



BlackBerry Desktop Software

Version: 6.0.0

User Guide

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Basics

About the BlackBerry Desktop Software

The BlackBerry® Desktop Software is designed to link the content and applications on your BlackBerry device with your computer.

You can use the BlackBerry Desktop Software to do the following tasks:

- synchronize your organizer data (calendar entries, contacts, tasks, and memos) and media files (music, pictures, and videos)
- back up and restore your device data
- manage and update your device applications
- transfer your device settings and data to a new BlackBerry device
- use your device as a modem to connect to the Internet from your computer
- manage multiple devices
- charge your device

The home screen of the BlackBerry Desktop Software provides information about your connected device, such as the model information and the last dates that your data was backed up and synchronized. The home screen can also provide you with quick access to common tasks, such as backing up your data, opening your device options, checking for BlackBerry® Device Software updates, and synchronizing your organizer data and media files.

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

Related topics

[Add a new device, 3](#)

[Find more information, 7](#)

Add a new device

Before you can use the features of the BlackBerry® Desktop Software, you must add your BlackBerry device to the BlackBerry Desktop Software.

1. On your computer, open the BlackBerry Desktop Software.
2. Connect your device to your computer. If prompted, click **Yes** to make this device the active device.
3. Do one of the following:
 - To start using this device, click **Get started with this device**.
 - To switch from an existing device, click **Copy data and settings from another device**. Follow the instructions on the screen to move your data to your new device.
4. If your device 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 device with your corporate email account that is on your computer.
 - To use a different email account, click **Don't add the account**.
5. Type a name for your device. This name is displayed on the home screen of the BlackBerry Desktop Software and in the Device menu.

6. To start certain tasks automatically each time that you connect your device, do any of the following:
 - To back up your device data and settings, select the **Back up my device** check box. In the drop-down list, select how often you want to back up your device data and settings.
 - To synchronize your calendar entries, contacts, memos, and tasks, select the **Organizer data** check box.
 - To synchronize your songs, pictures, and videos, select the **Media files** check box.
 - To keep your device time synchronized with your computer, select the **My computer's date and time with my device** check box.
7. If your device 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 memory**.
8. To delete existing media files from the storage location that is selected in the **Store media on** drop-down list, click **Delete all media**.
9. Click **Finish**.

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

Related topics

[Connect your device to your computer using Bluetooth technology, 5](#)

[My computer does not detect my device, 8](#)

Activate your device with a BlackBerry Enterprise Server

Activate your device with BlackBerry Enterprise Server for Microsoft Exchange Server

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

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

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

1. Connect your device to your computer that is part of your corporate network.
2. In the BlackBerry Desktop Software, click **Device > Device options**.
3. Click the **Enterprise Email** tab.
4. In the **Email system** drop-down list, click **Microsoft Exchange (Outlook Client)**.
5. Do one of the following:
 - If you have not selected a profile for Microsoft® Outlook®, select one in the **Profile Options** window when you are prompted.
 - If you have selected a profile and you want to change it, click **Change profile** to browse for a different profile.
6. Do any of the following optional steps:
 - To add the name of your email account on your device, 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 device to the **Sent Items** folder in your Microsoft Outlook email account, select the **Save sent emails** check box.
7. Click **OK**.

Activate your device with BlackBerry Enterprise Server for IBM Lotus Domino

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

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

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

1. Connect your device to your computer that is part of your corporate network.
2. In the BlackBerry Desktop Software, click **Device > Device options**.
3. Click the **Enterprise Email** tab.
4. In the **Email system** drop-down list, click **Lotus Domino (Notes Client)**.
5. Do one of the following:
 - If you have not selected a server, click **Select server > IBM Lotus Domino**.
 - If you have selected a server and you want to change it, click **Change server** to browse for a different server.
6. Do any of the following optional steps:
 - To add the name of your email account on your device, 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 device to the **Sent Mail** folder in your IBM® Lotus Notes® email account, select the **Save sent emails** check box.
7. Click **OK**.

Prerequisites: Bluetooth connections

- Verify that your BlackBerry® device is running BlackBerry® Device Software 4.1 or later.
- Verify that your computer is running Microsoft® Windows® XP SP 2 or later. For more information about the Bluetooth® adapters that are supported in Microsoft Windows XP SP 2 or later, visit www.blackberry.com/support.
- If your device is not paired with your computer, on your device, verify that Bluetooth technology is turned on. For more information about pairing, click **Help** on your device.

