



# SYNCTUNES

SyncTunes is the perfect companion to iTunes when your music library is spread out over multiple computers but you want to keep all of your information in sync.

The screenshot shows the SyncTunes application window. On the left, there's a sidebar with 'Remote Libraries' including 'Whidbey iMac' and 'Chris' Mac Pro'. The main area displays a list of tracks from 'Chris' Mac Pro' with columns for #, Name, Artist, Album, Genre, Time, Rating, Plays, and Status. The tracks include songs by Hey Monday, The Hives, Honeyspots, and Hootie and the Blowfish. At the bottom, there are buttons for 'Sync Settings...', 'Merge Selected Tracks', 'Sync Selected', and 'Sync All'.

| #  | Name                          | Artist                  | Album               | Genre            | Time | Rating | Plays | Status                 |
|----|-------------------------------|-------------------------|---------------------|------------------|------|--------|-------|------------------------|
| 1  | Set Off                       | Hey Monday              | Hold On Tight       | Alternative Rock | 3:27 |        | 1     | ↔ Initial merge        |
| 2  | How You Love Me Now           | Hey Monday              | Hold On Tight       | Alternative Rock | 3:17 |        |       | ↔ Initial merge        |
| 3  | Homecoming                    | Hey Monday              | Hold On Tight       | Alternative Rock | 3:58 |        | 1     | ↔ Initial merge        |
| 4  | Obvious                       | Hey Monday              | Hold On Tight       | Alternative Rock | 3:29 |        |       | ↔ Initial merge        |
| 5  | Candles                       | Hey Monday              | Hold On Tight       | Alternative Rock | 2:55 |        |       | ↔ Initial merge        |
| 6  | Run, Don't Walk               | Hey Monday              | Hold On Tight       | Alternative Rock | 3:43 |        |       | ✓ In Sync              |
| 7  | Josey                         | Hey Monday              | Hold On Tight       | Alternative Rock | 3:19 |        |       | ↔ Initial merge        |
| 8  | Hurricane Streets             | Hey Monday              | Hold On Tight       | Alternative Rock | 3:06 |        |       | ✓ In Sync              |
| 9  | Arizona                       | Hey Monday              | Hold On Tight       | Alternative Rock | 3:36 |        |       | ✓ In Sync              |
| 10 | Should've Tried Harder        | Hey Monday              | Hold On Tight       | Alternative Rock | 3:06 |        |       | ✓ In Sync              |
| 11 | 6 Months                      | Hey Monday              | Hold On Tight       | Alternative Rock | 3:36 |        |       | ↔ Initial merge        |
| 6  | Hate to Say I Told You So     | The Hives               | Veni Vidi Vicious   | Rock             | 3:19 |        |       | → Add to local library |
|    | Looking Back                  | Honeyspots              |                     | Rock             | 4:12 |        | 1     | ✓ In Sync              |
|    | Decide                        | Honeyspots              | Demos               | Rock             | 3:26 |        |       | ✓ In Sync              |
|    | Burn The Map                  | Honeyspots              | Pride of Building 9 | Alternative      | 2:23 |        | 5     | ✓ In Sync              |
|    | Crush Me                      | Honeyspots              | Pride of Building 9 | Alternative      | 2:54 |        | 1     | ✓ In Sync              |
|    | Follow You                    | Honeyspots              | Pride of Building 9 | Alternative      | 3:49 |        |       | ✓ In Sync              |
|    | Good Morning Tonya Perfect    | Honeyspots              | Pride of Building 9 | Alternative      | 3:58 |        | 11    | ✓ In Sync              |
|    | How Could You Tell?           | Honeyspots              | Pride of Building 9 | Alternative      | 2:59 |        | 11    | ✓ In Sync              |
|    | If We Had Known               | Honeyspots              | Pride of Building 9 | Alternative      | 4:27 |        | 4     | ✓ In Sync              |
|    | Maybe You Should Wait Outside | Honeyspots              | Pride of Building 9 | Alternative      | 4:26 |        | 7     | ✓ In Sync              |
|    | Rickshaw                      | Honeyspots              | Pride of Building 9 | Alternative      | 3:58 |        | 7     | ✓ In Sync              |
|    | Steal Today                   | Honeyspots              | Pride of Building 9 | Alternative      | 3:51 |        | 6     | ✓ In Sync              |
|    | Straight To Her Head          | Honeyspots              | Pride of Building 9 | Alternative      | 3:25 |        | 12    | ✓ In Sync              |
|    | Victor's A Dictionary         | Honeyspots              | Pride of Building 9 | Alternative      | 3:07 |        | 16    | ✓ In Sync              |
|    | Wasted                        | Honeyspots              | Pride of Building 9 | Alternative      | 3:48 |        | 3     | ✓ In Sync              |
| 1  | Hannah Jane                   | Hootie and the Blowfish | Cracked Rear View   | Rock             | 3:33 |        |       | → Add to local library |
| 2  | Hold my Hand                  | Hootie and the Blowfish | Cracked Rear View   | Rock             | 4:15 |        |       | → Add to local library |
| 3  | Let Her Cry                   | Hootie and the Blowfish | Cracked Rear View   | Rock             | 5:08 |        |       | → Add to local library |
| 4  | Only Wanna Be With You        | Hootie and the Blowfish | Cracked Rear View   | Rock             | 3:46 |        |       | → Add to local library |
| 5  | Running from an Angel         | Hootie and the Blowfish | Cracked Rear View   | Rock             | 3:37 |        |       | ↔ Initial merge        |
| 6  | I'm Goin' Home                | Hootie and the Blowfish | Cracked Rear View   | Rock             | 4:10 |        |       | → Add to local library |
| 7  | Drowning                      | Hootie and the Blowfish | Cracked Rear View   | Rock             | 5:01 |        |       | → Add to local library |
| 8  | Time                          | Hootie and the Blowfish | Cracked Rear View   | Rock             | 4:53 |        |       | → Add to local library |
| 9  | Look Away                     | Hootie and the Blowfish | Cracked Rear View   | Rock             | 2:38 |        |       | → Add to local library |
| 10 | Not Even the Trees            | Hootie and the Blowfish | Cracked Rear View   | Rock             | 4:37 |        |       | → Add to local library |
| 11 | Goodbye                       | Hootie and the Blowfish | Cracked Rear View   | Rock             | 4:05 |        |       | → Add to local library |
| 12 | Bonus Track                   | Hootie and the Blowfish | Cracked Rear View   | Rock             | 0:53 |        |       | → Add to local library |

