BlackBerry Desktop Software

Version: 7.1

User Guide

BlackBerry®

Contents

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 your BlackBerry PlayBook tablet with your computer.

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

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

Additionally, you can do the following tasks with your smartphone:

- Synchronize your organizer data (calendar entries, contacts, tasks, and memos)
- Manage and update your smartphone applications
- Use your smartphone as a modem to connect to the Internet from your computer

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

The first time you open the BlackBerry Desktop Software, you're prompted to set some preferences, like starting the software when you connect your smartphone or tablet and automatically checking for software updates.

The home screen of the BlackBerry Desktop Software provides you with quick access to common tasks and provides information about your connected smartphone or tablet, such as the model information and the last dates that your data was backed up and 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

The first time that you connect your BlackBerry smartphone to your computer and use the BlackBerry Desktop Software, the BlackBerry Desktop Software prompts you to set up your smartphone. You can change these settings at any time by clicking Device > Device options.

1. On your computer, open the BlackBerry Desktop Software.
2. Connect your smartphone to your computer. If prompted, click **Yes** to make this smartphone the active smartphone.

   - To start using this smartphone, click **Get started with this device**.
   - To switch from an existing smartphone, click **Copy data and settings from another device**. Follow the instructions on the screen to move your data to your new smartphone.
3. If your smartphone is associated with a BlackBerry Enterprise Server, do one of the following:

   - To use your corporate email account and email address, click **Add my enterprise email account**. Follow the instructions on the screen to associate your smartphone with your corporate email account that is on your computer.
   - To use a different email account, click **Don't add the account**.
4. Type a name for your smartphone. This name is displayed in the BlackBerry Desktop Software on the home screen and in the Device menu.
5. To start certain tasks automatically each time that you connect your smartphone, do any of the following:

   - To back up your smartphone data and settings, select the **Back up my device** checkbox. In the drop-down list, select how often you want to back up your smartphone data and settings.
   - To synchronize your calendar entries, contacts, memos, and tasks, select the **Organizer data** checkbox.
   - To synchronize your songs, pictures, and videos, select the **Media files** checkbox.
   - To keep your smartphone time synchronized with your computer, select the **My computer's date and time with my device** checkbox.
6. If you want to synchronize your music, in the **Media settings** section, select the music source for your music library.
7. If your smartphone includes built-in media storage and you want to save your media files to this storage location instead of a media card, in the **Store media on** drop-down list, click **Device**.
8. Click **Finish**.

After your smartphone is added, keep it connected to your computer so that the BlackBerry Desktop Software can check for updated software that might be available.

Related information

Set up your tablet with the BlackBerry Desktop Software

The first time that you connect your BlackBerry PlayBook tablet to your computer and use the BlackBerry Desktop Software, the BlackBerry Desktop Software prompts you to set up your tablet. You can change these settings at any time by clicking Device > Device options.

1. On your computer, open the BlackBerry Desktop Software.
2. Connect your tablet to your computer. If prompted, click **Yes** to make this tablet the active tablet.

    - To start using this tablet, click **Get started with this device**.
    - To switch from an existing tablet, click **Copy data and settings from another device**. Follow the instructions on the screen to move your data to your new tablet.
3. Type a name for your tablet. This name is displayed on the home screen of the BlackBerry Desktop Software and in the Device menu.
4. To start certain tasks automatically each time that you connect your tablet, do any of the following:

    - To back up your tablet data and settings, select the **Back up my device** checkbox. In the drop-down list, select how often you want to back up your tablet data and settings.
    - To synchronize your songs, pictures, and videos, select the **Media files** checkbox.
5. If you want to synchronize your music, in the **Media settings** section, select the music source for your music library.
6. Click **Finish**.

After your tablet is added, keep it connected to your computer so that the BlackBerry Desktop Software can check for updated software that might be available.

Related information

Activate your smartphone with a BlackBerry Enterprise Server

Activate your smartphone with BlackBerry Enterprise Server for Microsoft Exchange Server

If your BlackBerry smartphone is associated with a BlackBerry Enterprise Server, you can activate your smartphone to access your corporate email account.

You can also activate your smartphone with the BlackBerry Enterprise Server when you set up your smartphone with the BlackBerry Desktop Software. If you use the BlackBerry Desktop Software to switch to a new BlackBerry smartphone, your activation settings are copied to your new smartphone.

For more information about the following settings, contact your administrator.

1. Connect your smartphone to your computer that is part of your corporate network.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Enterprise Email** tab, in the **Email system** drop-down list, click **Microsoft Exchange (Outlook Client)**.
4. Do one of the following:

    - If you haven't selected a profile for Microsoft Outlook, select one in the **Profile Options** window when you're prompted.
    - If you have selected a profile and you want to change it, click **Change** to browse for a different profile.

5. Do any of the following optional steps:

    - To add the name of your email account on your smartphone, type the name in the **Service name** field.
    - To include a signature in your outgoing email messages, type a signature in the **Email signature** field.
    - To save copies of the email messages from your smartphone to the **Sent Items** folder in your Microsoft Outlook email account, select the **Save sent emails** checkbox.

6. Click **OK**.

Activate your smartphone with BlackBerry Enterprise Server for IBM Lotus Notes

If your BlackBerry smartphone is associated with a BlackBerry Enterprise Server, you can activate your smartphone to access your corporate email account.

You can also activate your smartphone with the BlackBerry Enterprise Server when you set up your smartphone with the BlackBerry Desktop Software. If you use the BlackBerry Desktop Software to switch to a new BlackBerry smartphone, your activation settings are copied to your new smartphone.

For more information about the following settings, contact your administrator.

1. Connect your smartphone to your computer that is part of your corporate network.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Enterprise Email** tab, in the **Email system** drop-down list, click **Microsoft Exchange (Outlook Client)**.
4. Do one of the following:

    - If you haven't selected a server, click **Select server** > **IBM Lotus Domino**.
    - If you have selected a server and you want to change it, click **Change** to browse for a different server.

5. Do any of the following optional steps:

    - To add the name of your email account on your smartphone, type the name in the **Service name** field.
    - To include a signature in your outgoing email messages, type a signature in the **Email signature** field.
    - To save copies of the email messages from your smartphone to the **Sent Mail** folder in your IBM Lotus Notes email account, select the **Save sent emails** checkbox.

6. Click **OK**.

Prerequisites: Bluetooth connections

- Verify that your BlackBerry smartphone is running BlackBerry Device Software 4.1 or later.
- Verify that your computer is running Windows XP SP 3 or later. For more information about the Bluetooth adapters that are supported in Windows XP SP 3 or later, visit www.blackberry.com/support.
- If your smartphone is not paired with your computer, on your smartphone, verify that Bluetooth technology is turned on. For more information about pairing, click **Help** on your smartphone.

Related information

Connect your smartphone to your computer using Bluetooth technology

If you don't want to connect your BlackBerry smartphone to your computer with a USB cable, you can connect using Bluetooth technology. If you're using Bluetooth technology to connect to your computer, you cannot update your smartphone software, add, update, or delete your applications or media files, or switch smartphones using the BlackBerry Desktop Software.

1. In the BlackBerry Desktop Software, click **Tools** > **Add Bluetooth device**.
2. Do one of the following:

    - If your smartphone is paired with your computer, in the **Bluetooth® Devices** window, click your smartphone. Click **OK**.

    - If your smartphone isn't paired with your computer, click **Add**. Click a smartphone with Bluetooth connectivity turned on. Click **OK**. Follow the prompts to pair your smartphone. After the smartphone is paired, in the **Bluetooth® Devices** window, click your smartphone. Click **OK**.
3. Click **OK**.

Start tasks automatically when you connect your smartphone

You can set certain BlackBerry Desktop Software tasks to start when you connect your BlackBerry smartphone to your computer.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **General** tab, in the **When I connect my device** section, do any of the following:

    - To back up your smartphone data and settings, select the **Back up my device** checkbox. In the drop-down list, click how often you want to back up your smartphone data and settings.

    - To synchronize your calendar entries, contacts, memos, and tasks, select the **Organizer data** checkbox.

    - To synchronize your songs, pictures, and videos, select the **Media files** checkbox.