Related topics

[Connect your device to your computer using Bluetooth technology, 5](#)

Connect your device to your computer using Bluetooth technology

If you do not want to connect your BlackBerry® device to your computer with a USB cable, you can connect using Bluetooth® technology. If you are using Bluetooth technology to connect to your computer, you cannot update your device software, add, update, or delete your applications or media files, or switch devices using the BlackBerry® Desktop Software.

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

- If your device is paired with your computer, in the **Bluetooth® Devices** window, click your device. Click **OK**.
 - If your device is not paired with your computer, click **Add**. Click a device with Bluetooth connectivity turned on. Click **OK**. Follow the prompts to pair your device. After the devices are paired, in the **Bluetooth® Devices** window, click your device. Click **OK**.
3. Click **OK**.

Related topics

Prerequisites: [Bluetooth connections, 5](#)

Start tasks automatically when you connect your device

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

1. Connect your device 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 device data and settings, select the **Back up my device** check box. In the drop-down list, click how often you want to back up your device data and settings.
 - To synchronize your calendar entries, contacts, memos, and tasks, select the **Organizer data** check box.
 - To synchronize your songs, pictures, and videos, select the **Media files** check box.
 - To keep the date and time on your device synchronized with the date and time on your computer, select the **My computer's date and time with my device** check box .
4. Click **OK**.

Delete all data from my device

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

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 device data if your device is lost, stolen, or corrupted by an unforeseen issue.

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

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Device > Delete data**.
3. On the **Device** menu, click **Clear Data**.
4. Do one of the following:
 - To delete all your device data, click **All data**.
 - To delete specific data, click **Selected data**. Select the check box beside one or more databases.
5. If necessary, do any of the following:
 - If your device includes built-in media storage, select the **Delete files in your built-in media storage** check box.

- To create a backup file for your device data, select the **Back up data before deleting** check box. To encrypt the backup file, select the **Encrypt backup file** check box. Type a password.
6. 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. Click the **General** tab or **Bluetooth** tab.
4. Click **Reset default settings**.
5. To revert any settings that you might have changed for the BlackBerry Desktop Software, click the **Desktop options and settings** check box.
6. To receive message prompts again that you previously chose to stop receiving, click the **Don't show this message again options** check box.
7. Click **Restore**.

Check for BlackBerry Desktop Software updates

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 web sites 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.

Related topics

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

Troubleshooting: Basics

My computer does not detect my device

Try the following actions:

- If you are trying to connect your BlackBerry® device to your computer using a USB cable, verify that the USB cable is not damaged.
- If you are trying to connect your device to your computer using Bluetooth® technology, verify that your device is within range of your computer (a typical range is approximately 10 m).
- Verify that your device is charged.
- On your computer, turn off synchronization applications or antivirus applications temporarily.

Related topics

[Add a new device, 3](#)

Backup and restore

About backing up and restoring data

You can back up and restore most of the data on your BlackBerry® device, including messages, organizer data, fonts, saved searches, and browser bookmarks.

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 device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Related topics

[Back up device data, 9](#)

[Restore device data, 9](#)

Back up device data

To back up data that is in your built-in media storage, mass storage mode must be turned on.

1. Connect your BlackBerry® device to your computer.
2. In the BlackBerry® Desktop Software, click **Device > Back up**.
3. Do one of the following:
 - To back up all your device data, click **Full**.
 - To back up all your device data except for email messages, click **Quick**.
 - To select which types of device data to back up, click **Custom**. Select the check box next to the data you want to back up.
4. If your device 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** check box.
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 encrypt your data, select the **Encrypt backup file** check box. Type a password.
 - To save your settings so that you are not prompted to set these options again when you back up your device, select the **Don't ask for these settings again** check box.
6. Click **Back up**.

Related topics

[About backing up and restoring data, 9](#)

Restore device data

To restore data that is in your built-in media storage, mass storage mode must be turned on.

CAUTION: When you restore data to your BlackBerry® device, all files that are stored on your device are deleted before the backup file is restored.