## SyncTunes

Keep your iTunes libraries up to date – everywhere

Do you listen to music and manage your media collection on multiple Macs? If so, you've probably run into the problem of changes you make on one computer never making it over to another. You set your favorite song to 5 stars on your laptop but your playlist on your desktop that plays all of your favorite songs never gets that message. Or perhaps you added the lyrics to a new song at home but

when you want to see them on the road, they're not there.

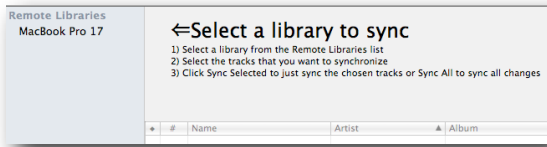
SyncTunes is the solution to these problems. It is a simple application that you can run on any Mac where you have an iTunes collection and see the combined collection between two machines. SyncTunes shows you the differences between your libraries for every song in your collection and lets you

quickly and easily get them in sync. You can select a single song, all songs by an artist or all songs in your collection (or just about any combination in between) and with one click, the songs and all of the metadata about them will be synced over your network safely and securely.

# Getting started with Sync Tunes

## connecting to remote libraries

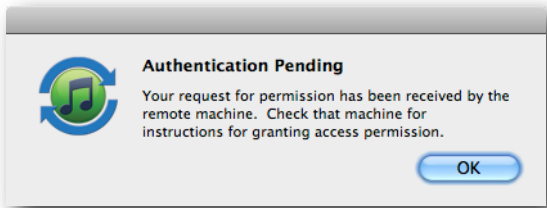
The first step to getting your iTunes libraries in sync and keeping them that way is to install and launch Sync Tunes on the machines you want to synchronize. Once it is running, you can just keep it in the background so it will be ready when you want to connect and sync. When the application first appears, you will see a list of other Macs on your network that are also running Sync Tunes. Choose the one you want to sync with.



