

### The organizer data on my smartphone is out of date

If your organizer data on your BlackBerry smartphone is out of date, you can try replacing the organizer data on your smartphone with the organizer data that is on your Mac computer.

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Information** section in the left pane, click the organizer data that you want to synchronize.
4. In the **Sync <organizer data type>** field, select **Two Way**.
5. In the **Advanced Settings** section, select the **Replace all <organizer data type> on this BlackBerry device** checkbox.
6. Click **Sync**.

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

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

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

### I receive a message that my default services have changed

This message appears during synchronization if one of the default services on your BlackBerry smartphone has changed.

1. Cancel your data synchronization.
2. On your smartphone, verify that your default services are set as you expect. On the Home screen or in a folder, click the **Options** icon. Click **Advanced Options**. Click **Default Services**.
3. Synchronize your data again in the BlackBerry Desktop Software.

### I cannot synchronize the data on my smartphone with the organizer applications on my computer

If you cannot synchronize your data, you might need to turn on Sync Services on your Mac computer or turn on Sync Services in the individual organizer applications on your computer.

If you are using Microsoft Entourage, see the information about turning on Sync Services in the Microsoft Entourage help.



## A calendar entry that I changed on my smartphone isn't synchronized to the calendar on my computer

Web-based calendars that are integrated into iCal, such as the calendar application in Google Mail, can only be synchronized from your computer to your BlackBerry smartphone and not from your smartphone to your computer.

Try updating the calendar entries in the calendar application on your computer.

# Applications

## About applications

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

When your smartphone is connected to your computer, the Applications screen in the BlackBerry Desktop Software lists applications that are currently on your smartphone and new or updated applications that are available for you to add. This feature isn't available for the BlackBerry PlayBook tablet.

## Add smartphone applications

**CAUTION:** During the update process, you cannot use your BlackBerry smartphone and you cannot use the BlackBerry Desktop Software to perform other tasks such as deleting other smartphone applications or updating your BlackBerry Device Software. If you disconnect your smartphone from your computer or cancel the update process before it is complete, your smartphone might be unusable until you restart and complete the update.

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Applications** icon at the top of the screen.
4. Do any of the following:
  - In the list of available applications, select the checkbox beside one or more applications.
  - To install a third-party application that you downloaded to your computer, click the + icon. Select the .alx file for the third-party application. Click **Open**.
5. Click **Start**.
6. Complete the instructions on the screen.

## Update smartphone applications

You can update the BlackBerry Device Software and other smartphone applications to access new features and functions that are available in a later version. By default, your smartphone data and settings are backed up before the update begins. Before you update your BlackBerry Device Software, you should verify that you have the most recent version of the BlackBerry Desktop Software on your computer.

**CAUTION:** During the update process, you cannot use your BlackBerry smartphone and you cannot use the BlackBerry Desktop Software to perform other tasks such as deleting other smartphone applications. If you disconnect your smartphone from your computer or cancel the update process before it is complete, your smartphone might be unusable until you restart and complete the update.

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.

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

**Related information**

[Check for BlackBerry Desktop Software updates, 6](#)

## Delete smartphone applications

**CAUTION:** During the removal process, you cannot use your BlackBerry smartphone and you cannot use the BlackBerry Desktop Software to perform other tasks such as adding smartphone applications or updating your BlackBerry Device Software. If you disconnect your smartphone from your computer or cancel the process before the applications are deleted, your smartphone might be unusable until you restart and complete the process.

1. Connect your smartphone to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Applications** icon at the top of the screen.
4. Clear the checkbox beside one or more applications that you want to delete.
5. Click **Start**.
6. Complete the instructions on screen.

## Troubleshooting: Applications

### I cannot send or receive email messages

If you cannot send or receive email messages after you update your BlackBerry Device Software, you might need to reactivate your BlackBerry smartphone. For more information, contact your wireless service provider or administrator.

