

BlackBerry Web Desktop Manager

User Guide

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Basics

Log in to the BlackBerry Web Desktop Manager

To perform this task, your administrator must provide you with a user name, a password, and, if necessary, a domain name.

1. Type your user name and password.
2. If necessary, type a domain name.
3. Click **Log in**.

Connect your device to your computer using a USB cable

1. Connect the large end of the USB cable to a USB port on your computer.
2. Connect the small end of the USB cable to the USB port on the side of your BlackBerry® device.
3. On your computer, if the **Device Security Password** field appears, type your device password. Click **OK**.

Prerequisites: Bluetooth connections

- Your BlackBerry® device must be running BlackBerry® Device Software 4.1 or later.
- Your computer must be running Windows® XP SP 2 or later. For more information about the Bluetooth® adapters that are supported in Windows XP SP 2 or later, visit www.blackberry.com/support.
- Your computer must be paired with your BlackBerry device. For more information about pairing, click **Help** on your device.

Connect your device to your computer using Bluetooth technology

1. On the **Advanced Settings** tab, click **Troubleshooting**.
2. Click **View information**.
3. Select the **Enable Bluetooth® support** check box.
4. Click **Configure Bluetooth**.
5. Click **Add**.
6. In the **Bluetooth devices** list, click your BlackBerry® device.
7. Click **OK**.
8. Click **OK**.

About browser compatibility

Windows® Internet Explorer® 7 or later provides the optimal support for BlackBerry® Web Desktop Manager features.

The following browsers are also compatible with BlackBerry Web Desktop Manager, but with limited support for features:

- Mozilla® Firefox® 3.5
- Safari 4 for Mac
- Google Chrome™

Depending on the browser that you are using, BlackBerry Web Desktop Manager might not recognize your BlackBerry device, and you might not be able to activate your device over the wireless network, back up and restore your device data, or add or update device applications.

Create an activation password

You must create an enterprise activation password to activate your BlackBerry® device over the wireless network. If your device is already activated, you can follow these steps to create a new activation password. For more information, contact your administrator.

1. On the **Home** tab, click **Create an Enterprise Activation Password**.
2. In the **Enterprise activation password** field, type a password.
3. In the **Confirm password** field, type the password again.
4. Click **Set the enterprise activation password**.

Change your device password from the BlackBerry Web Desktop Manager

If your BlackBerry® device has been misplaced and you might be able to recover it, you can use the BlackBerry® Web Desktop Manager to change your device password and lock your device to help secure your device data. Depending on your administrator, this feature might not be available.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Specify new device password and lock device**.
3. In the **Device password** field, type your new device password.
4. In the **Confirm password** field, type your new password again.
5. Click **Specify new device password and lock device**.

Delete all device data and deactivate services

If your BlackBerry® device has been misplaced or stolen, you can delete your device data and deactivate all services, such as email messaging and data synchronization. Depending on your administrator, this feature might not be available.

1. On the **Home** tab, click **Secure a Lost Device**.
2. Click **Delete all device data and disable device**.
3. Click **Yes**.

Note: If you recover your device, you can activate your services again by either connecting your device to your computer using a USB cable or by creating an activation password so that you can activate your device over the wireless network.

Troubleshooting: Basics

My computer cannot detect my device

Try the following actions:

- Verify that your BlackBerry® device is connected to your computer.
- If you are trying to connect your 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 meters).
- Turn off synchronization programs or antivirus programs temporarily.
- Verify that you are not running software that scans the communications ports on your computer.
- On the **Advanced Settings** tab, in the **Troubleshooting** section, if the **Detect a BlackBerry device with Application Loader** link appears, your administrator might have made BlackBerry® Device Software available for you to install. Click the link and complete the instructions on the screen.

I cannot access the features of the BlackBerry Web Desktop Manager

If the features of the BlackBerry® Web Desktop Manager are unavailable because the necessary controls are not installed, try performing the following actions:

- See the system requirements for the BlackBerry Web Desktop Manager in the *BlackBerry Enterprise Server Installation and Configuration Guide*. To download this guide, visit www.blackberry.com/go/serverdocs/.
- Contact your administrator.

Backup and restore

Back up device data

1. Connect your BlackBerry® device to your computer.
2. On the **Backup and Restore** tab, perform one of the following actions:
 - To back up all your device data, click **Back up**.
 - To back up specific device data, click **Advanced**. In the **Device Databases** section, click a database. Click the **Left Arrow** icon. On the **File** menu, click **Save As**.
 - If your device contains on-board device memory, to back up files that you saved to your device, verify that mass storage mode is turned on. Click **Configure Backup Options**. Select the **Back up on-board device memory** check box. Click **Save**. Click **Back Up and Restore Now** to continue backing up device data.