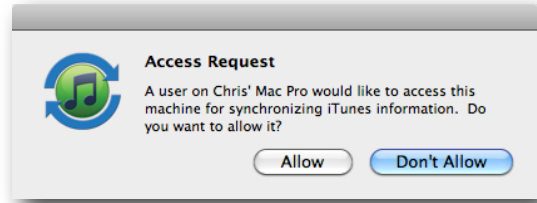
Select the computer and you will then see a message telling you that you need to get permission to access the library on that machine.



This is a security feature so that other people that happen to be on the same network as you can't access your media library without your permission. When you click **Request Access**, a message will be sent to the other computer which will then display a dialog asking if it is OK for you to access the iTunes library information. Once the message is sent, you will see a confirmation dialog.



To grant access permission, you just need to go to the other computer and click **Allow** on the access request dialog that appeared when the access request message arrived.



Once you click the **Allow** button, the Sync Tunes application on both machines will be able to communicate with each other and share data. You only need to provide this authorization once and Sync Tunes will remember the list of authorized machines. Providing access does not affect any of your other sharing settings or Home Sharing settings on your Mac.

When the access request has been approved, Sync Tunes will get information about the complete list of songs from the remote machine, combine it with the list from your local copy of iTunes and list all of the songs in the combined library. Nothing is changed in either library and you will be able to see the current state of synchronization for each track as well as how many total songs, artists and albums there are in the collection.

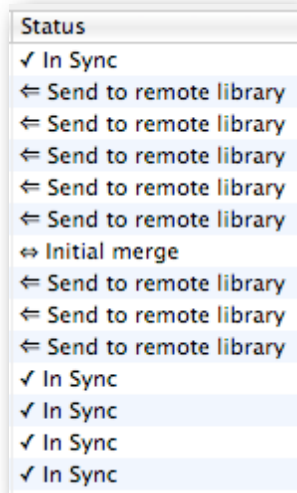
The list that Sync Tunes presents should be very familiar to iTunes users since it is a lot like the track list that iTunes displays. Sort the list by clicking any of the column headers, search for specific songs, artist, albums or genres with the search box and, most importantly, see the current status of each track in the Status column.

Syncing songs is as simple as choosing the songs you want to sync and clicking **Sync Selected** but let's start with some information about the Sync Status

# Synchronizing with Sync Tunes

## understanding sync status

The status column can include one of several possible values indicating what would happen if you tried to sync that song.



✓ **In Sync** - When a song is In Sync, the information on both computers is the same and no changes need to take place.

⇔ **Initial merge** - The song exists on both computers but Sync Tunes needs to synchronize the information about the song (metadata) including play count, ratings, lyrics, etc.

⇒ **Add to local library** - The song is on the remote computer but not on the local computer. Synchronizing this item will copy the song to the local iTunes collection.

⇐ **Send to remote library** - The song is on the local computer but not on the remote computer. Synchronizing this item will copy it to the remote iTunes collection.

⇔ **Merge versions** - The song has been synchronized before but something has changed. Sync Tunes will often tell you what has changed that requires another sync. Sometimes this is just the play count but any change to a song in one of the libraries could require a merge.

✗ **Delete remote version** - If the song has been deleted from the local machine then Sync Tunes will offer to delete it from the remote machine as well. If the *Allow track deletions* preference is disabled, you will not see this option and, instead, you will **Add to**

*local library* since this will be a song that is on the remote computer but not on the local one.

✗ **Delete local version** - If the song has been deleted from the remote machine then Sync Tunes will offer to delete it from the local machine as well. If the *Allow track deletions* preference is disabled, you will not see this option and, instead, you will see **Send to remote library** since this will be a song that is on the local computer but not on the remote one.