- To keep the date and time on your smartphone synchronized with the date and time on your computer, select the
  My computer's date and time with my device checkbox.
- If you have certificate synchronization turned on and you want to synchronize certificates, select the **Certificates**
  checkbox. To specify an interval to synchronize your certificates again during the same BlackBerry Desktop
  Software session, select the **Re-synchronize periodically (hours)** checkbox. In the drop-down list, click an
  interval.

4. Click **OK**.

Related information

Delete the data from your smartphone

Before you delete the data from your BlackBerry smartphone, consider backing up your data so that you have a copy on
your computer. If you have turned on encryption, the process for deleting all smartphone data can take up to an hour to
complete.

CAUTION: You can't stop the process for deleting all data after you start it. If you reset your smartphone, the process
continues after the smartphone restarts.

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.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Delete data**.

    - To delete all your smartphone data, click **All data**.
    - To delete specific data, click **Selected data**. Select the checkbox beside one or more types of data

3. If necessary, do any of the following:

    - If your smartphone includes built-in media storage, select the **Delete files saved on my device's built-in media
      storage** checkbox.
    - To create a backup file for your smartphone data, select the **Back up data before deleting** checkbox. To encrypt
      the backup file, select the **Encrypt backup file** checkbox. Type a password.

4. Click **Delete**.

Reset the BlackBerry Desktop Software settings

You can reset all the settings in the BlackBerry Desktop Software to the default settings.

1. Connect your BlackBerry device to your computer.
2. In the BlackBerry Desktop Software, click **Tools** > **Desktop options**.
3. On the **General** tab or **Bluetooth** tab, click **Restore default settings**.
4. To revert any settings that you might have changed for the BlackBerry Desktop Software, click the **Desktop options and settings** checkbox.
5. To receive message prompts again that you previously chose to stop receiving, click the **"Don't show this message again" prompts** checkbox.
6. Click **Restore**.

Remove your settings from the BlackBerry Desktop Software

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

1. On your computer, open the BlackBerry Desktop Software.
2. In the **Device** menu, click the name of your smartphone or tablet.
3. Click **Device** > **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 steps to add a new smartphone or new tablet.

Related information

Check for BlackBerry Desktop Software updates

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

1. In the BlackBerry Desktop Software, click **Help** > **Check for updates**.
2. If an update is available, review the information on the screen and if you want to install it, click **Get update**.
3. After the update is downloaded, close the BlackBerry Desktop Software when you are prompted to.
4. Open the BlackBerry Desktop Software again to complete the installation.
5. Click **Close** when the update is complete.

You might need to restart your computer after the update is installed.

Find more information

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

*   http://na.blackberry.com/eng/support/software/desktop.jsp: View support information, including Knowledge Base articles and forums.
*   www.blackberry.com/desktop/docs: View the latest help associated with this release.
*   http://docs.blackberry.com: Find the latest user guide for your BlackBerry device or click **Help** on your device.
*   www.blackberry.com/desktop: Download the latest version of the BlackBerry Desktop Software.

Troubleshooting: Basics

My computer doesn't detect my smartphone or tablet

If your computer doesn't detect your BlackBerry smartphone, try the following:

- If you're using a USB cable to connect your smartphone to your computer, verify that the USB cable isn't damaged. If it isn't damaged, disconnect and reconnect the USB cable.
- If you're using Bluetooth technology to connect your smartphone to your computer, verify that the Bluetooth connection is turned on and your smartphone is paired with your computer. Verify that your smartphone is within range of your computer (a typical range is approximately 10 m).
- Verify that your smartphone is charged.
- Verify that mass storage mode is turned on.
- Verify that you have a media card or built-in media storage.
- If your smartphone is running BlackBerry 6 or later and Wi-Fi music sync is turned on, verify that your smartphone is connected to the same Wi-Fi network as your computer.
- On your computer, turn off synchronization applications or antivirus applications temporarily.

If your computer doesn't detect your BlackBerry PlayBook tablet, try the following:

- If you're using a USB cable to connect your tablet to your computer, verify that the USB cable isn't damaged. If it isn't damaged, disconnect and reconnect the USB cable.
- Verify that your tablet is charged.
- On your computer, turn off synchronization applications or antivirus applications temporarily.
- If your computer is running Windows XP x64 Edition and your computer's certification authority does not support SHA2-256 encryption, you must download a hotfix from Microsoft. For more information, visit www.support.microsoft.com to read article 968730.

Related information

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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, the BlackBerry Desktop Software saves your backup files to My Documents/BlackBerry/Backup on your computer.

Back up smartphone data or tablet data

Before you begin: If you're using a BlackBerry smartphone that includes built-in media storage, mass storage mode must be turned on.

1. Connect your smartphone or BlackBerry PlayBook tablet to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Back up**.
3. Do one of the following:

   - To back up all your smartphone data or tablet data, click **Full (all device data and settings)**.
   - To back up all your smartphone data except for email messages, click **Quick (exclude email)**.
   - To select which types of smartphone data or tablet data to back up, click **Custom (selected data only)**. Select the checkbox next to the data you want to back up.

4. If your smartphone includes built-in media storage and you want to back up data that is stored there, select the **Files saved on my built-in media storage** checkbox.
5. Do any of the following:

   - To change the default name for the backup file, in the **File name** field, type a new name.
   - To change the folder where the BlackBerry Desktop Software saves your backup files, click **Change** > **Yes**. Browse to a folder and click **OK**.

- To encrypt your data, select the **Encrypt backup file** checkbox. Type a password.
- To save your settings so that you aren't prompted to set these options again when you back up your smartphone or tablet, select the **Don't ask for these settings again** checkbox.

6. Click **Back up**.

Restore smartphone data or tablet data

Before you begin: If you're using a BlackBerry smartphone that includes built-in media storage, mass storage mode must be turned on to restore your smartphone data.

CAUTION: When you restore data to your smartphone or BlackBerry PlayBook tablet, all files that are stored on your smartphone or tablet are deleted before the backup file is restored. If there is data on your smartphone or tablet that is not in the backup file, this data will be lost.

1. Connect your smartphone or tablet to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Restore**.
3. Do one of the following:

   - Select a backup file that contains the data you want to restore.
   - If you don't see the backup file you want to restore, click **Change**. Browse to the folder containing the backup file.

4. Do one of the following:

   - To restore all your smartphone data or tablet data, click **All device data and settings**.
   - To select which smartphone data or tablet data you want to restore, click **Select device data and settings**. Select the checkbox beside the data type that you want to restore.
   - If your smartphone includes built-in media storage, and you want restore it, select the **Files saved on my built-in media storage** checkbox.

5. If the backup file is encrypted, type the password that you set to encrypt.
6. Click **Restore**.

Change the location of backup files on your computer

By default, the BlackBerry Desktop Software saves your backup files to C:\My Documents\BlackBerry\Backup on your computer.

1. In the BlackBerry Desktop Software, click **Device** > **Back up**.

2. In the **File Options** section, click **Change** > **Yes**.

3. Browse to a folder and click **OK.**

Troubleshooting: Backup and restore

I can't restore a backup file to my smartphone or tablet

If you create a backup file on a smartphone that is running BlackBerry 7 or later or a BlackBerry PlayBook tablet that is running BlackBerry PlayBook OS 2.0, the backup file is associated with the BlackBerry ID on the device. You cannot restore a backup file to a device that has a different BlackBerry ID.

Try changing the BlackBerry ID on your device to the BlackBerry ID associated with the backup file.

1. Disconnect your device from your computer.

2. From your device, delete all of the device data. (For more information about how to delete data and third-party applications, see the help on your device.)

3. Complete the setup process for your device and configure the BlackBerry ID user name that was used to create the backup file.

4. Connect your device to your computer. Open the BlackBerry Desktop Software and try to restore the backup file to the device again.

If you still cannot restore the backup file to your device, or if your backup file was created on a smartphone running BlackBerry 6 or earlier or a tablet with the BlackBerry Tablet OS 1.0 installed on it, your backup file might be corrupted. You can't restore a corrupted backup file to your smartphone or tablet. Try restoring a different backup file.

Organizer data

About synchronizing your organizer data

You can synchronize your organizer data between your BlackBerry smartphone and your computer to keep the data the same in both locations. When you make changes, you can synchronize data again to keep your data up-to-date.

