

# Soft4Boost Help

## S4B Device Uploader

[www.sorentioapps.com](http://www.sorentioapps.com)

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# Contact Us

If you have any comments, suggestions or questions regarding **S4B Device Uploader** or if you have a new feature that you feel can be added to improve our product, please feel free to contact us.

When you register your product, you may be entitled to technical support.

<b>General information:</b>	<a href="mailto:info@soft4boost.com">info@soft4boost.com</a>
<b>Technical support:</b>	<a href="mailto:support@soft4boost.com">support@soft4boost.com</a>
<b>Sales:</b>	<a href="mailto:sales@soft4boost.com">sales@soft4boost.com</a>

## Technical Support

**S4B Device Uploader** do not require any professional knowledge. If you experience any problem or have a question, please refer to the **S4B Device Uploader Help**. If you cannot find the solution, please contact our support staff.

**Note:** only registered users receive technical support

**S4B Device Uploader** provides several forms of automated customer support

### **Soft4Boost Support System**

You can use the **Support Form** on our site to ask your questions.

### **E-mail Support**

You can also submit your technical questions and problems via e-mail to [support@soft4boost.com](mailto:support@soft4boost.com)

**Note:** for more effective and quick resolving of the difficulties we will need the following information:

- Name and e-mail address used for registration
- System parameters (CPU, hard drive space available, etc.)
- Operating System
- Detailed step by step describing of your action

# Resources

Documentation for **S4B Device Uploader** is available in a variety of formats:

## In-product (.chm-file) and Online Help:

You will be able to use help file (.chm) through the **Help** menu of the installed **S4B Device Uploader**.

**Online Help** include all the content from the In-product help file and updates and links to additional instructional content available on the web. You can find the **Support** at our web-site - <http://sorentioapps.com>. Please note, that the most complete and up-to-date version of **S4B Device Uploader** help is always on the web.

## PDF Documentation

The offline help is also available as a pdf-file that is optimized for printing. PDF help file is available for download at the program page at **Soft4Boost** web-site. To be able to read and print **S4B Device Uploader** PDF help file you will need to have a PDF reading program installed.

## User Guides

You have access to a wide variety of resources that help you make **S4B Device Uploader**. The step-by-step user guides will be of help not only to the novice users but also to the users that face a certain task to be performed and look for a way to do it. Please, visit our **Support** section of **Soft4Boost** web-site at to read the detailed instructions for various software and tasks.

## Technical Support

Visit the **Support** at our web-site <http://sorentioapps.com> to ask your questions concerning **S4B Device Uploader** installation, registration and use. Feel free to also use our e-mail address [support@soft4boost.com](mailto:support@soft4boost.com)

## Downloads

Visit the **Downloads** section of our web-site to find free updates, tryouts, and other useful software. We constantly update the software, new versions of the most popular programs and new software are also frequently released.

# Overview

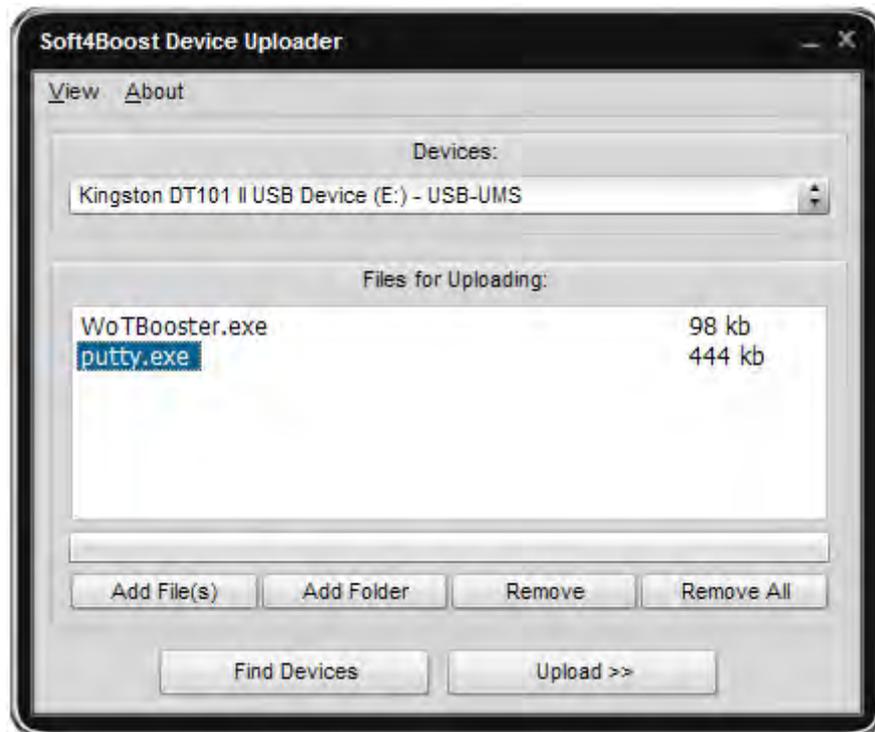
**S4B Device Uploader** is a wizard-styled application, which allows you to upload the media files from your personal computer to your mobile devices: mobile phone, personal digital assistant, Sony PSP and alike.

