Why do my mobile device and online collection not show all titles?

Question:

I am using the Collection Management program on my Windows PC, and when synchronizing my online and mobile collection, the mobile device and online collection is not showing all of my titles. Why is not all of my titles shown?

Answer:

The Online Collection is not an exact copy of your locally stored data, but instead it is a reference on your user account to the titles you have in your collection. The titles must be available on the online service to be available.

There are different situations for which titles are unavailable in the online service:

- You have created the title manually, but have not contributed it to the online service. In this situation, you should ensure that the title follows the contribution guidelines, and contribute it to the online service. If the title is of a personal type, such as a wedding video, holiday video or similar, users with 2500 points or more may upload it as a personal title from the "Title" menu. The manually created titles can be identified by a white strikethrough icon in the title list.
- You have configured the online collection to NOT show both online and offline titles.
- You have configured the online collection to NOT show all groups.
- You have titles that have been imported from "DVD Profiler", which was not converted to My Movies profiles. These titles are also only available in your local collection. These titles can be identified by a house icon in the title list.
- If you have used My Movies for several years, you may have titles that were originally added from other sources such as Amazon before the My Movies WebService were available. This option where deprecated several years ago, but existing titles remains. These can be identified with a globe icon in the title list.
- TV Series which were made available in the My Movies Collection Management program with My Movies 4 is currently not supported by the mobile softwares and online collection, and these will be available only in the Collection Management program.

My Movies Knowledge Base

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https://kb.mymovies.dk/KnowledgebaseArticle50048.aspx