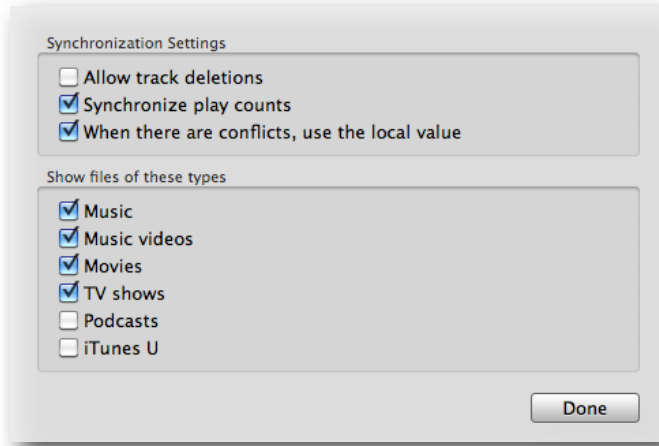
✗ **Failed, Denied** - if there is a problem synchronizing an item, the status might change to Failed or Denied. Make sure the remote computer is still accessible on the network before retrying the sync operation.

◇ **Syncing, ✓ Sync Complete, ✓ Waiting for confirmation** - Once you start a sync operation, the status for that song will change to one of these values during the actual syncing and while Sync Tunes is waiting to hear back from the remote computer that the operation has been received and confirmed by iTunes.

# Configuring Sync Tunes

## sync settings

Sync Tunes provides several settings to give you more control over the synchronization process.



**Allow track deletions** was mentioned briefly in the previous section. Enabling this setting will let you see when tracks used to be on one machine but were deleted but have not been removed from the other machine. If you are removing songs that you don't want to hear any more, enabling this setting will let you synchronize those deletes across the computer. Often, though, songs are deleted to get rid of duplicates and it is better to disable this setting unless you know you want to allow Sync Tunes to remove files from the other computer.

Sync Tunes actually asks iTunes to delete the songs but depending on your setting, there may not be a way to recover a deleted song so be careful when syncing deletes. The default for **Allow track deletions** is off.

**Synchronize play counts** allows you to enable or disable the synchronization of play counts (the number of times a song has been played). This value can change frequently and can lead to a lot of extra syncs though keeping track of the total number of times a song has been played can be very useful for creating smart playlists or for the iTunes Genius feature to provide the best results. On its first sync of a song, Sync Tunes will combine the play counts for each machine and keep track of that number so that future syncs will only add the changes on either side.

The default value for **Synchronize play counts** is on and it should probably stay that way unless you find it is problematic to see files out of sync. On the plus

side -- syncing play counts between machines is VERY fast.

**When there are conflicts, use the local value.** This setting describes the behavior when a song has been changed on both machines and the changes need to be merged or when the initial sync happens. When this setting is enabled, the sync will start with all of the values from the local machine and then add in any values from the remote machine that don't exist on the local copy. The net result is any metadata values that existed in both places but were not the same will end up with the value that is on the local computer (the one you are initiating the sync from). Disabling this setting will do the opposite -- it will default to values that are on the remote computer and just replace values that are on the local machine but not on the remote machine.

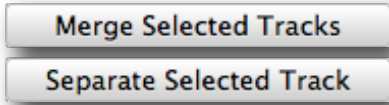
The only exception to this rule is play counts when the **Synchronize play counts** setting is enabled. Regardless of how the **When there are conflicts, use the local value** setting is configured, the total play count will be calculated and synchronized between both computers.

**Show files of these types** lets you filter out content from your iTunes library that you do not want to sync. Just select the types of media that you want to see in the main sync window and anything that is unchecked will be filtered from the list. For example, if you only want to sync audio music files, then uncheck all of the types except for Music and when you click Done, the list will stay filtered to only show audio files until you change this setting.

**Search all tracks** allows you to search for a specific value across the name, artist, album or genre fields. As you type into this search box, the list below will be filtered to just the songs that include that word or phrase. The search is a case insensitive search meaning that "beatles" and "Beatles" would find the same songs.

# Advanced Sync Tunes Topics

## merging and splitting tracks



Sync Tunes tries to match up tracks between the two libraries but it is possible that it will make a mistake. The Merge Selected Tracks and Separate Selected Track buttons give you the ability to correct those mistakes.

First, it might be helpful to know how Sync Tunes matches tracks when it first sees them. When Sync Tunes sees a song on the list of track from the remote computer that it has not matched up with a track on the local machine, it looks for a local song with the same title, artist, album and track number values. If it finds an exact match (or more than one, as in the case of duplicate songs) it will take the first match that it finds and associate those two songs.

