



## ***Sprint Media Manager FAQs***

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## What is Sprint Media Manager?

Sprint Media Manager is a free, PC-based software application that allows you to:

- Quickly and easily transfer music, pictures and video between your personal computer and your phone.
- Build playlists, burn CD mixes and load music to your phone.
- Manage your music, pictures and video — on your phone and PC.

You'll find Media Manager on the installation CD included with the Instinct or at [sprint.com/downloads](http://sprint.com/downloads).

## What is the difference between transferring media to the phone using Windows Explorer versus Sprint Media Manager?

Not all media types are supported by the phone. When you transfer media using Windows Explorer, the files are transferred “as is” regardless of whether or not the phone supports the media types. Sprint Media Manager recognizes unsupported media, which are transcoded to one of the recognized media types during the transfer process.

## How do I activate my Instinct on Sprint Media Manager?

To activate your Instinct on Sprint Media Manager, perform the following steps:

- Launch Sprint Media Manager.
- Connect the Instinct to your PC.
- When the activation screen appears, enter your email address, name the new phone in the appropriate fields and click **Activate**. You must enter this information in order to activate.
- When Sprint Media Manager opens, the name of the connected phone appears in the top left part of the window above the phone capacity indicator. **Note:** You can only connect one activated phone at a time to Sprint Media Manager.

## Why can't I activate my phone after installing Sprint Media Manager?

If you can't activate your phone after installing Sprint Media Manager, check the following:

- Make sure the USB cable that came with your phone is securely connected to both the phone and to your computer's USB port.
- In addition to connecting your phone to your PC, make sure you also entered a name for the phone and your email address in the appropriate fields in the Product Activation screen. You must enter this information in order to activate.
- Verify that a Micro SD card is inserted in the appropriate place in the phone.  
**Note:** Do not remove the memory card from the phone. Removing the memory card may cause damage to the card.

**Note:** If you confirm these steps and you are still unable to activate your phone, disconnect the phone, reconnect it with the PC and try to activate again.

**After I installed Sprint Media Manager and activated my phone, can I use it with another Instinct?**

Yes, Sprint Media Manager application allows you to connect and activate multiple Instinct phones, although you can only connect and activate one phone at a time.

**How does Sprint Media Manager know which phone is connected after I activate multiple phones?**

Sprint Media Manager detects which phone is connected the minute you connect your phone to the PC. The correct name of the connected phone will appear in the top left part of the window above the phone capacity indicator.

**Note:** You can only connect one activated phone at a time to Sprint Media Manager.

**Can I connect two Instinct phones to the PC using Sprint Media Manager?**

No, you can only connect one activated phone at a time to Sprint Media Manager.

**I have audio files on my PC that are not being imported to Sprint Media Manager with the "Add Media" wizard.**

If audio files on your PC are not being imported to Sprint Media Manager with the "Add Media" wizard, they may include non-standard audio files or standard audio files that are shorter than seven seconds in length.

- Non-standard audio files (WAV) that cannot be transcoded or transferred to the phone cannot be added and will not appear in the Sprint Media Manager.
- Standard audio files that are less than seven seconds cannot be added and will not appear in Sprint Media Manager. Only AMR files that are less than seven seconds will be added.

**Note:** You can add standard audio files shorter than seven seconds to Sprint Media Manager by dragging them from MS Windows to the Music "Contents" center window.

**What do I do if video files on my PC are not being imported to Sprint Media Manager with the "Add Media" wizard?**

If video files on your PC are not being imported to Sprint Media Manager with the **Add Media** wizard, perform the following steps:

- Make sure the **Videos** check box is selected in the **Add Media - Step 1 of 2** screen.
- Open the Add Media Preferences window and make sure that all of the desired file types you want to import to the application are selected.

- Make sure you have Apple QuickTime software installed on your PC. File types that require QuickTime software will not be imported to Sprint Media Manager if QuickTime is not installed on the PC.

**How can I be sure my media library will be updated accordingly in Sprint Media Manager if I delete media from my PC?**

To ensure that your entire media library in Sprint Media Manager is updated after deleting media from your PC, use the **Synchronize Library** feature in the **File** menu. The **Synchronize Library** function will synchronize even those folders on your PC that are not being monitored by the Media Monitor.