# Software updates

## Update your BlackBerry Device Software

You might want to update your BlackBerry Device Software for one of the following reasons:

- To access new applications and features
- To resolve a technical issue
- Your wireless service provider requires that you update the BlackBerry Device Software

By default, your BlackBerry smartphone data and settings are backed up before the update begins. Before you update your BlackBerry Device Software, verify that you have the most recent version of the BlackBerry Desktop Software on your computer.

It might take up to an hour to update your software. During that time, you cannot disconnect your smartphone from your computer.

1. Connect your smartphone to your computer.
2. On your computer, in the Applications folder, click the **BlackBerry Desktop Software** icon.
3. Click the **Applications** icon at the top of the screen.
4. If a recommended update doesn't appear, click **Check for Updates**. If updates are available, select an update to install.
5. Do any of the following:
  - To check for other versions of the applications, click **Show other versions**.
  - To back up and restore your smartphone data, select the **Back up and restore device data** checkbox.
  - To back up and restore your third-party applications, select the **Back up and restore third-party applications** checkbox.
6. Click **Start Update**.
7. Complete the instructions on the screen.

## Update your BlackBerry Tablet OS

You might want to update your BlackBerry Tablet OS for one of the following reasons:

- To access new applications and features
- To resolve a technical issue

By default, your BlackBerry PlayBook tablet data and settings are backed up before the update begins. Before you update your BlackBerry Tablet OS, verify that you have the most recent version of the BlackBerry Desktop Software on your computer.

It might take up to an hour to update your tablet software. During that time, you cannot disconnect your tablet from your computer.

1. Connect your tablet to your computer.
2. On your computer, in the Applications folder, click the **BlackBerry Desktop Software** icon. If a software update is available, you receive a prompt with a description of the update.

3. Click **Update**.
4. Complete the instructions on the screen.

# Switch to a new smartphone

## About switching to a new smartphone

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

This feature isn't available for the BlackBerry PlayBook tablet.

## Switch to a new smartphone

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

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

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

# Media

## About media files

You can manage your media files—music, pictures, and videos—between your BlackBerry smartphone and your Mac computer, or your BlackBerry PlayBook tablet and your computer.

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

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

**Related information**

[Supported media file formats, 21](#)

## Supported media file formats

Media type	Supported file types
Music	<div>File extensions:</div> <ul style="list-style-type: none"><li>• .wav</li><li>• .wma</li><li>• .mp3</li><li>• .m4a</li><li>• .aac</li></ul> <div><b>Note:</b> Audio files that contain digital rights management (DRM) technologies are not supported. If you purchase songs from the iTunes Store, only iTunes Plus versions are supported in the BlackBerry Desktop Software.</div>
Pictures	<div>File extensions:</div> <ul style="list-style-type: none"><li>• .jpg</li><li>• .tiff</li><li>• .raw</li><li>• .bmp</li><li>• .png</li></ul>

Media type	Supported file types
	<ul style="list-style-type: none"><li>• .gif</li></ul>
Videos	<p>File extensions:</p> <ul style="list-style-type: none"><li>• .mpeg</li><li>• .mp4</li><li>• .mov</li><li>• .avi</li><li>• .mpg</li></ul> <p>File formats:</p> <ul style="list-style-type: none"><li>• H.263</li><li>• H.264</li><li>• MPEG</li><li>• MPEG-4</li><li>• QuickTime</li></ul> <p>Audio formats:</p> <ul style="list-style-type: none"><li>• AAC</li><li>• AMR</li></ul> <p><b>Note:</b> Only mono and stereo videos are supported. Other video formats might be supported if the applicable codecs are installed. Videos that are supported in the QuickTime software should also be supported in the BlackBerry Desktop Software.</p>

## Synchronize your music from your computer to your smartphone or tablet

To perform this task, on your BlackBerry smartphone, mass storage mode must be turned on.

The number of iTunes songs and playlists that you can synchronize depends on the amount of storage space on your media card or built-in media storage that is available for storing music files.