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Device > Restore**.
3. Select a backup file that contains the data you want to restore.
4. Do one of the following:
 - To restore all your device data, click **All device data and settings**.
 - To select which data you want to restore, click **Select device data and settings**. Select the check box beside the data type that you want to restore.
 - If your device includes built-in media storage, and you want restore it, select the **Files saved on my built-in media storage** check box.
5. If the backup file is encrypted, type the password that you set to encrypt.
6. Click **Restore**.

Related topics

[About backing up and restoring data, 9](#)

Synchronization

About synchronizing your organizer data

You can synchronize your organizer data between your BlackBerry® device and your computer to keep the data the same in both locations. 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.

If wireless synchronization is not available for your device, 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 device.

Related topics

[Prerequisites: Synchronization, 11](#)

[Set up organizer data synchronization, 12](#)

[Synchronize your organizer data, 12](#)

Prerequisites: Synchronization

- To set up synchronization, you must have an active Internet connection.
- To synchronize organizer data, verify that you have set up organizer data synchronization.
- If wireless data synchronization is available for your BlackBerry® device, but you want to synchronize your organizer data using the BlackBerry® Desktop Software, verify that wireless synchronization is turned off on your device. For more information about wireless synchronization, click **Help** on your device.

Related topics

[About synchronizing your organizer data, 11](#)

[Turn off wireless synchronization, 11](#)

Turn off wireless synchronization

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

1. On your BlackBerry® device, 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** check box.
4. Press the **Menu** key > **Save**.

Related topics

[Prerequisites: Synchronization, 11](#)

[Set up organizer data synchronization, 12](#)

[Synchronize your organizer data, 12](#)

Set up organizer data synchronization

1. Connect your BlackBerry® device to your computer.
2. In the BlackBerry® Desktop Software, click **Organizer** > **Configure settings**.
3. In the Intellisync setup window, select the check box beside an organizer application.
4. Click **Setup**.
5. In the **Available desktop applications** list, click the organizer application on your computer.
6. Click **Next**.
7. Select the synchronization directions you want for the data in your organizer application.
8. Click **Next** > **Finish**.
9. To set up synchronization for another organizer application, repeat steps 3 to 8.

Related topics

[About synchronizing your organizer data, 11](#)

[Turn off wireless synchronization, 11](#)

[Synchronize your organizer data, 12](#)

Synchronize your organizer data

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

1. Connect your device 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**.

Related topics

[About synchronizing your organizer data, 11](#)

[Turn off wireless synchronization, 11](#)

[Set up organizer data synchronization, 12](#)

[Troubleshooting: Synchronization, 13](#)

Troubleshooting: 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 device have changed if you recently added a new email address to your device, 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 device.

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 device.
- 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 device, click **Cancel**.

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

I cannot synchronize my data to other calendars on my computer

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

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

To change the calendar that is being used on your device for synchronization, change the default services option from one of the following locations:

- If your device is running BlackBerry® Device Software 5.0.1 and earlier, go to **Options > Advanced Options > Default Services**.
- If your device is running BlackBerry Device Software 6.0, go to **Options > Device > Advanced System Settings > Default Services**.

Some calendar entries are missing from my computer after synchronization

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

You can only synchronize entries from one calendar on your device 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 device that is not set up to synchronize with the calendar on your computer.

To change the calendar that is being used on your device for synchronization, change the default services option from one of the following locations:

- If your device is running BlackBerry® Device Software 5.0.1 and earlier, go to **Options > Advanced Options > Default Services**.
- If your device is running BlackBerry Device Software 6.0, go to **Options > Device > Advanced System Settings > Default Services**.

Some organizer data does not appear on my device after synchronization

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

- Check the conflict resolution options for the organizer data that is not appearing. Highlight the organizer application. Click **Advanced > Conflict Resolution**. Verify that the **Ignore all conflicting items** option is not selected.
- If some tasks are not appearing on your BlackBerry device, highlight the task application. Click **Setup**. Verify that the **Transfer all items** option is selected.
- If some calendar entries are not appearing on your device, highlight the calendar application. Click **Advanced > Conflict Resolution**. Verify that the **Transfer all scheduled items** option or **Transfer only future items** option is selected.
- If some calendar entries are not appearing on your device, verify that these calendar entries are not 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 do not appear on your device.

Duplicate organizer data fields appear on my device after synchronization

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

- Highlight the organizer application. Click **Advanced > Conflict Resolution**. Verify that the **Add all conflicting items** option and **Ignore all conflicting items** option are not selected.
- Highlight the organizer application. Click **Advanced > Map Fields**. Verify that the field mapping for each organizer application is correct.
- Highlight the address book organizer application. Click **Advanced**. 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 device.