If wireless synchronization is not available for your smartphone, or you have turned it off, you can synchronize your organizer data using the BlackBerry Desktop Software instead of over the wireless network. You can turn off wireless synchronization for each organizer application on your smartphone. This feature isn't available for the BlackBerry® PlayBook™ tablet.

Organizer data includes your calendar entries, contacts, tasks, and memos. You can set options for each type of data, such as the application that you use on your computer for your organizer data and how you want to synchronize your data.

Prerequisites: Organizer data synchronization

- To synchronize organizer data, verify that you have configured options for your calendar, contacts, tasks, or memos in the BlackBerry Desktop Software.
- If wireless data synchronization is available for your BlackBerry smartphone, but you want to synchronize your organizer data using the BlackBerry Desktop Software, verify that wireless synchronization is turned off on your smartphone. For more information about wireless synchronization, click **Help** on your smartphone.

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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**.

Related information

Configure your contact synchronization options

Before you can synchronize your contacts between your BlackBerry smartphone and your computer, you need to configure your synchronization options.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Organizer**.
3. Click **Configure** beside Contacts.
4. In the **Sync direction** drop-down list, do one of the following:

    -   To keep contact entries the same on your smartphone and your computer, click **Two way between your device and computer**.
    -   To synchronize updates to the contact entries from your computer to your smartphone, click **One way to your device only**. To replace all entries on your smartphone with the entries on your computer, select the **Replace all entries on your device with the entries on your computer** checkbox.

- To synchronize updates to the contact entries from your smartphone to your computer, click **One way to your computer only**. To replace all entries on your computer with the entries on your smartphone, select the **Replace all entries on your computer with the entries on your device** checkbox.

5. In the **Account Settings** section, in the **Contacts account** drop-down list, click the contacts application that you use on your computer.

6. Click **Configure**. Do one of the following:

    - If you use Microsoft Outlook, in the **Outlook Profile** drop-down list, click your profile.

    - If you use IBM Lotus Notes, click **Browse** to select your .ini file. If necessary, type your password. If you don't want to be prompted for a password, clear the **Prompt at every sync** checkbox.

7. Click **Close** > **OK**.

To go back to the default options for all of your organizer data, in the BlackBerry Desktop Software, click **Organizer** > **Reset settings**.

Related information

Configure your calendar synchronization options

Before you can synchronize your calendar entries between your BlackBerry smartphone and your computer, you need to configure your synchronization options.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Click **Configure** beside Calendar.

4. In the **Sync direction** drop-down list, do one of the following:

    - To keep calendar entries the same on your smartphone and your computer, click **Two way between your device and computer**.

    - To synchronize updates to the calendar entries from your computer to your smartphone, click **One way to your device only**. To replace all entries on your smartphone with the entries on your computer, select the **Replace all entries on your device with the entries on your computer** checkbox.

    - To synchronize updates to the calendar entries from your smartphone to your computer, click **One way to your computer only**. To replace all entries on your computer with the entries on your smartphone, select the **Replace all entries on your computer with the entries on your device** checkbox.

5. If you don't want to synchronize calendar entries that have already passed, select the **Only sync future entries** checkbox.

6. In the **Account Settings** section, in the **Calendar account** drop-down list, click the calendar application that you use on your computer.

7. Click **Configure**. Do one of the following:

    - If you use the calendar application for Windows Vista or Windows 7, click **Browse** to select the location of your Calendars file.

    - If you use Microsoft Outlook, in the **Outlook Profile** drop-down list, click your profile.

    - If you use IBM Lotus Notes, click **Browse** to select your .ini file. If necessary, type your password. If you don't want to be prompted for a password, clear the **Prompt at every sync** checkbox.

8. Click **Close** > **OK**.

To go back to the default options for all of your organizer data, in the BlackBerry Desktop Software, click **Organizer** > **Reset settings**.

Related information

Configure your memo synchronization options

Before you can synchronize your memos between your BlackBerry smartphone and your computer, you need to configure your synchronization options.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Click **Configure** beside Memos.

4. In the **Sync direction** drop-down list, do one of the following:

    - To keep memo entries the same on your smartphone and your computer, click **Two way between your device and computer**.

    - To synchronize updates to the memo entries from your computer to your smartphone, click **One way to your device only**. To replace all entries on your smartphone with the entries on your computer, select the **Replace all entries on your device with the entries on your computer** checkbox.

- To synchronize updates to the memo entries from your smartphone to your computer, click **One way to your computer only**. To replace all entries on your computer with the entries on your smartphone, select the **Replace all entries on your computer with the entries on your device** checkbox.

5. In the **Account Settings** section, in the **Memos account** drop-down list, click the memo application that you use on your computer.

6. Click **Configure**. Do one of the following:

    - If you use Microsoft Outlook, in the **Outlook Profile** drop-down list, click your profile.
    - If you use IBM Lotus Notes, click **Browse** to select your .ini file. If necessary, type your password. If you don't want to be prompted for a password, clear the **Prompt at every sync** checkbox.

7. Click **Close** > **OK**.

To go back to the default options for all of your organizer data, in the BlackBerry Desktop Software, click **Organizer** > **Reset settings**.

Related information

Configure your task synchronization options

Before you can synchronize your tasks between your BlackBerry smartphone and your computer, you need to configure your synchronization options.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Click **Configure** beside Tasks.

4. In the **Sync direction** drop-down list, do one of the following:

    - To keep task entries the same on your smartphone and your computer, click **Two way between your device and computer**.
    - To synchronize updates to the task entries from your computer to your smartphone, click **One way to your device only**. To replace all entries on your smartphone with the entries on your computer, select the **Replace all entries on your device with the entries on your computer** checkbox.
    - To synchronize updates to the task entries from your smartphone to your computer, click **One way to your computer only**. To replace all entries on your computer with the entries on your smartphone, select the **Replace all entries on your computer with the entries on your device** checkbox.

5. If you don't want to synchronize tasks that have already passed, select **Upcoming tasks only**.

6. In the **Account Settings** section, in the **Tasks account** drop-down list, click the calendar application that you use on your computer.

7. Click **Configure.** Do one of the following:

    - If you use Microsoft Outlook, in the **Outlook Profile** drop-down list, click your profile.
    - If you use IBM Lotus Notes, click **Browse** to select your .ini file. If necessary, type your password. If you don't want to be prompted for a password, clear the **Prompt at every sync** checkbox.

8. Click **Close** > **OK**.

To go back to the default options for all of your organizer data, in the BlackBerry Desktop Software, click **Organizer** > **Reset settings**.

Related information

Create filters to limit the organizer data synchronized between your smartphone and your computer

You can set conditions to limit the organizer data that is synchronized between your BlackBerry smartphone and your computer. Before you can create a filter, you must configure synchronization options for your contacts, calendars, memos, and tasks.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Click **Configure** beside the organizer data type.

4. Click **Advanced**.

5. On the **Filters** tab, do one of the following:

    - To limit data that meets all filter conditions, click **All of the following conditions**.
    - To limit data that meets one or more of the filter conditions, click **Any of the following conditions**.

6. Select the organizer data entry field that you want to apply the filter to.

7. Select the operator that specifies the condition of the filter.

8. Select the date or text to filter.

9.   To create an additional filter, click the + icon.

10.   Click **OK** > **OK.**

Customize the fields that synchronize between your smartphone and your computer

You can customize the BlackBerry smartphone fields that synchronize between your smartphone and the organizer data application on your computer. Some fields are already mapped between your smartphone and your computer. Before you can complete this task, you must configure synchronization options for your contacts, calendars, memos, and tasks.

1.   Connect your smartphone to your computer.

2.   In the BlackBerry Desktop Software, click **Organizer**.

3.   Click **Configure** beside the organizer data type.

4.   Click **Advanced**.

5.   To synchronize additional fields or to change the current field mapping, on the **Fields** tab, do any of the following:

   - In the **Device Field** column, select the checkbox beside the smartphone field that you want to synchronize.
   - In the <**Application**> **Field** column, in the drop-down list, click the field that you want the smartphone field to correspond to.

6.   To stop synchronizing a field, in the **Device Field** column, clear the checkbox beside the appropriate field. Fields that can't be unmapped are dimmed.