Device selection option allows you to choose between different mobile devices depending on means of their connection to your personal computer.

To start **S4B Device Uploader** go to **Start** menu and choose **All Programs -> Soft4Boost -> Device Uploader -> Device Uploader**.

# Program Interface

**Soft4Boost Device Uploader** interface is quite simple to use and lets the user perform all the actions with a few mouse clicks. The program **Main Window** looks the following way:



There are two ways to start **Soft4Boost Device Uploader**:

- 1) The **Device Uploader** utility can be launched directly from the Start Menu it is embedded into.
- 2) This utility can also be launched from the Express Menu of Windows Explorer. To do that find the file or folder you want to burn to an optical disc, right-click it and select: **Send To -> Device Uploader**.

**Note:** to upload several files at once, press the CTRL key and select them with the mouse without releasing this key.

# Uploading Files

First of all you should select the type of device you would like to upload your media file. Press Find Devices button to start searching for the available mobile devices.

**Note:** if you'd like to upload your files to a mobile phone, you should connect it to your personal computer via Bluetooth or Infrared. USB connection is only supported if the mobile phone or memory card is seen by the personal computer as a removable drive or a fixed drive.

After that you should select one of the devices to which you would like to upload your media files using the drop-down box.

Now you can select the media files that you would like to upload to your mobile device.

After you are satisfied with the list of the media files that you would like to send to the mobile device press the **Upload >>** button to start the uploading process.



The duration of the upload process depends on the number of media files selected, their size and the type of the communication used between the personal computer and the mobile device selected.

You can upload the same files to a different device using the drop-down box to select a new device.

# Troubleshooting

## Error (Message) Description

### **No mobile devices can be detected by the program**

#### Possible Ways to Solve the Problem

- 1) For all the USB connection types (USB-UMS, USB-MTP, USB-ActiveSync, USB-iOS):
  - make sure that the mobile device is on, if not please turn it on;
  - check the device connection to the personal computer (make sure that the cable is connected and the USB port works properly), connect the device to the proper USB port of your personal computer if necessary;
  - make sure that you connect the mobile device directly to the computer USB port, please do not use any USB hubs, USB extension cables, display or keyboard USB ports.
- 2) USB-MTP connection type:
  - check the Windows Media Player version installed on your system, make sure that you have WMP version 10 or higher (11/12) installed; you can always download and install the latest version of Windows Media Player from the Microsoft web site.
- 3) USB-ActiveSync connection type:
  - check if the Microsoft ActiveSync is installed on your computer; if not please install Microsoft ActiveSync (this can be downloaded from the Microsoft web site) and after that register the WLMobileTransfer2ActiveSync.dll (to do this go to the Windows Start menu and select All Programs-> Soft4Boost -> FixComponents).
- 4) USB-iOS connection:
  - check the iTunes version installed on your computer, make sure that you have the proper iTunes version for your mobile device - 7, 8 or later; you can always download and install the latest iTunes version from the Apple web site;
  - connect only one device (iPhone or iPod touch) to your personal computer in case you have several.
- 5) Bluetooth connection type:
  - make sure that the mobile device is on, if not please turn it on;
  - make sure that the personal computer Bluetooth adapter is on, if not please plug it in and/or turn it on;
  - make sure that the Bluetooth service of the mobile device is on, if not please enable it;
  - check the Bluetooth protocol stack used by your computer Bluetooth adapter, it supports Microsoft (Windows XP SP2/3, Windows Vista) and Toshiba (Windows XP SP2/3) Bluetooth protocol stacks only; BlueSoleil and Widcomm (Broadcom) Bluetooth protocol stacks are not supported.
- 6) IrDA (Infrared) connection type:
  - make sure that the mobile device is on, if not please turn it on;
  - make sure that the personal computer Infrared adapter is on, if not please plug it in and/or turn it on;
  - make sure that the Infrared port of the mobile device is on, if not please enable it;
  - check the personal computer Infrared adapter and mobile device Infrared port connectivity, make sure that the adapter and the device port are directed to each other and nothing blocks the connection; place the computer Infrared adapter and the mobile device Infrared port as close to each other as possible.