I am not notified when there is a conflict during synchronization

In the BlackBerry® Desktop Software, highlight the organizer application. Click **Advanced > Conflict Resolution**. Verify that the **Notify me when conflicts occur** option is selected.

Synchronization stopped unexpectedly

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

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 > Configure settings**. Highlight the organizer application. Click **Advanced > Conflict Resolution**. In the advanced settings for each organizer application, verify that the **Notify me when conflicts occur** option is selected.

Some organizer data is not synchronizing correctly when I use an ASCII data file

Try performing the following actions:

- If you use custom address book fields on your BlackBerry® device, verify that the column labels for these custom address book fields in the ASCII data file are **User Defined 1**, **User Defined 2**, **User Defined 3**, and **User Defined 4**.
- If you are exporting organizer data from more than one organizer application, verify that you are exporting the organizer data for each application to a different ASCII data file. Specify a unique file name for each of these ASCII data files.
- If recurring calendar entries are not synchronizing correctly, change the calendar entries after you import the ASCII data file.

Applications

About applications

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

When your device is connected to your computer, the Applications screen in the BlackBerry® Desktop Software lists applications that are currently on your device and lists any new or updated applications that are available for you to add.

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

Related topics

[Add, update, or delete applications on your device, 16](#)

[Update your BlackBerry Device Software, 17](#)

[Receive notifications for BlackBerry Device Software updates, 17](#)

Add, update, or delete applications on your device

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

1. Connect your device to your computer.
2. In the BlackBerry Desktop Software, click **Applications**.
3. When your device 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 (.ax) 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 topics

[About applications, 16](#)

[Add a display language to your device, 16](#)

[I cannot add, update, or delete device applications, 18](#)

Add a display language to your device

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

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Applications**.
3. In the **Language and Input Support** section, click the language that you want to add to your device.

4. Click **Apply**.

Related topics

[Add, update, or delete applications on your device, 16](#)

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 my device** button appears.

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

1. Connect your device to your computer.
2. On the home screen of the BlackBerry® Desktop Software, click **Update my device**.
3. Do one of the following:
 - 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**.
4. Do any of the following:
 - To keep a backup file of your device data and settings, select the **Back up your device data** check box. This backup file is restored to your device after the update is complete. If you do not back up your data, your device data, settings, and email messages are deleted from your device after the update is installed.
 - To encrypt your backup data, click **Encrypt backup file**.
 - If you want to receive an email message when an updated version of BlackBerry Device Software is available, select the **Email me when new versions are available** check box.
5. Click **Install update**.

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

Related topics

[About applications, 16](#)

Receive notifications for BlackBerry Device Software updates

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

1. Connect your BlackBerry device to your computer.
2. In the BlackBerry® Desktop Software, click **Device > Device options**.

3. On the **General** tab, select the **Yes, email me when updates are available** check box.
4. Type your email address.
5. Click **OK**.

To stop receiving the notifications, clear the **Yes, email me when updates are available** check box.

Related topics

[About applications, 16](#)

Troubleshooting: Applications

I cannot add, update, or delete device applications

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

Switch devices

About switching your device

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

Related topics

[Switch your device, 19](#)

Switch your device

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

1. Connect your current device to your computer with a USB cable.
2. In the BlackBerry Desktop Software, click **Device > Switch device**.
3. Click the icon for your current device.
4. Do any of the following:
 - To transfer your existing device data to your new device, select the **Device data** check box.
 - To transfer any third-party applications that are compatible with your new device, select the **Third-party applications** check box.
5. Click **Next**. Your device data is backed up.
6. At the prompt, connect your new device to your computer with a USB cable and click **Next**.
7. Click the icon for your new device.
Your device data is imported to your new device.
8. Move your SIM card and your media card (if you have one) to your new device.

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

Related topics

[About switching your device, 19](#)

[Check for BlackBerry Desktop Software updates, 7](#)

Mobile Internet

About Mobile Internet

Depending on your wireless service provider, you can use your BlackBerry® device as a modem by connecting it to your computer with a USB cable. Using your device as modem allows you to connect to the Internet on your computer when you might not otherwise have access to the Internet.