7.   Click **OK** > **OK.**

Configure synchronization of a secondary collection of organizer data

If you don't want to synchronize your primary contact list, calendar, memos, or tasks from your computer to your BlackBerry smartphone, you can choose to synchronize a different collection of organizer data. For example, you might want to synchronize events from a calendar other than the main calendar on your computer. Before you can complete this task, you must configure synchronization options for your contacts, calendars, memos, and tasks.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Click **Configure** beside the organizer data type.

4. Click **Advanced**.

5. On the **Folders** tab, click **Select different <organizer data type> to sync**.

6. Highlight the contacts application, calendar, memo folder, or task folder, and navigate to the correct folder. Click **Add.**

7. Click **OK** > **OK.**

Synchronize your organizer data

Before you begin: To perform this task, you must first set up organizer data synchronization. Also, on your BlackBerry smartphone, wireless synchronization must be turned off for each type of organizer data that you want to synchronize.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer**.

3. Review the organizer applications and settings that are selected for synchronization and, if necessary, make changes.

4. Click **Sync Organizer**.

Related information

Change your conflict notification

If there are conflicts between the data on your BlackBerry smartphone and the data on your computer, you can choose how you want to handle these conflicts and how often you want to be notified.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Organizer** > **Organizer options**.

3. In the **Conflicts** section, click a notification method.

4.   Click **OK**.

Receive a prompt to confirm your synchronization changes

If you make changes to your synchronization options for organizer data, you can choose to receive a prompt to confirm the changes before the options take effect.

1.   Connect your BlackBerry smartphone to your computer.

2.   In the BlackBerry Desktop Software, click **Organizer** > **Organizer options**.

3.   In the **Confirm Your Changes** section, do one of the following:

   •   To receive a confirmation and details for all synchronization changes, select **Confirm any changes**.

   •   To receive a confirmation before deleting an entry, select **Only confirm when deleting entries**.

   •   To synchronize your organizer data without any confirmation, select **Don't ask for confirmation**.

4.   Click **OK**.

Save log files to your computer

You can save log files when you synchronize your organizer data or complete other tasks in the BlackBerry Desktop Software. You can use these log files to troubleshoot possible issues you might encounter or you can send the files to a technical support representative.

1.   Connect your BlackBerry smartphone to your computer.

2.   In the BlackBerry Desktop Software, click **Tools** > **Desktop options**.

3.   Click the **Configure sync logging options** link.

4.   In the **Logging method** drop-down list, do one of the following:

   •   To save a log file that only contains your synchronization information, select **Basic (sync data only)**.

   •   To save a log file that contains your synchronization information and all details about your usage of the BlackBerry Desktop Software, including personal information, select **Full**.

5.   In the **Keep log files for this many days** drop-down list, click the number of days you want to keep your log files.

6.   Click **OK**.

Troubleshooting: Organizer data synchronization

I receive a message that my default services have changed

When you synchronize your organizer data using the BlackBerry Desktop Software, you might receive a message that your default services on your BlackBerry smartphone have changed if you recently added a new email address to your smartphone, for example. Your default services are associated with your Calendar application, Contacts application, and Messages application, and might change depending on the applications on your smartphone.

When you receive the message, you can do one of the following:

* To return to your default services that were available the last time that you synchronized your data, click **Yes**. This action does not change the default services on your smartphone.
* To start using your new default service, which might duplicate some data entries if these entries already exist from another service, click **No**.
* To cancel the synchronization and review your default services settings for your smartphone, click **Cancel**.

If your smartphone is running BlackBerry Device Software 4.7.1 or earlier, you can only continue or stop the synchronization from the message.

I can't synchronize my data to other calendars on my computer

If you have more than one calendar on your BlackBerry smartphone, for example, a personal calendar from an email account and a work calendar that is associated with a BlackBerry Enterprise Server, your smartphone is still set up to synchronize only one smartphone calendar to your computer.

To change the calendar that is being used on your computer for synchronization, in the BlackBerry Desktop Software, click **Organizer**. Click **Configure** beside Calendar. Change your calendar application.

To change the calendar that is being used on your smartphone for synchronization, you must change the default calendar on your smartphone. For more information about how to change your default calendar, click the **Help** icon on the home screen of your smartphone.

Some calendar entries are missing from my computer after synchronization

If you have more than one calendar on your BlackBerry smartphone, you see a combined view of these calendar entries on your smartphone by default.

You can only synchronize entries from one calendar on your smartphone to one calendar on your computer at a time. Some entries might be missing from your computer because they belong to a different calendar on your smartphone that is not set up to synchronize with the calendar on your computer.

To change the calendar that is being used on your smartphone for synchronization, you must change the default calendar on your smartphone. For more information about how to change your default calendar, click the **Help** icon on the home screen of your smartphone.

Some organizer data doesn't appear on my smartphone after synchronization

You might need to verify your synchronization options. In the BlackBerry Desktop Software, click **Organizer**. Try the following actions:

- Check the conflict resolution options for the organizer data that isn't appearing. Click **Organizer options**. In the Conflicts section, verify that the **Don't sync conflicting data** option isn't selected.
- If some tasks aren't appearing on your BlackBerry smartphone, click **Configure** beside Tasks. Verify that the **All tasks** option is selected.
- If some calendar entries aren't appearing on your smartphone, verify that these calendar entries aren't appointments and meetings that you manage for someone else. If you use Microsoft Outlook to manage someone else's calendar, that person's appointments and meetings don't appear on your smartphone.

Duplicate organizer data fields appear on my smartphone after synchronization

You might need to verify your synchronization options. In the BlackBerry Desktop Software, click **Organizer**. Try the following actions:

- Click **Organizer options**. In the **Conflicts** section, verify that the **Create separate entries for conflicting data** option and **Don't sync conflicting data** option are not selected.

- For each organizer application, click **Configure** > **Advanced**. On the **Fields** tab, verify that the field mapping for each organizer application is correct.
- Beside Contacts, click **Configure** > **Advanced**. On the **Fields** tab, verify that both the **First Name** field and **Middle Name** field in your organizer application are mapped to the **First Name** field on your BlackBerry smartphone.

I'm not notified when there is a conflict during synchronization

In the BlackBerry Desktop Software, click **Organizer** > **Organizer options**. In the **Conflicts** section, verify that the **Notify me when there are conflicts** option is selected.

Organizer data is cut off after synchronization

During synchronization, data that is too long, for example, long descriptions in calendar entries, might be cut off.

If you do not want data that is cut off to replace existing data during synchronization, in the BlackBerry Desktop Software, click **Organizer** > **Organizer options**. In the **Conflicts** section, verify that the **Notify me when there are conflicts** option is selected.

Synchronization stopped unexpectedly

If you are running an antivirus application on your computer, close the application temporarily and try synchronizing again.

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 lists any new or updated applications that are available for you to add. This feature isn't available for the BlackBerry® PlayBook™ tablet.

If your smartphone is connected to your computer using Bluetooth technology, you cannot add, update, or delete your applications on your smartphone using the BlackBerry Desktop Software.

Add, update, or delete applications on your smartphone

You can add, update, or delete applications on your BlackBerry smartphone using the Applications screen in the BlackBerry Desktop Software. When you connect your smartphone to your computer, your smartphone is scanned and the applications are listed in the Applications pane.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Applications**.
3. When your smartphone applications are listed, do any of the following:

   - To update an application, click the + icon beside the name of the application.
   - To delete an application, click the **x** icon beside the name of the application.
   - To install an application file (.alx) that is saved on your computer, click **Import files** to browse to it.

4. In the **Application Summary** pane, review your changes.
5. Click **Apply**.

Related information

Add a display language to your smartphone

You can add a new language to your BlackBerry smartphone if your BlackBerry Device Software supports multiple languages.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Applications**.
3. Expand the **BlackBerry <version> Core Applications** section.
4. In the **Language and Input Support** section, click the + icon for the language that you want to add to your smartphone.
5. Click **Apply**.

Troubleshooting: Applications

I cannot add, update, or delete smartphone applications

If your BlackBerry smartphone is associated with an email account that uses a BlackBerry Enterprise Server, your organization might not permit you to add, update, or delete smartphone applications. For more information, contact your 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

If an updated version of the BlackBerry Device Software is available for you to download, on the home screen of the BlackBerry Desktop Software, the new version number is listed and the Update button appears.