If the media that was deleted from a folder is monitored by the Media Monitor, the deleted media should be automatically removed from Sprint Media Manager. However, when the media monitor is turned off all media monitoring is stopped and media changes in the monitored media folders are not tracked. The media changes that occurred while the media monitor is not running cannot be tracked later when the monitor is turned on again.

**What file types are supported by the Sprint Media Manager?**

**Import/Playback on PC**

<b>Music</b>	<b>Photos</b>	<b>Videos</b>
AMR	BMP	3G2
M4A (unprotected AAC)	GIF	3GP
M4P (protected AAC)	JPEG	AVI
MP3	PNG	M4V
WMA		MOV
WAV		MP4
		WMV

**Transfer to Phone**

Any DRM protected formats can not be transferred to the phone. Music or Videos may be transcoded to a format and/or size which the phone supports.

**Will deleting a file from Sprint Media Manager delete it permanently from my PC as well?**

No, the Sprint Media Manager delete function will only remove the file from the Media Manager library. The file will remain in its current location on your PC and can be added to the Media Manager again at any point.

### **How do I delete a file from Sprint Media Manager and from my PC at the same time?**

When you attempt to delete a file in the Media Manager, a message will appear asking you to confirm your wish to delete the selected file. This message contains a check box option to **Delete from disk**. Selecting this option will delete the selected file completely from the PC and from the Media Manager. You must select this option individually for each file that you wish to delete.

### **What should I do if I select Digital Lounge in Music and Digital Lounge does not open?**

If you select Digital Lounge in Music and Digital Lounge does not open, perform the following steps:

- Make sure that you are connected to the Internet.
- Click **Refresh** on your web browser to refresh the page.
- If you still can't see the page, confirm that you are using Microsoft Internet Explorer 7 or a higher version. If you are using an outdated version, you will need to upgrade your web browser and try again.

### **Why do I see script errors when viewing the Digital Lounge home page?**

Script errors are generated by Internet Explorer. If you see script errors when viewing the Digital Lounge home page, change your Internet Explorer settings to disable them by performing the following steps:

- Open Internet Explorer and select **Internet Options** from the Tools menu.
- Open the **Advanced** tab.
- Check **Disable script debugging (Other)**.
- Next, select Apply to save your changes.

### **What should I do when the download of a song stopped in the middle?**

If there is a power failure or some other problem while downloading from the Digital Lounge, you will have a partially downloaded song on your disk but this song will not appear in **Purchased Music** or in **My PC** in Sprint Media Manager. Follow the steps below in order to allow Digital Lounge to download the song again.

- Run the **Add Media** wizard to add the song to the Sprint Media Manager.
- Delete the song from the Sprint Media Manager and make sure you set the checkbox to **Delete it from the disk** as well.
- If the song is not added to the Sprint Media Manager, look in your **My Music** folder on the PC. Check if the song exists under Artist\Album folder and delete it from there.
- Click the **Purchased Songs** button in Digital Lounge to download the song.

### **When I try to play a WMA-protected song the application freezes, what should I do?**

Protected WMA songs need to have an updated license to play. This might happen when the song requires a security upgrade. Follow the steps below to update the license.

- Open Windows Media Player, find the same song and double click on it.
- **A security upgrade is required to play this file** message appears, click **Yes** to upgrade the song
- The song should now play in Sprint Media Manager.

Acronyms:

WMA - Windows Media Audio is a digital audio file format created by Microsoft.

### **What is the “To Phone” transfer list?**

The “To Phone” transfer list displays the list of media files that you create before the actual transfer. You can add or remove files at any time and they will transfer to your phone the next time you connect it to your personal computer and click the “Transfer Now” button.

### **What is the difference between transferring media to the phone using the MY PHONE node in the navigation tree versus using the “To Phone” transfer list?**

When you transfer media using the **MY PHONE** node, the phone must be connected to your personal computer. However, you can create a list of media files in the **To Phone** transfer list at any time. These files will transfer the next time you connect the phone to your personal computer and click the **Transfer Now** button.