You can use only one device as a modem with your computer at a time. If your device 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.

Related topics

[Set up your Mobile Internet settings, 20](#)

[Connect to the Internet using your device as a modem, 20](#)

Set up your Mobile Internet settings

Before you can use your BlackBerry® device 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 device 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 is not included in the profile. For more information, contact your wireless service provider.
 - If your wireless service provider does not appear in the **Profile** drop-down list, click **Add custom profile**. Type a name for the profile. Contact your wireless service provider to determine the information that is required in the Profiles Settings section. Required information can vary for each wireless service provider.
4. Click **OK**.

Related topics

[About Mobile Internet, 20](#)

[Connect to the Internet using your device as a modem, 20](#)

Connect to the Internet using your device as a modem

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® device 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.

Related topics

[About Mobile Internet, 20](#)

[Set up your Mobile Internet settings, 20](#)

Media

About media

You can manage your media files—music, pictures, and videos—between your BlackBerry® device and your computer.

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

- your music, organized by playlists, artist, or genre, 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

Related topics

[Supported media file formats, 22](#)

[Synchronize your music from your computer to your device, 23](#)

[Synchronize pictures from your computer to your device, 24](#)

[Synchronize your videos from your computer to your device, 25](#)

Supported media file formats

Media type	Supported file types
Music	<p>File extensions:</p> <ul style="list-style-type: none">• .wav• .wma• .mp3• .m4a• .aac <p>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.</p>
Pictures	<p>File extensions:</p> <ul style="list-style-type: none">• .bmp• .jpg• .gif• .png

Media type	Supported file types
Videos	<p data-bbox="525 249 662 274">File extensions:</p> <ul data-bbox="525 302 615 614" style="list-style-type: none">• .mpeg• .mp4• .3gp• .mov• .avi• .wmv• .m4v• .mp2• .mpg <p data-bbox="525 642 634 666">File formats:</p> <ul data-bbox="525 690 691 968" style="list-style-type: none">• AVC1• DivX• H.263• H.264• MPEG• MPEG-4• WMV (8, 9 10)• Xvid <p data-bbox="525 996 654 1020">Audio formats:</p> <ul data-bbox="525 1045 608 1142" style="list-style-type: none">• AAC• AMR• PCM <p data-bbox="525 1170 1322 1223">Only mono and stereo videos are supported. Other video formats might be supported if the applicable codecs are installed.</p>

Related topics

[About media, 22](#)

Synchronize your music from your computer to your device

To perform this task, in your BlackBerry® device options, mass storage mode must be turned on. For more information about mass storage mode, click **Help** on your device.

You can synchronize specific iTunes playlists and Windows Media® Player playlists to your device or a random selection of your songs that are not in a playlist. The number of your songs and playlists that you can synchronize depends on the amount of storage on your media card or device that is available for storing music files.

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Music**.
3. Do any of the following:
 - To synchronize specific playlist or synchronize songs by artists or genre, select the check box beside one or more playlists, artists, or genres.
 - To synchronize your complete music library, select the **All music** check box.
 - If you do not have enough storage space on your device for your complete music library, but you want to synchronize specific playlists as well as a random selection of your songs, select the check box beside one or more playlists. Click **Random Music**.
4. Click **Sync**.

To view your playlists on your device, click the **Media** icon or **Music** icon. Your songs that are not in a playlist appear together in the Music playlist or in their Artist, Album, or Genre categories.

Related topics

[About media, 22](#)

[Stop synchronizing your music from your computer to your device, 24](#)

Stop synchronizing your music from your computer to your device

When you stop synchronizing playlists from your computer to your BlackBerry® device, your playlists are removed from your device, 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:
 - Clear the check boxes beside the playlists, artists, or genres of music that you want to stop synchronizing with your device.
 - If the **All music** check box is selected, clear this check box.
 - If the **Random music** option is selected, click this option so that it is dimmed.
4. Click **Sync**.

Related topics

[Synchronize your music from your computer to your device, 23](#)

Synchronize pictures from your computer to your device

1. Connect your BlackBerry® device to your computer.
2. In the BlackBerry® Desktop Software, click **Pictures**.
3. Click the **Computer Pictures** tab.
4. Do any of the following:
 - Select the check box beside one or more folders that contain your pictures.