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

1. Connect your smartphone to your computer.
2. On the home screen of the BlackBerry Desktop Software, click **Update**.

    - To download an update, click **Get update**.
    - To view other available versions of the BlackBerry Device Software, click **View other versions**. If applicable, click another version. Click **Install**.
3. Do any of the following:

    - To keep a backup file of your smartphone data and settings, select the **Back up your device data** checkbox. This backup file is restored to your smartphone after the update is complete. If you don't back up your data, your smartphone data, settings, and email messages are deleted from your smartphone after the update is installed.
    - To encrypt your backup data, click **Encrypt backup file**.
    - If you want to receive an email when an updated version of BlackBerry Device Software is available, select the **Keep me subscribed to email notifications** checkbox.
4. Click **Install update**.

When you receive a confirmation message that the update is complete, you can disconnect your smartphone.

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

If an updated version of the BlackBerry Tablet OS is available for you to download, on the home screen of the BlackBerry Desktop Software, the new version number is listed and the Update button appears.

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

1. Connect your tablet to your computer.
2. On the home screen of the BlackBerry Desktop Software, click **Update**.

   - To download an update, click **Get update**.
   - To view other available versions of the BlackBerry Tablet OS, click **View other versions**. If applicable, click another version. Click **Install**.
3. If you want to receive an email when an updated version of BlackBerry Tablet OS is available, select the **Keep me subscribed to email notifications** checkbox.
4. Click **Install update**.

When you receive a confirmation message that the update is complete, you can disconnect your tablet.

Receive notifications for software updates

If you sign up to receive notifications, when an updated version of the BlackBerry Device Software or BlackBerry Tablet OS becomes available, you are notified with an email.

1. Connect your BlackBerry smartphone or BlackBerry PlayBook tablet to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **General** tab, select the **Keep me subscribed to email notifications** checkbox.
4. Type your email address.
5. Click **OK**.

To stop receiving the notifications, clear the **Keep me subscribed to email notifications** checkbox.

Switch to a new smartphone or new tablet

About switching to a new smartphone or new tablet

If you want to start using a new BlackBerry smartphone, you can use the BlackBerry Desktop Software to move your current data and settings to your new smartphone. You can also use the BlackBerry Desktop Software to move your data and settings from an existing BlackBerry PlayBook tablet to a new tablet.

If you're switching from a BlackBerry smartphone, your data and settings, such as supported email messages, organizer data, and third-party applications that are compatible with your new smartphone, are imported to your new smartphone. If your email account is associated with a BlackBerry Enterprise Server, your email settings are also imported to your new smartphone.

If you're switching from a BlackBerry PlayBook tablet, your media files, application data, and settings are imported to your new tablet.

Switch to a new smartphone

Before you begin: 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 with a USB cable.
2. In the BlackBerry Desktop Software, click **Device** > **Switch devices**.
3. Click the icon for your current smartphone.

   - To transfer your existing smartphone data to your new smartphone, select the **Device data** checkbox.
   - To transfer any third-party applications that are compatible with your new smartphone, select the **Third-party applications** checkbox.
4. Click **Next**. Your smartphone data is backed up.
5. At the prompt, connect your new smartphone to your computer with a USB cable and click **Next**.
6. Click the icon for your new smartphone.
   Your smartphone data is imported to your new smartphone.

7.   Move your SIM card and your media card (if you have one) to your new smartphone.

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

Related information

Check for BlackBerry Desktop Software updates, 15

Switch to a new tablet

Before you begin: Before you switch from your current BlackBerry PlayBook tablet to a new tablet, verify that you have the most recent version of the BlackBerry Desktop Software on your computer. You might be prompted to upgrade your BlackBerry Tablet OS.

1.   Connect your current tablet to your computer with a USB cable.

2.   In the BlackBerry Desktop Software, click **Device** > **Switch devices**.

3.   Click the icon for your current tablet.

   - To transfer your media files to your new tablet, including songs, pictures, and videos, select the **Media files** checkbox.

   - To transfer your tablet settings and applications to your new tablet, select the **Applications and settings** checkbox.

4.   Click **Next**. Your tablet data is backed up.

5.   At the prompt, connect your new tablet to your computer with a USB cable and click **Next**.

6.   Click the icon for your new tablet.
     Your tablet data is imported to your new tablet.

Related information

Check for BlackBerry Desktop Software updates, 15

Mobile Internet or tethering

About using Mobile Internet to tether your smartphone

Depending on your wireless service provider, you can use the Mobile Internet feature to set up your BlackBerry smartphone as a modem by connecting it to your computer with a USB cable. This is also known as tethering. Using your smartphone as modem allows you to connect to the Internet on your computer when you might not otherwise have access to the Internet. This feature isn't available for the BlackBerry® PlayBook™ tablet.

You can use only one smartphone as a modem with your computer at a time. If your smartphone is associated with a BlackBerry Enterprise Server, contact your administrator to make sure that the appropriate IT policy is turned on to use this feature.

Set up your Mobile Internet settings

Before you can use your BlackBerry smartphone as a modem, you must set up your Mobile Internet settings. You select or create a profile that contains the information that your wireless service provider needs to allow the Internet connection. Some profiles have been provided but you can also create a new profile.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Tools** > **Mobile Internet settings**.
3. Do one of the following:
   - If your wireless service provider appears in the **Profile** drop-down list, click their profile. In the **Profiles Settings** section, type any required information that isn't included in the profile. For more information, contact your wireless service provider.
   - If your wireless service provider doesn't appear in the **Profile** drop-down list, click **Add**. Type a name for the profile. Contact your wireless service provider to determine the information that is required for the profile settings. Click **OK**. Required information can vary for each wireless service provider.
4. Click **OK**.

Connect to the Internet using your smartphone as a modem

Before you begin: To perform this task, you must first set up your Mobile Internet settings to create a connection profile. Depending on your wireless service plan, extra fees might apply.

1. Connect your BlackBerry smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Tools** > **Start Mobile Internet**.
3. Click **Connect**.

To end the connection, click your Internet connection status. If the BlackBerry Desktop Software is already closed, you can also end the connection by clicking the **Dial-Up** icon in the notification area of the Windows taskbar.

Certificates for your smartphone

About synchronizing certificates with your smartphone

If your BlackBerry smartphone is associated with a BlackBerry Enterprise Server, you can use the certificate synchronization tool to download or import certificates to your computer, synchronize certificates between your smartphone and your computer, and verify the authenticity and status of certificates. This feature isn't available for the BlackBerry® PlayBook™ tablet.

The certificate synchronization tool is designed to access certificate status information and certificate server information by requesting the information from certificate authority servers and LDAP, OCSP, and CRL certificate servers, or by synchronizing the information between your computer and your smartphone over a USB connection.

Turn on the certificate synchronization tool

Before you can synchronize certificates, you must turn on the certificate synchronization tool in the BlackBerry Desktop Software. If you selected the certificate synchronization option when you first started the BlackBerry Desktop Software, the certificate synchronization tool is already turned on.

1. Connect your BlackBerry smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Tools** > **Desktop options**.
3. Select the **Use certificate synchronization** checkbox.
4. Click **OK**.

Import a certificate from your computer

You can import several certificate file types to your BlackBerry smartphone, including .pfx, .p12, .cer, .der, .crt, .cert, .p7b, or .key files.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Certificates**. If prompted, type the password for your key store login.

3. Click **Import certificates**.

4. Click a certificate file.

5. Click **Open**.

Synchronize certificates from your computer to your smartphone

1. Connect your BlackBerry smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Certificates**. If prompted, type the password for your key store login.

3. Select the checkbox beside one or more certificates.

4. Click **Sync Certificates**.

To remove a certificate from your smartphone, clear the checkbox beside the certificate. Click **Sync Certificates**.

View properties or status information for a certificate

1. Connect your BlackBerry smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Certificates**. If prompted, type the password for your key store login.

3. Click the tab for the type of certificate you want to see.

4. Double-click a certificate.

   - To view the certificate's properties, click the **Details** tab.
   - To view the status information, click the **Certification Path** tab. The **Certificate status** field displays status information for the certificate.

5. Click **OK**.

Certificate properties

Depending on the certificate, more properties or fewer properties might appear in the certificate synchronization tool of the BlackBerry Desktop Software.