Schedule automatic backups of device data

1. Connect your BlackBerry® device to your computer.
2. On the **Backup and Restore** tab, click **Configure Backup Options**.
3. Select the **Automatically back up my device** check box.
4. Set how often automatic backup should occur.
5. Perform one of the following actions:
 - If your device contains on-board device memory, to back up files that you saved to your device, verify that mass storage mode is turned on. Select the **Back up on-board device memory** check box.
 - To back up all device data, select the **Backup all device application data** option.
 - To exclude email messages or organizer data, select the **Backup all device application data, except for** option. Specify the type of data to exclude.
6. Click **Save**.

Restore device data

1. Connect your BlackBerry® device to your computer.
2. On the **Backup and Restore** tab, perform one of the following actions:
 - To restore all the device data in a backup file, click **Restore**. Double-click a backup (.ipd) file.
 - To restore specific device data from a backup file, click **Advanced**. On the **File** menu, click **Open**. Double-click a backup (.ipd) file. In the **Desktop File Databases** section, click a database. Click the **Right Arrow** icon.

Troubleshooting: Backup and restore

I cannot restore some device data

Try the following actions:

- Verify that the database that you are trying to restore does not appear dimmed in the Device Databases section. If the database appears dimmed and the Right Arrow icon is not available, your BlackBerry® device might be configured for wireless synchronization, wireless backup might be turned on, or the database might be read-only. For more information, contact your administrator.
- Verify that your device has enough available memory to store the database. The amount of memory that appears beside the database in the Desktop File Databases section might differ from the amount of memory that is required to store the database on your device. If the application memory on your device is low, consider deleting unused applications, old data, or old messages from your device.

Error messages: Backup and restore

The Backup functionality is not available at your current location.

This message appears if you log in to the BlackBerry® Web Desktop Manager from a computer that your administrator has restricted from performing backup and restore functions. For more information, contact your administrator.

This function is no longer available to you. No changes have been made.

This message appears if your administrator has changed your permissions since you logged in to the BlackBerry Web Desktop Manager. For more information, contact your administrator.

Email settings

Email messages settings

Stop forwarding email messages to your device

1. On the **Email Settings** tab, clear the **Redirect incoming email messages to the device** check box.
2. Click **Save**.

Add a signature

1. On the **Email Settings** tab, in the **Signature** box, type a signature.
2. Click **Save**.

Delete your signature

1. On the **Email Settings** tab, in the **Signature** box, delete the signature.
2. Click **Save**.

Store messages sent from your device on your messaging server

1. On the **Email Settings** tab, select the **Save copy in Sent folder when sending an email message from the BlackBerry® device** check box.
2. Click **Save**.

Add contacts to your device from your email message folders

You can add private or corporate contact folders that appear in the email application on your computer to the contact list on your BlackBerry® device. The corporate, or public, contact folders are published by your administrator.

1. On the **Email Settings** tab, click **Contact Folders** or **Published Contact Databases**.
2. If you are using a Microsoft® Outlook® email account, perform any of the following actions:
 - In the **Published public contact folders** section, select the check box beside one or more corporate contact folders that you want to add to the contact list on your device.
 - In the **Private contact folders** section, select the check box beside one or more personal contact folders that you want to add to the contact list on your device.
 - In the **Default private contact folder** section, in the **Default contact folder** drop-down list, click a personal folder to synchronize with your device. When you add a new contact on your device, it is added to this folder.
3. If you are using an IBM® Lotus Notes® email account, select the contact databases that you want to add to the contact list on your device.
4. Click **Save**.

Forward messages from a specific email message folder to your device

1. On the **Email Settings** tab, click **Redirection Folders**.
2. Perform one of the following actions:
 - If your BlackBerry® device is associated with a Microsoft® Outlook® email account, to receive email messages from your inbox to your device, click **Inbox**.
 - To receive email messages from your inbox and sent items folder to your device, click **Inbox and Sent Items only**.
 - To specify additional email message folders, including your inbox and sent items folder, click **Selected folders**. Select the check box beside one or more folders.
3. Click **Save**.

Delivery status for email messages and organizer data

If your BlackBerry® device is connected to your computer, from the Advanced Settings tab, you can view the service statistics for your email messages and organizer data items.

Messages forwarded

This field displays the number of email messages and organizer data items that the BlackBerry® Enterprise Server has forwarded to your device.

Messages sent

This field displays the number of email messages and organizer data items that you have sent from your device.

Messages pending

This field displays the number of email messages and organizer data items that the BlackBerry Enterprise Server has not yet forwarded to your device. If your device is not connected to the wireless network, the BlackBerry Enterprise Server queues email messages and organizer data items for up to 7 days and forwards them when your device is connected to the wireless network again.