### **What is the difference between transferring media from the phone using the MY PC node in the navigation tree versus using the “To PC” transfer list?**

The phone must be connected in both cases. However, the **To PC** transfer list displays the list of media files before the actual transfer and allows you to add or remove files. If you transfer by “dragging and dropping” from the MY PC node to the MY PHONE node, the file(s) will be automatically transferred.

### **Why can't I sort my music playlist?**

Only the **MY PC** playlist that contains your music library can be sorted by clicking the column headers. To rearrange regular music playlists, drag and drop the order you would like or use the **Move up** or **Move down** right-click menu options.

**NOTE:** For music, the view must also be in List view and not Album view.

## How can I automatically transfer music to my phone based on available memory?

To automatically transfer music to your phone based on available memory, perform the following steps:

- Ensure your phone is connected to the PC with a USB cable.
- Launch Sprint Media Manager.
- Select **Auto Fill Phone with songs** to automatically fill your phone's memory card with music. **Note:** The music is randomly selected by Sprint Media Manager.

## I inserted a CD into my PC. In the Audio CD view, I see the track numbers listed, but I don't see the song titles.

When a CD is inserted, a CD lookup is performed to return data from the AMG server containing the track information. This feature will only work if your PC is connected to the internet. Connect your PC to the internet and try again.

Acronyms:

AMG - All Media Guide is a music, movie and game metadata database company.

## I burned an Audio CD. In Audio CD view, I see incorrect track information.

The CD lookup that is performed will only work correctly for CDs that were manufactured by Music vendors.

## What is "Update Metadata"?

Update Metadata is a feature that works on individual song tracks. The track data is uploaded to the AMG server, which returns the metadata for the track. Sprint Media Manager takes this metadata (song title, artist, genre, etc.) and adds it to the song track. This feature is useful if you have tracks that were ripped without metadata or with incorrect metadata. This function can be invoked on single tracks by clicking **Update** in the song properties window.

**Note:** The DRM sound file's metadata is not updatable; therefore, the metadata can't be updated and the option is not available.

Acronyms:

AMG - All Media Guide is a music, movie and game metadata database company.

DRM - Digital rights management is used by content providers to prevent unauthorized duplication of digital media or devices.

## **Can I remove songs that are duplicated on my PC and in my Sprint Media Manager music library?**

Yes, simply open the File menu and select **Show Duplicate Songs**. When the list of duplicate songs is displayed, you will have the option to remove duplicate songs from your Sprint Media Manager music library or delete them completely from your PC.

## **Why can't I add a photo to a transfer list?**

If you are viewing the photo in Full View, the photo cannot be dragged and dropped into the transfer list. You must right click on the photo, select **Transfer** and then select the desired transfer list. In Thumbs or Details view, you also have the option to drag and drop the photo in a transfer list.

## **How do I navigate within a photo slideshow or exit the photo slideshow?**

To navigate within a photo slideshow or exit the photo slideshow, click with your mouse while the slideshow is running to open the navigation bar at the bottom of the slideshow screen. Alternatively, right click while the slideshow is running to open a right click menu that allows you to navigate within the slideshow or exit the slideshow.

## **How do I exit the video Full Screen view and return to Actual Size view?**

Press the Esc button on your keyboard to exit the video **Full Screen** view and return to **Actual Size** view.

## **I changed my Sprint Media Manager window size while playing a video in Video fit to window mode and the video size changed, how do I get back to Video fit to window mode?**

- While playing the video, click on the **Video actual size** next to the video player controls.
- Next, click **Video fit to window** to return to the **Video fit in window** mode.

**Note:** Do not change Sprint Media Manager window size while playing the video.

## **How do I make sure I have the latest version of Sprint Media Manager?**

To ensure you have the latest version of Sprint Media Manager, perform the following steps:

- Launch Sprint Media Manager on your Internet-connected PC.
- Navigate to the Help menu.
- Select **Check for updates**.
- Media Manager will automatically check for and install recent updates.

**Is a Macintosh version of Sprint Media Manager available?**

No, a Macintosh version of Sprint Media Manager is not available at this time.