Property	Description
Certificate Label	This field displays the name of the certificate. By default, the certificate synchronization tool displays the name of the certificate subject.
Security Level	This field displays the security level of the certificate if the certificate contains a private key.
Email Address	This field displays the email address of the certificate subject.
Certificate Source	This field displays the name of the certificate server that the certificate is located on or the name of the Windows key store on the computer that the certificate is located on.
Serial Number	This field displays the certificate serial number in hexadecimal format.
Signature Algorithm	This field displays the algorithm that the certificate issuer used to generate the digital signature.
Issuer	This field displays detailed information about the certificate issuer.
Valid From	This field displays the date that the certificate issuer specified as the start date for the certificate.
Valid To	This field displays the date that the certificate issuer specified as the expiration date for the certificate.
Subject	This field displays detailed information about the certificate subject.
Public Key	This field displays the standard that the public key complies to. Your BlackBerry smartphone supports RSA, DSA, Diffie-Hellman, and ECC keys.
Subject Alternative Name	This field displays an alternate email address for the certificate, if known.
Authority Information Access	This field displays the location of and access method for the OCSP status responders.
Key Usage	This field displays approved uses for the public key.

Property	Description
Thumbprint Algorithm	This field displays the hash algorithm used to calculate the digital thumbprint of the certificate.
Thumbprint	This field displays the digital thumbprint of the certificate. The digital thumbprint is a hash of the certificate encoding.

Install a root certificate on your computer

You might not be able to connect to some Wi-Fi networks until you install a root certificate on your BlackBerry smartphone. You can install the root certificate on your computer, and then use the BlackBerry Desktop Software to install the root certificate on your smartphone. For more information, contact your administrator.

1. Download the root certificate from the certificate authority server to your computer.
2. On your computer, right-click the root certificate.
3. Install the certificate in the Trusted Root Certification Authorities store.

If the root certificate contains multiple certificates, all the certificates are installed on your computer.

To install the root certificate on your smartphone, use the certificate synchronization tool of the BlackBerry Desktop Software to synchronize the root certificate from your computer to your smartphone.

Certificate servers

Add, delete, or update a certificate server

1. Connect your BlackBerry smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Certificates** tab, in the **Servers** section, click **Configure**.

    *   To add a server, click a server tab. Click **Add**. Specify the server information.
    *   To delete a server, click a server tab. Click a server. Click **Delete**.
    *   To update a certificate server, click a server tab. Click a server. Click **Edit**. Change the connection information.
4. Click **OK**.

Change the default security level for private keys

1. Connect your BlackBerry smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Device** > **Device options**.

3. On the **Certificates** tab, in the **Private Key Security Levels** section, change the default security level for signing keys and decryption keys.

4. Click **OK**.

Turn off automatic initialization of the random number generator

By default, each time that you connect your BlackBerry smartphone to your computer and open the BlackBerry Desktop Software, the certificate synchronization tool initializes the random number generator on your smartphone. If you turn off automatic initialization, your smartphone uses the same starting point each time it generates a random number.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Device** > **Device options**.

3. On the **General** tab, clear the **Initialize device random number generator** checkbox.

4. Click **OK**.

Change the refresh rate for certificate revocation lists

You can change how often the certificate synchronization tool updates the certificate revocation lists on your BlackBerry smartphone.

1. Connect your smartphone to your computer.

2. In the BlackBerry Desktop Software, click **Device** > **Device options**.

3. On the **Certificates** tab, in the **Servers** section, click **Configure**.

4. On the **CRL** tab, do any of the following:

   • If you want to update the certificate revocation lists on your smartphone every time that you connect your smartphone to the BlackBerry Desktop Software or synchronize certificates, set the **Update the cached CRL servers every <#> hours** field to **0**.

   • If you want to specify a refresh rate, set the **Update the cached CRL servers every <#> hours** field to a number other than 0.

5. Click **OK**.

When you synchronize your certificates, the certificate synchronization tool queries the certificate revocation lists in the key store cache for the revocation status of the certificates and updates the revocation status on your smartphone if the status has changed.

Refresh all certificate revocation lists

1. Connect your BlackBerry smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Certificates** tab, in the **Servers** section, click **Configure**.
4. On the **CRL** tab, click **Update**.
5. Click **OK**.

Use OCSP or CRL certificate servers to check the revocation status of certificates

1. Connect your BlackBerry smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Certificates** tab, in the **Servers** section, click **Configure**.
4. To use OCSP or CRL certificate servers to check the revocation status of certificates, do one of the following:

   - On the **OCSP** tab, select the **Use OCSP** checkbox.
   - On the **CRL** tab, select the **Use CRL** checkbox.

5. To use the connection information in the certificate extension section of a certificate to check the revocation status of a certificate, do one of the following:

   - On the **OCSP** tab, select the **Use OCSP certificate extensions** checkbox.
   - On the **CRL** tab, select the **Use CRL certificate extensions** checkbox.

6. To use any certificate servers that you add to the certificate synchronization tool to check the revocation status of a certificate, do one of the following:

   - On the **OCSP** tab, select the **Use specified OCSP servers** checkbox.
   - On the **CRL** tab, select the **Use specified CRL servers** checkbox.

7. Click **OK**.

Download certificates for your contacts automatically

Before you begin: Before you perform this task, contact your administrator as this task can result in reduced computer or network performance. You'll also need to verify that you have added an LDAP certificate server to the certificate synchronization tool of the BlackBerry Desktop Software.

If you choose to perform this task, when you access the Certificates section in the BlackBerry Desktop Software, the certificate synchronization tool queries all associated LDAP certificate servers and retrieves certificates for contacts in the contact list on your BlackBerry smartphone.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Certificates** tab, in the **Servers** section, click **Configure**.
4. On the **LDAP** tab, select the **Use the contacts data on my device when searching LDAP servers** checkbox.
5. Click **OK**.

Troubleshooting: Certificates

A certificate doesn't appear in the certificate list

Using your Internet browser, verify that the certificate is installed on your computer. See the online help for your Internet browser for information about how to view the certificates that are installed on your computer.

Files

About copying files

You can copy files and folders between your BlackBerry smartphone or BlackBerry PlayBook tablet and your computer. When you connect your smartphone or tablet to the BlackBerry Desktop Software, you can access its storage drive and drag and drop files between your computer's desktop or Windows Explorer.

After you copy the files onto your smartphone or tablet, you can reorganize your files by moving them to a new or an existing folder.

You can also copy encrypted files between your smartphone and your computer. If you're copying encrypted files from a smartphone that has encryption turned on, you must keep encryption turned on to view and copy the files successfully. If you turn off encryption for your smartphone and need to open or copy an encrypted file, you need to turn encryption on again. If a file from your media card is encrypted, a lock appears beside the file icon. A file might be encrypted even if a lock doesn't appear beside it. To check whether a file is encrypted, see the encryption settings on your smartphone.

Encrypted files take longer to copy than non-encrypted files, as your smartphone is actively encrypting and decrypting files before they are copied.

Encrypted files aren't supported on the tablet.

Copy files from your computer to your smartphone or tablet

Before you begin: Before you copy encrypted files, verify that encryption is turned on for your BlackBerry smartphone. Encrypted media files aren't supported on the BlackBerry PlayBook tablet.

1. Connect your smartphone or tablet to your computer.
2. In the BlackBerry Desktop Software, click **Files**.
3. If necessary, click **Get Started**.
4. In the BlackBerry icon drop-down list, click the location that you're copying files to.
5. On your computer, navigate to the files or folders that you want to copy.
6. Drag one or more files or folders to the **Files** screen.

Copy files from your smartphone or tablet to your computer

Before you begin: Before you copy encrypted files, verify that encryption is turned on for your BlackBerry smartphone. Encrypted media files aren't supported on the BlackBerry PlayBook tablet.

1. Connect your smartphone or tablet to your computer.
2. In the BlackBerry Desktop Software, click **Files**.
3. If necessary, click **Get Started**.
4. In the BlackBerry icon drop-down list, click the location that you're copying files from.
5. Navigate to the files that you want to copy.
6. Drag one or more files or folders to your computer's desktop or Windows Explorer.

Troubleshooting: Files

My encrypted files didn't copy

If you're unable to view or copy encrypted files between your BlackBerry smartphone and your computer, try the following:

*   Verify that encryption is still turned on for your smartphone and your media card.
*   Verify that your smartphone isn't locked.