Messages expired

This field displays the number of email messages and organizer data items that the BlackBerry Enterprise Server could not forward to your device within 7 days. These email messages and organizer data items remain in the email application on your computer.

Messages filtered

This field displays the number of email messages that the BlackBerry Enterprise Server did not forward to your device because your email message filters prevented redirection or because your device was connected to your computer.

Add contacts from your organization's contact list to your device

You can add private or corporate contact folders that appear in the email application on your computer to the contact list on your BlackBerry® device. The corporate, or public, contact folders are published by your administrator.

1. On the **Email Settings** tab, click **Contact Folders** or **Published Contact Databases**.

2. If you are using a Microsoft® Outlook® email account, perform any of the following actions:
 - In the **Published public contact folders** section, select the check box beside one or more corporate contact folders that you want to add to the contact list on your device.
 - In the **Private contact folders** section, select the check box beside one or more personal contact folders that you want to add to the contact list on your device.
 - In the **Default private contact folder** section, in the **Default contact folder** drop-down list, click a personal folder to synchronize with your device. When you add a new contact on your device, it is added to this folder.
3. If you are using an IBM® Lotus Notes® email account, select the contact databases that you want to add to the contact list on your device.
4. Click **Save**.

Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Add new email message filter**.
3. Set the email message filter options.
4. To select contacts or distribution lists from your organization's contact list, click the **Import list** icon beside the **From** or **Sent to** fields.
5. Click **Add New Filter**.
6. Click **Save**.

Options for email message filters

Filter name:

Type a unique name for the new filter.

From:

Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.

Sent to:

Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the email address.

Subject:

Type the text that the email message filter should search for in the Subject field of email messages.

Body:

Type the text that the email message filter should search for in the body of email messages.

Sent directly to me:

Set whether the email message filter applies to email messages that include your email address in the To field.

CC: to me:

Set whether the email message filter applies to email messages that include your email address in the CC field.

BCC: to me:

Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:

Set the importance level of email messages that the email message filter applies to.

Sensitivity:

Set the sensitivity level of email messages that the email message filter applies to.

Forward messages to the device:

Select this option to forward email messages that the email message filter applies to your BlackBerry® device. Specify whether email messages are forwarded with high importance or with the email message header only.

Do not forward messages to the device:

Select this option to prevent email messages that the email message filter applies to from being forwarded to your device.

Add a contact from your organization's contact list to an email message filter

You can import contacts from your organization's contact list into an email message filter.

1. When creating or changing an email message filter, click the **Import list** icon beside the **From** or **Sent to** fields.
2. In the **Search Users** section, perform one of the following actions:

- In the **Messaging server display name** field, type the user display name for the contact on your organization's messaging server.
 - In the **Email address** field, type part or all of the email address for the contact.
3. Click **Search**.
 4. In the search results, select the check box beside the contact.
 5. Click **Next** to continue creating or changing your email message filter.

Change an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click an email message filter.
3. Change the email message filter options.
4. To select contacts or distribution lists from your organization's contact list, click the **Import list** icon beside the **From** or **Sent to** fields.
5. Click **Update Filter**.
6. Click **Save**.

Change the order of email message filters

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **Up Arrow** icon or the **Down Arrow** icon.
3. Click **Save**.

Turn off an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **checkmark** icon beside an email message filter.
3. Click **Save**.

Delete an email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click the **minus sign** icon beside an email message filter.
3. Click **Save**.

Save all email message filters

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Save Filters**.

Open a saved email message filter

1. On the **Email Settings** tab, click **Email Filter Settings**.
2. Click **Load Filters**.

3. Click an email message filter (.rfi) file.
4. Click **Open**.

Troubleshooting: Email settings

I cannot send or receive email messages on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- If you have generated a new encryption key, connect your device to your computer to share the encryption key.
- Verify that your email profile options are correct. For more information, contact your administrator.

Switch devices

About switching devices

You can use the switch device wizard to transfer data and services from your current BlackBerry® device to a new BlackBerry device.

The switch device wizard is designed to transfer supported organizer data, messages, third-party applications, and BlackBerry® Enterprise Server connection options from your current device to your new device. The switch device wizard also starts the activation process for your new device. During the activation process, BlackBerry services, such as email reconciliation, are transferred to your new device.

Switch devices

1. Connect your new BlackBerry® device to your computer, or connect both your current device and new device to your computer.
2. Click **Yes - Switch my BlackBerry services to this device.**
3. Click **Yes - Transfer the data.**
4. Complete the instructions on the screen.

Do not disconnect your device from your computer until your device data and services have been switched and the activation process on your new device is complete. The process is complete when the Change devices screen appears on your computer.

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