1. Connect your smartphone or BlackBerry PlayBook tablet to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. In the **Media** section in the left pane, click **Music**.
4. Select the **Sync music** checkbox.
5. Do any of the following:
  - To synchronize your entire music collection, select the **Sync all music** checkbox.



- To synchronize videos from iTunes, select the **Include videos** checkbox.
  - To synchronize specific playlists or synchronize music by artist or genre, select the checkbox beside one or more playlists, artists, or genres.
  - To synchronize a random selection of your remaining iTunes songs that aren't in a playlist, select the **Fill with random music** checkbox. These songs appear in the Random Music playlist in the Music application on your smartphone or tablet.
6. Click **Sync**.

## Synchronize your pictures from your computer to your smartphone or tablet

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

## Synchronize your videos from your computer to your smartphone or tablet

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

## Import pictures and videos from your smartphone or tablet to your computer

You cannot import pictures or videos if encryption for media files on your BlackBerry smartphone is turned on.

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

## Import new pictures and videos to your computer automatically when you connect your smartphone or tablet

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

1. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
2. Click **Device Options**.
3. On the **Import** tab, select the **Automatically import media when device is connected** checkbox.
4. Do any of the following:
  - To import new pictures that are on your smartphone or tablet to your computer, select the **Import pictures** checkbox.
  - To import new videos that are on your smartphone or tablet to your computer, select the **Import videos** checkbox.
  - To delete your media files from your smartphone or tablet after they are imported to your computer, select the **Delete imported media from device** checkbox.
  - To open the iPhoto software after your media files are imported to your computer, select the **Start iPhoto after importing new media** checkbox.
5. In the **Import Media From** section, do one of the following for your smartphone:
  - To import media from any folder on your media card, click **All folders on media card**.
  - To import media from your media folders only, click **Media folders on media card**.

6. Click **OK**.
7. Connect your smartphone or tablet to your computer to begin importing your media files.

## Delete media files from your smartphone or tablet

You can delete media files that you synchronized from your computer to your BlackBerry smartphone or BlackBerry PlayBook tablet using the BlackBerry Desktop Software.

1. Connect your smartphone or tablet to your computer.
2. On your computer, in the **Applications** folder, click the **BlackBerry Desktop Software** icon.
3. Click **Device Options**.
4. On the **Media** tab, click **Delete**.

## Troubleshooting: Media

### Some of my music didn't synchronize to my smartphone or tablet

If some of your music didn't synchronize to your BlackBerry smartphone or BlackBerry PlayBook tablet, a warning icon appears in the Media section in the left pane. You can click on this icon to view a list of possible causes.

Try the following actions:

- Verify that your media card or built-in media storage has enough available storage space to store your songs.
- Verify that your music does not contain digital rights management (DRM) technologies.
- Verify that your music is in a supported format.
- Verify that mass storage mode is turned on for your smartphone.

### My smartphone doesn't recognize my media card

Try the following actions:

- Verify that your media card is inserted in your BlackBerry smartphone correctly. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.
- On your smartphone, in your media card options, if there is a message to format your media card, disconnect your smartphone from your computer. Turn off mass storage mode. Format the media card. Turn on mass storage mode.

## Error messages

## Exceeded storage limit

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

Try the following actions:

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

# Wi-Fi music sync

## About Wi-Fi music sync

You can use Wi-Fi music sync on your BlackBerry smartphone to browse songs and playlists that are in your iTunes library on your computer. This feature isn't available for the BlackBerry PlayBook tablet.

You can select songs and playlists that you want to download to your smartphone, and when your smartphone is within range of your Wi-Fi network or when you connect your smartphone to your computer with a USB cable, the songs and playlists are downloaded to your smartphone. You can also create and change playlists and synchronize these playlists from your smartphone to your computer.

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

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

### Related information

[Prerequisites: Wi-Fi music sync, 27](#)

## Prerequisites: Wi-Fi music sync

Your BlackBerry smartphone must be running BlackBerry 6 or higher.