- If your pictures are in a folder that is not listed, click **Add folder**. Find the folder and click **OK**. Select the check box beside the newly added folder.
5. If you want to keep your pictures at their original size, click **Optimize** to turn off the option.
 6. Click **Sync**.

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

Related topics

[About media, 22](#)

[Import your pictures from your device to your computer, 25](#)

Synchronize your videos from your computer to your device

1. Connect your BlackBerry® device to your computer.
2. In the BlackBerry® Desktop Software, click **Videos**.
3. Click the **Computer Videos** tab.
4. Do any of the following:
 - Select the check box beside one or more videos that you want to synchronize.
 - If your videos are in a folder that is not listed, click **Add folder**. Find the folder and click **OK**. Select the check box beside the videos in the newly added folder.
5. To change the quality for the videos on your device, in the **Select the video bitrate quality** drop-down list, click a different setting.
6. Click **Sync**.

Videos that are synchronized from your computer to your device are located in the Media application on your device.

Related topics

[About media, 22](#)

[Import your videos from your device to your computer, 26](#)

Import your pictures from your device to your computer

When you connect your BlackBerry® device to your computer, you can import any new pictures that are on your device to your computer. You cannot import pictures if encryption for media files on your device is turned on.

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Pictures**.
3. Click the **Device Pictures** tab.
4. If you want to import all your pictures again, in the drop-down list, click **All device pictures**.
5. Click **Import**.

Related topics

[Synchronize pictures from your computer to your device, 24](#)

[Change your import folder for pictures and videos, 26](#)

Import your videos from your device to your computer

When you connect your BlackBerry® device to your computer, you can import any new videos that are on your device to your computer. You cannot import videos if media file encryption on your device is turned on.

1. Connect your device to your computer.
2. In the BlackBerry® Desktop Software, click **Videos**.
3. Click the **Device Videos** tab.
4. If you want to import all your videos again, in the drop-down list, click **All videos**.
5. Click **Import**.

Related topics

[Synchronize your videos from your computer to your device, 25](#)

[Change your import folder for pictures and videos, 26](#)

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® device.

1. Connect your device 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 topics

[Import your pictures from your device to your computer, 25](#)

[Import your videos from your device to your computer, 26](#)

Delete media files from your device

You can delete the media files that you synchronized from your computer to your BlackBerry® device using the BlackBerry® Desktop Software.

1. Connect your device to your computer.
2. In the BlackBerry Desktop Software, click **Device > Device options**.
3. Click the **Media** tab.
4. Click **Delete all media > OK**.

Troubleshooting: Media

Some of my media files did not synchronize to my device

Try the following actions:

- Verify that your media card or BlackBerry® device has enough available storage for your media.
- Verify that your songs do not contain digital rights management (DRM) technologies.
- Verify that your songs are in a supported format.
- Verify that mass storage mode is turned on.
- If the extension for your video files are supported, but the video isn't synchronizing or importing, the video or audio codec might not be supported.

My device does not recognize my media card

Try the following actions:

- Verify that your media card is inserted in your BlackBerry® device correctly. For more information about inserting a media card into your device, see the printed documentation that came with your device.
- On your device, in your media card options, if there is a message to format your media card, disconnect your device 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 **Tools** menu, click **Import album art**.

A picture folder on my computer is not recognized

If you are trying to synchronize pictures from a specific folder on your computer to your BlackBerry® device, 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.

Error messages

Exceeded available storage

This message appears when there is not enough storage on your media card or BlackBerry® device for your media files that you selected to synchronize.

Try the following actions:

- Consider using a higher capacity media card.
- Select fewer playlists to synchronize.
- Transfer media files that are on your device to a media card.
- In the BlackBerry® Desktop Software, click **Device > Device options**. On the **Media** section of the menu, decrease the amount of storage that is kept free for files other than your media files.

Wi-Fi music sync

About Wi-Fi music sync

You can use Wi-Fi® music sync on your BlackBerry® device to browse songs and playlists that are in your Windows Media® Player library or iTunes library on your computer. You can select songs and playlists that you want to download to your device, and when your device is within range of your Wi-Fi network or when you connect your device to your computer with a USB cable, the songs or playlists are downloaded to your device. You can also create and change playlists and synchronize these playlists from your device to your computer.

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

You can only use one Wi-Fi music sync connection with one computer at a time.