If you find that Sync Tunes has connected the wrong two songs, just select the song and choose Separate Selected Track. This button will only be available if there is only one song selected and the Status of that song indicates that it is already matched up to another song (it is In sync, Initial merge, or Merge versions).

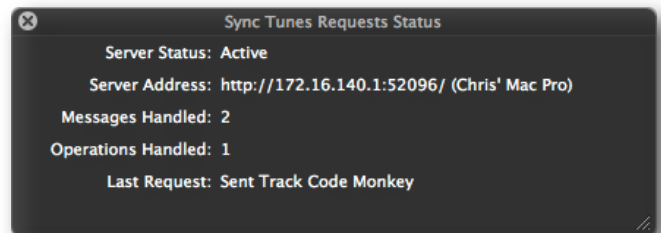
Inversely, if there are two songs that are the same song by Sync Tunes didn't detect it because the song title, album name, or artist name were different then you can select one song that has the "Add to local library" status and another song that has the "Send to remote library" status and then click the Merge Selected Tracks button to create a connection between those songs. The next sync of that pair will merge those values so they are the same on both machines.

In addition to being a client application that lets you chose what to sync, Sync Tunes is also a server that allows the remote connections and handles communication with iTunes on the 'other' machine.

If you are interested in seeing what is happening in Sync Tunes when you are on the "remote" machine, you can open the Sync Tunes Requests Status window can be opened by choosing Status from the Window menu.

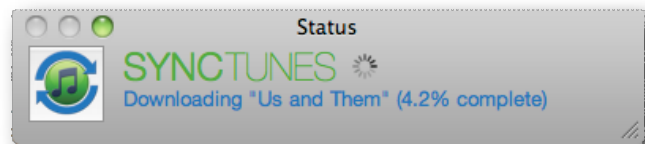


The Status window lets you know the address of the server and if the server is currently active. It also keeps track of how many requests have been handled and will show you a brief description of the last request that it processed.



This information is mainly helpful for solving connection problems or for figuring out how much activity has been happening on your computer.

Clicking the SyncTunes icon in the bottom left corner of the browse window will also minimize the window to a smaller status window that will show you the status of the current sync operation.



# Troubleshooting and Support

## when all else fails...

### Troubleshooting

*The computer I want to sync with doesn't show up*

Make sure that the computers are connected on the same network. Sync Tunes uses Bonjour to find other machines running Sync Tunes and it may not be able to find machines on different networks. If you want to try to access a machine that you know is nearby, copy the server address from the Server status page (just the URL part) and add /mod to the end like this:

<http://192.168.1.1:52035/mod>

If the server is working, you should be able to enter that into a browser and get back a result. Note that the numbers in your address will be different from above.

*I'm seeing the wrong information in the songs list*

Sync Tunes expects each machine to have a unique name. If both of your computers have the same name, then it might get confused and try talking to itself. Make sure the computer names are unique in the System Preferences->Sharing panel.

*Why do songs stay in Sync complete or Waiting for confirmation so long?*

Before Sync Tunes will list a song as **In Sync**, it needs to get confirmation from iTunes that all of the metadata was updated properly. It can take 10 to 15 seconds before iTunes updates its database on the remote machine and a little while longer for that update to make it back to the local computer. If you see it taking longer than 30 seconds for the status to update to **In Sync**, check the remote machine to see if iTunes has a modal dialog up that could prevent it from completing the update.

*Why does iTunes sometimes just launch when I'm not doing anything?*

If someone is syncing songs with your computer (ie. you are working on the remote computer) Sync Tunes might launch iTunes in the background to let it finish processing some synchronization changes. iTunes does not need to be running for Sync Tunes to show display the current sync status but it does need to run for any sync operations to complete.

### Software Updates

All updates to Sync Tunes will be available through the Mac App Store.

### Contacting Support

Poppybank Software will do its best to respond to questions via email at [support@poppybank.com](mailto:support@poppybank.com)

### Legal

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SyncTunes should only be used to share and synchronize files that you own and only to your own computers. It should never be used to share music files illegally.