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

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

### Related information

[About Wi-Fi music sync, 27](#)

[Connect to a Wi-Fi network on your smartphone, 28](#)

[Install Wi-Fi music sync on your smartphone, 28](#)

## Install Wi-Fi music sync on your smartphone

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

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

### Related information

[Prerequisites: Wi-Fi music sync, 27](#)

[Connect to a Wi-Fi network on your smartphone, 28](#)

## Connect to a Wi-Fi network on your smartphone

For more information about connecting your BlackBerry smartphone to a Wi-Fi network, see the help on your smartphone.

1. On your smartphone, on the home screen, click the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network**.
3. If you want to connect to a public hotspot or to a Wi-Fi network that doesn't require authentication, select the **Show Open networks only** checkbox.
4. Click the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type a password for the network.

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

### Related information

[Prerequisites: Wi-Fi music sync, 27](#)

[Install Wi-Fi music sync on your smartphone, 28](#)

[I cannot connect to a Wi-Fi network, 29](#)

## Download a song to your smartphone that is on your computer

If a song or playlist is on your computer but hasn't been downloaded to your BlackBerry smartphone, it appears dimmed in the Music application.

1. On your smartphone, on the home screen, click the **Media** icon > **Music** icon.
2. Find and click a song or playlist that is dimmed.

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

### Related information

[Prerequisites: Wi-Fi music sync, 27](#)

[Wi-Fi music sync isn't working as expected, 30](#)

## Clear your download history

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

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

## Troubleshooting: Wi-Fi music sync

### I cannot connect to a Wi-Fi network

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

Try the following actions:

- Verify that you have turned on the connection to the Wi-Fi network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Set Up Wi-Fi application, the Wi-Fi network might be hidden. If you know the network name, connect to the Wi-Fi network manually.
- In the Set Up Wi-Fi application, verify that the options for the Wi-Fi network are correct.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your BlackBerry smartphone to scan for available Wi-Fi networks.

- If your wireless service provider supports UMA, verify that your connection preference is not set to Mobile Network Only.
- If your email account uses a BlackBerry Enterprise Server, your smartphone might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you are using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup, and that it has been set to send its profile. Verify that another smartphone is not also attempting to connect at the same time, and that not more than one access point within range is in this mode.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you have installed the root certificate for the certificate authority server that created the certificate for the authentication server.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you have added your authentication certificate to your smartphone.
- You cannot use a connection to a computer-to-computer network created on a Mac computer.

#### Related information

[Connect to a Wi-Fi network on your smartphone, 28](#)

## Wi-Fi music sync isn't working as expected

If you're unable to use Wi-Fi music sync to download your music or if you can't view your music from Wi-Fi music sync, try the following actions:

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

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

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

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

- On your smartphone, in the browser, type the following URL: `http://<IP address>:4481/mediasync/music`. If you're prompted, accept the certificate warning. If the webpage displays the text "Wireless music sync", then your smartphone is connected to the same network as your computer. If you receive a display error, your smartphone isn't connected properly to the same network as your computer or there might be a firewall issue or routing issue.



- If your computer, router, or wireless network has a firewall, verify that ports 4481 and 4482 are open for TCP and UDP, and that the BlackBerry Desktop Software is allowed by the firewall. For more information and instructions, see the documentation for your firewall software.
- If your router has UDP broadcast, verify that UDP broadcast is turned on. Most routers support this feature and don't mention it, but your router might need special configuration. For instructions, see the documentation that came with your router.
- Verify that your gateway IP address is the same on both your smartphone and your computer, and that both your smartphone and computer IP addresses are on the same subnet.

**Related information**

[Pending songs are not downloaded to my smartphone, 31](#)

## Some song details aren't appearing on my smartphone

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

## Pending songs are not downloaded to my smartphone

If the songs in your Wi-Fi Music Sync list are pending and aren't being downloaded from your computer to your BlackBerry smartphone, try the following actions:

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

**Related information**

[Wi-Fi music sync isn't working as expected, 30](#)

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