Media

About media files

You can manage your media files—music, pictures, and videos—between your BlackBerry smartphone and your 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 playlists, artists, albums, genres, or individual songs from your iTunes library or Windows Media Player library
- Your podcasts and other audio files that are in a playlist in your music application
- Your pictures and videos

About encrypted media files

You can now synchronize and import encrypted media files from your BlackBerry smartphone. Encrypted media files aren't supported on the BlackBerry PlayBook tablet.

If you're synchronizing or importing encrypted media files from a smartphone that has encryption turned on, you must keep encryption turned on to continue using the BlackBerry Desktop Software. If you turn off encryption and want to continue using the media features, you need to delete encrypted media from your smartphone.

If your smartphone has built-in media storage that is smaller than 128 MB, you can import encrypted media to your computer, but you'll need to use the files feature to copy files from your computer to your smartphone.

Related information

Supported media file formats

Media type	Supported file types
Music	File extensions: • .wav • .wma • .mp3 • .m4a • .aac Audio files that contain digital rights management (DRM) technologies are not supported. If you purchase songs from the iTunes Store, only iTunes Plus versions are supported in the BlackBerry Desktop Software.
Pictures	File extensions: • .bmp • .jpg • .gif • .png
Videos	File extensions: • .mpeg • .mp4 • .3gp • .mov • .avi • .wmv • .m4v • .mp2 • .mpg File formats: • AVC1 • DivX

Media type	Supported file types
	• H.263 • H.264 • MPEG • MPEG-4 • WMV (8, 9 10) • Xvid Audio formats: • AAC • AMR • PCM Only mono and stereo videos are supported. Other video formats might be supported if the applicable codecs are installed. If you have an AC3 filter installed on your computer, the BlackBerry Desktop Software transcodes videos with AC3 audio to AAC format.

Synchronize your music from your computer to your smartphone or tablet

Before you begin: To perform this task with your BlackBerry smartphone if encryption is turned off, you must turn on mass storage mode. To perform this task with a BlackBerry PlayBook tablet, you must turn on file sharing. You can't synchronize encrypted music to your tablet.

You can choose to synchronize specific songs, collections of music such as your playlists, or a random selection of songs from your iTunes or Windows Media Player music library. The amount of music you can synchronize depends on the amount of storage that is available on your smartphone or tablet for storing music files.

1. Connect your device to your computer.
2. In the BlackBerry Desktop Software, click **Music**.
3. If necessary, select your music source from the drop-down list and click **Get Started**.
4. In the drop-down list, select one of the following:

    • To synchronize your complete music library, click **Sync All Music**.
    • To select specific songs to synchronize, click **Sync Individual Songs**. Select the checkbox beside one or more songs.

- To synchronize a specific playlist or synchronize songs by artist, album, or genre, click **Sync Music Collections**. If you don't see a specific type of music collection, click [image] and select the collection you want to view. Select the checkbox beside one or more music collections. To synchronize a random selection of your songs in addition to the collections of music you selected, click **Random Music**.

5. Click **Sync Music**.

To view your playlists on your device, click the **Media** icon or **Music** icon. Your songs that aren't in a playlist appear together in the Music playlist or in their Artists, Albums, or Genres collections.

Related information

Synchronize your pictures from your computer to your smartphone or tablet

Before you begin: You cannot synchronize encrypted pictures to your BlackBerry PlayBook tablet.

By default, pictures are synchronized to your BlackBerry smartphone or tablet at their original size.

1. Connect your smartphone or tablet to your computer.
2. In the BlackBerry Desktop Software, click **Pictures**.
3. If necessary, click **Get Started**.
4. On the **Computer Pictures** tab, do one of the following:

   - To synchronize all the pictures within a folder, select the checkbox below one or more folders.
   - To synchronize all the pictures within a folder that isn't listed, drag and drop the folder from your computer into the **Sync pictures from your computer to your device** pane, or click **Add folder**, browse to the folder, and click **OK**. Select the checkbox below the newly added folder.
   - To synchronize individual pictures, highlight the folder that contains your pictures. Select the checkbox below one or more pictures.

5. If you want to reduce the size of the pictures when they synchronize to your smartphone, click **Optimize**.
6. Click **Sync Pictures**.

Pictures that you synchronize from your computer to your smartphone or tablet are located in the Media application. If you selected a folder that contains subfolders on your computer, the subfolders also appear on your smartphone or tablet.

Related information

Synchronize your videos from your computer to your smartphone or tablet

Before you begin: You cannot synchronize encrypted videos to your BlackBerry PlayBook tablet.

1. Connect your BlackBerry smartphone or tablet to your computer.

2. In the BlackBerry Desktop Software, click **Videos**.

3. If necessary, click **Get Started**.

4. On the **Computer Videos** tab, do one of the following:

    - To synchronize all the videos within a folder, select the checkbox below one or more folders.

    - To synchronize all the videos within a folder that isn't listed, drag and drop the folder from your computer into the **Sync videos from your computer to your device** pane, or click **Add folder**, browse to the folder, and click **OK**. Select the checkbox below the newly added folder.

    - To synchronize individual videos, highlight the folder that contains your videos. Select the checkbox below one or more videos.

5. If you want to convert the videos for better viewing and storing on your smartphone or tablet, select the **Convert videos** checkbox.

6. Click **Sync Videos**.

Videos that are synchronized from your computer are located in the Media application on your smartphone or tablet.
Related information

Import your pictures from your smartphone or tablet to your computer

When you connect your BlackBerry smartphone or BlackBerry PlayBook tablet to your computer, you can import pictures that are on your smartphone or tablet. You can't import encrypted pictures from your tablet.

If your smartphone is running BlackBerry 6 or later or if you are importing pictures from your tablet, by default, the BlackBerry Desktop Software imports pictures taken using the camera on your device. To also import other pictures from your device that you didn't take using the camera, you can change your media settings.

1. Connect your smartphone or tablet to your computer.

2. If available, to change the default setting and make all pictures on your device available for import, in the BlackBerry Desktop Software, click **Device** > **Device options**. On the **Media** tab, clear the **Only show pictures taken by the device camera** checkbox.

3. In the BlackBerry Desktop Software, click **Pictures**.

4. If necessary, click **Get Started**.

5. On the **Device Pictures** tab, do one of the following:

    - To import only pictures that are new since your last import, verify that the BlackBerry Desktop Software selected your latest pictures.

    - To import all your pictures, including pictures that have been imported previously, select the **Show imported pictures** checkbox. Click **Check all**.

    - To import individual pictures, click **Clear all**. Select the checkbox below each picture you want to import.

6. To change the folder on your computer that your pictures are imported to for the connected device, click **Change import folder**. Select the new folder. Click **OK.**

7. Click **Import Pictures**.

Related information

Import your videos from your smartphone or tablet to your computer

When you connect your BlackBerry smartphone or BlackBerry PlayBook tablet to your computer, you can import videos that are on your smartphone or tablet. You can't import encrypted videos from your tablet.

If you are importing videos from your tablet, by default, the BlackBerry Desktop Software imports all of the videos taken using the camera on your tablet. To also import other videos from your tablet that you didn't take using the camera, you can change your media settings.

1. Connect your smartphone or tablet to your computer.

2. If available, to change the default setting and make all videos on your tablet available for import, in the BlackBerry Desktop Software, click **Device** > **Device options**. On the **Media** tab, clear the **Only show videos taken by the device camera** checkbox.

3. In the BlackBerry Desktop Software, click **Videos**.

4. If necessary, click **Get Started**.

5. On the **Device Videos** tab, do one of the following:

- To import only videos that are new since your last import, verify that the BlackBerry Desktop Software selected your latest videos.

- To import all your videos, including videos that have been imported previously, select the **Show imported videos** checkbox. Click **Check all**.

- To import individual videos, click **Clear all**. Select the checkbox below each video you want to import.

6. To change the folder on your computer that your videos are imported to for the connected device, click **Change import folder**. Select a new folder. Click **OK**.