Related topics

[Prerequisites: Wi-Fi music sync, 29](#)

[Install Wi-Fi music sync on your device, 30](#)

[Connect to a Wi-Fi network on your device, 30](#)

Prerequisites: Wi-Fi music sync

Your BlackBerry® device must be running BlackBerry® Device Software 6.0.

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

- Your device and your computer that has the BlackBerry® Desktop Software installed on it must be connected to the same Wi-Fi network.
- The Wi-Fi connection for your device must be turned on. When you install Wi-Fi music sync, the Wi-Fi connection for your device should turn on automatically.
- The Wi-Fi router for your computer that is associated with your device 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 device is associated with a BlackBerry® Enterprise Server, the IT policies on your device must allow Wi-Fi connections. For more information, contact your administrator.

Related topics

[About Wi-Fi music sync, 29](#)

[Install Wi-Fi music sync on your device, 30](#)

Install Wi-Fi music sync on your device

If you did not install Wi-Fi® music sync when you added your BlackBerry® device to the BlackBerry® Desktop Software, you can install Wi-Fi music sync using the following steps.

1. Connect your device to your computer.
2. In the BlackBerry Desktop Software, click **Tools > Wi-Fi music sync**.
3. In the **Wi-Fi Music Sync** window, click **Yes**. On the next screen, click **Finish**.
4. On the confirmation screen, note the Wi-Fi requirements and click **Close**.
5. Click **Music** to synchronize the songs on your computer with your device. The first time that you do this for Wi-Fi music sync, you must keep your device 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 topics

[About Wi-Fi music sync, 29](#)

[Prerequisites: Wi-Fi music sync, 29](#)

[Connect to a Wi-Fi network on your device, 30](#)

[Wi-Fi music sync is not working as expected, 32](#)

Connect to a Wi-Fi network on your device

1. On your BlackBerry® device, on the Home screen, click the top of the screen, or click the **Manage Connections** icon.
2. Click **Set Up Wi-Fi**.
3. If you want to connect to a public hotspot or to a Wi-Fi® network that does not require authentication, select the **Show Open networks only** check box.
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 topics

[About Wi-Fi music sync, 29](#)

[Install Wi-Fi music sync on your device, 30](#)

[I cannot connect to a Wi-Fi network, 31](#)

Download a song to your device that is on your computer

If a song or playlist is on your computer but has not been downloaded to your BlackBerry® device, it appears dimmed in the Music application.

1. On your device, 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 is added to your Wi-Fi Music Sync list as pending and is downloaded to your device when you are within range of your Wi-Fi® connection or when you connect your device to your computer with a USB cable.

Related topics

[Wi-Fi music sync is not working as expected, 32](#)

Prerequisites: [Wi-Fi music sync, 29](#)

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® device or that are waiting to be downloaded.

1. On your device, 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** check box.
5. Click **Clear All**.

Troubleshooting: Wi-Fi music sync

I cannot connect to a Wi-Fi network

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

Try the following actions:

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

Related topics

[Connect to a Wi-Fi network on your device, 30](#)

Wi-Fi music sync is not working as expected

If you are unable to use Wi-Fi® music sync to download your music or if you cannot 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® device, 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 time has passed since you installed the BlackBerry® Desktop Software, your security certificates might be expired. Try reinstalling the BlackBerry Desktop Software. To install the latest version, visit www.blackberry.com/desktop.
- If you are logged in to a VPN, you must log out of the VPN to use Wi-Fi music sync.

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

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

- If your device cannot connect to your computer's network, type the following URL in a browser window: **http://<your_computer_IP_address>:4481/mediasync/music**. If you are prompted, accept the certificate warning. If the web page does not display the text "Wireless music sync", then your device is connected to the same network as your computer. If you do receive a display error, your device is not 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 do not 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 device and your computer, and that both your device and computer IP addresses are on the same subnet.

Related topics

[Pending songs are not downloaded to my device, 33](#)

Some song details are not appearing on my device

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

I cannot see songs on my device 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 is not selected, in the **Music source** drop-down list, click the music library that you want to use.

Pending songs are not downloaded to my device

If the songs in your Wi-Fi Music Sync list are pending and are not being downloaded from your computer to your BlackBerry® device, try the following actions:

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

Related topics

[Wi-Fi music sync is not working as expected, 32](#)

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
36 Station Road
Egham, Surrey TW20 9LF
United Kingdom

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