7. Click **Import Videos**.

Related information
Synchronize your videos from your computer to your smartphone or tablet, 53
Import your pictures from your smartphone or tablet to your computer, 53
Change your import folder for pictures and videos, 55

Change your import folder for pictures and videos

You can change the folder on your computer that contains your pictures and videos that you import from your BlackBerry smartphone or BlackBerry PlayBook tablet.

1. Connect your smartphone or tablet to your computer.

2. In the BlackBerry Desktop Software, click **Pictures** or **Videos**.

3. Click the **Device Pictures** or **Device Videos** tab.

4. Click **Change import folder**.

5. Browse to a new folder.

6. Click **OK**.

Note: You cannot select a root folder or a system folder.

Related information
Import your pictures from your smartphone or tablet to your computer, 53
Import your videos from your smartphone or tablet to your computer, 54

Stop synchronizing your music from your computer to your smartphone or tablet

When you stop synchronizing music from your computer to your BlackBerry smartphone or BlackBerry PlayBook tablet, your songs, playlists, and other music collections are removed from your smartphone or tablet, but not from your computer.

1. Connect your device to your computer.
2. In the BlackBerry Desktop Software, click **Music**.
3. Do any of the following:
   - To stop synchronizing an individual song or a collection of music with your device, clear the checkbox beside the song, playlist, artist, album, or genre of music that you don't want to synchronize.
   - To stop synchronizing all of your music with your smartphone or tablet, in the drop-down list, click either **Sync Music Collections** or **Sync Individual Songs**. Verify that of the checkboxes beside all of the music are cleared.
4. Click **Sync Music**.

If you don't want your music to be synchronized each time your device is connected, in the drop-down list, click **Don't Sync Music**. The BlackBerry Desktop Software does not remove your songs and music collections from your smartphone or tablet.

Related information

Delete media files from your smartphone or tablet

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

1. Connect your smartphone or tablet to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device options**.
3. On the **Media** tab, do any of the following:

- To delete media files from your smartphone or tablet, in the **Transferring Media to My Device** section, click **Delete all media**.
- To automatically delete media files from your smartphone or tablet after you import them, in the **Importing Media from My Device** section, from the **After importing media files** drop-down list, select **Delete files on my device**.

4. Click **OK**.

Change the music source you want to synchronize from your computer to your smartphone or tablet

1. Connect your BlackBerry smartphone or BlackBerry PlayBook tablet to your computer.
2. In the BlackBerry Desktop Software, click **Device** > **Device Options**.
3. Click the **Media** tab.
4. In the **Transferring Media to My Computer** section, from the **Music source** drop-down list, select the music source you want to sync to your smartphone or tablet.
5. Click **OK**.

Troubleshooting: Media

Some of my media files didn't synchronize to my smartphone or tablet

Try the following actions:

- Verify that your BlackBerry smartphone or BlackBerry PlayBook tablet has enough available storage for your media.
- Verify that your songs don't contain digital rights management (DRM) technologies.
- Verify that your media files are in a supported format.
- If your videos didn't synchronize or import and the video extension is supported, verify that your video or audio codecs are supported.
- Verify that mass storage mode for your smartphone or file sharing for your tablet is turned on.

- Verify that the songs, playlists, or other collections of music that you expected to synchronize are selected in the BlackBerry Desktop Software. If you switched from the **Sync Individual Song** view to the **Sync Music Collections** view, individual songs that don't belong to selected collections are not synchronized to your device. Similarly, playlists and other music collections that you selected in the **Sync Music Collections** view are not synchronized with your device if you switch to the **Sync Individual Song** view.

I can't synchronize my video that uses the AC3 audio format to my smartphone or tablet

The BlackBerry Desktop Software does not support videos with the AC3 audio format.

You can install an AC3 filter on to your computer to convert a video that uses the AC3 audio format to the AAC audio format. You can then synchronize the video with your BlackBerry smartphone or BlackBerry PlayBook tablet.

1. Download and install an AC3 filter from the Internet on your computer.
2. After the AC3 filter installation is complete, in the BlackBerry Desktop Software, click **Videos.**
3. To detect the AC3 filter, click to refresh the BlackBerry Desktop Software.
4. Select the videos that you want to synchronize.
5. Select the **Convert videos** checkbox.
6. Click **Sync Videos**.

My smartphone does not 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 or MTP. Format the media card. Turn on mass storage mode or MTP again.

I cannot import album art

You cannot import iTunes album art if iTunes is busy, or if you are creating playlists, updating podcasts, or accessing the iTunes Store.

Close any open dialog boxes and finish any iTunes tasks and try importing album art again. On the **Media** menu, click **Refresh iTunes album art**.

A picture folder on my computer isn't recognized

If you are trying to synchronize pictures from a specific folder on your computer to your BlackBerry smartphone or BlackBerry PlayBook tablet, the folder might appear dimmed in one of 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 it is disconnected

Try to correct any of these issues and synchronize again, or select another folder.

My encrypted media files didn't synchronize or import

If you're unable to synchronize or import encrypted media files between your BlackBerry smartphone and your computer, try the following:

- Verify that encryption is still turned on for your smartphone and your media card.
- Verify that your smartphone isn't locked.

Error messages

Exceeded available storage

This message appears when there isn't enough storage on your media card or BlackBerry smartphone or your BlackBerry PlayBook tablet for your media files that you selected to synchronize.

Try the following actions:

- Consider using a higher capacity media card for your smartphone.
- Select fewer songs or videos to synchronize.
- Transfer media files that are on your smartphone to a media card.
- In the BlackBerry Desktop Software, click **Device** > **Device options**. On the **Media** tab, in the **Transferring Media to My Device** section, decrease the amount of storage that is kept free for files other than your media files. Note that if you're using a tablet, you need to keep at least 100 MB of storage space free.

Wi-Fi music sync

About Wi-Fi music sync

You can use Wi-Fi music sync on your BlackBerry smartphone to browse songs by artists, playlists, albums, and genres that are in your Windows Media Player library or iTunes library on your computer. This feature isn't available for the BlackBerry PlayBook tablet.

You can select music 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 music is downloaded to your smartphone. You can also create and change playlists and synchronize these playlists from your smartphone to your computer.

Music from your computer is integrated in the Music application on your smartphone. These songs appear dimmed if they haven't yet been downloaded to your smartphone. Within the Music application on your smartphone, your Wi-Fi Music Sync list displays the status of your music, 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

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

Install Wi-Fi music sync on your smartphone

If you didn't install Wi-Fi music sync when you added your BlackBerry smartphone to the BlackBerry Desktop Software, you can install Wi-Fi music sync using the following steps.

1. Connect your smartphone to your computer.
2. In the BlackBerry Desktop Software, click **Media** > **Wi-Fi music sync** > **Turn wireless sync on** > **Close**.
3. Click **Music** to synchronize the songs on your computer with your smartphone. The first time that you do this for Wi-Fi music sync, you must keep your smartphone connected to your computer with a USB cable.

Your Wi-Fi connection status and any other connectivity updates for Wi-Fi music sync appear at the bottom of the BlackBerry Desktop Software screen.

Related information

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

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

Stream your music on your smartphone

You can listen to songs that haven't been downloaded to your BlackBerry smartphone yet.

1. On your smartphone, on the home screen, click the **Media** icon > **Music** icon.
2. Highlight a dimmed song that hasn't been downloaded yet.
3. Press the **Menu** key > **Stream** to listen to the song.

Related information

Show or hide the music that is on your computer

You can hide the music from your computer that hasn't been downloaded to your BlackBerry smartphone so that it doesn't appear in the Music application on your smartphone. If you want a complete view of all your available music, you can show the music from your computer again.

1. On your smartphone, on the home screen, click the **Media** icon > **Music** icon.
2. Press the **Menu** key > **Show Home Music** or **Hide Home Music**.

Related information

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're in a Wi-Fi coverage area.
- If the Wi-Fi network doesn't appear in the Set Up Wi-Fi application, it 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 isn't 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're 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 isn't 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.

Related information

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.
- 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, 66

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.

I can't see songs on my smartphone that are from the music library on my computer

Try the following:

- Verify that both the BlackBerry Desktop Software and your iTunes library or Windows Media Player library is open on your computer.
- Verify that the correct music library is selected in the BlackBerry Desktop Software. Click **Device** > **Device options**. On the **Media** tab, if the correct music library isn't selected, in the **Music source** drop-down list, click the music library that you want to use.

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

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