

## Upgrading BlackBerry Handheld Firmware

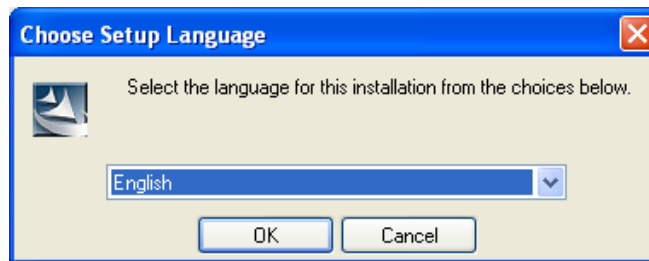
In order to upgrade the firmware on any BlackBerry handheld you need to have Desktop Manager installed to perform the upgrade. The upgrade works in two separate sections – the first runs the installer on your computer, the second upgrades the firmware on your BlackBerry.

Before running the installer setup (Section 1) you need to ensure you close the Desktop Manager software. It is also advisable you take a backup of your device before upgrading the firmware.

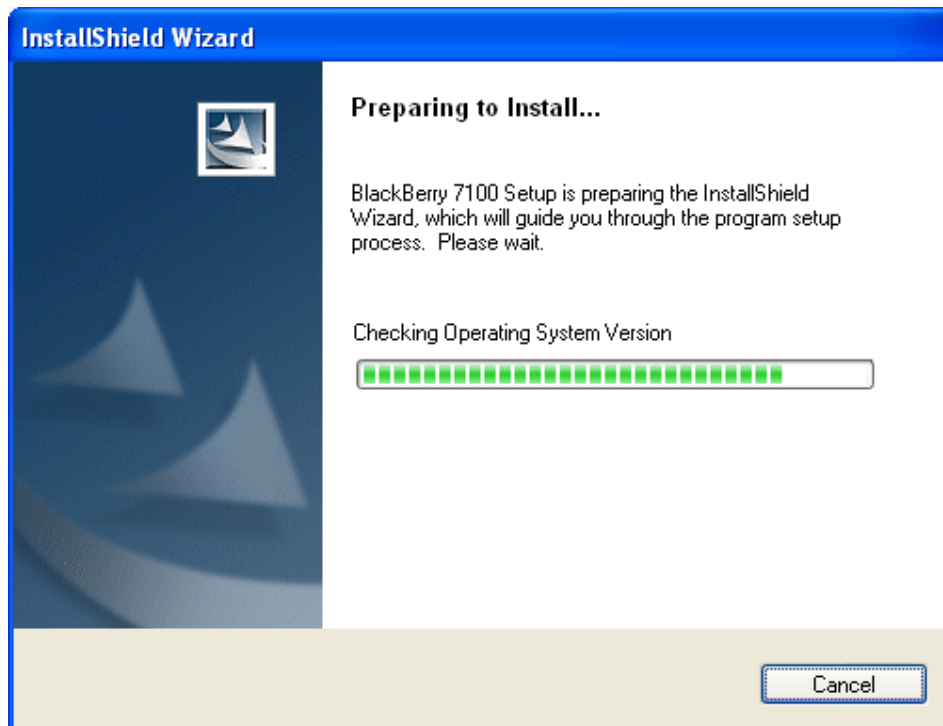
### Section 1

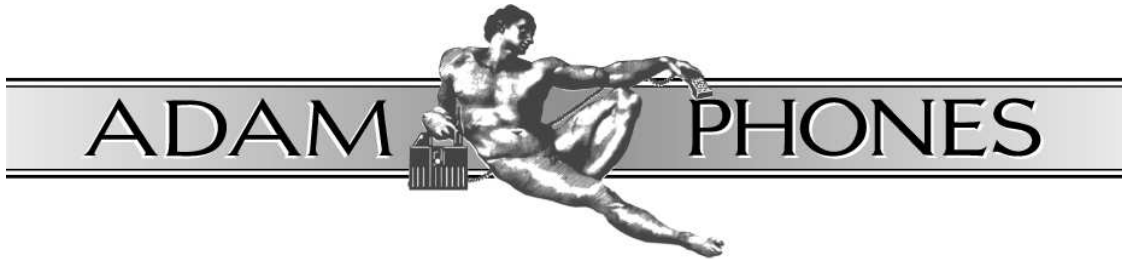
Double click on the setup launcher to begin the installation.

Select your chosen language from the dropdown list.



The InstallShield Wizard will now run.

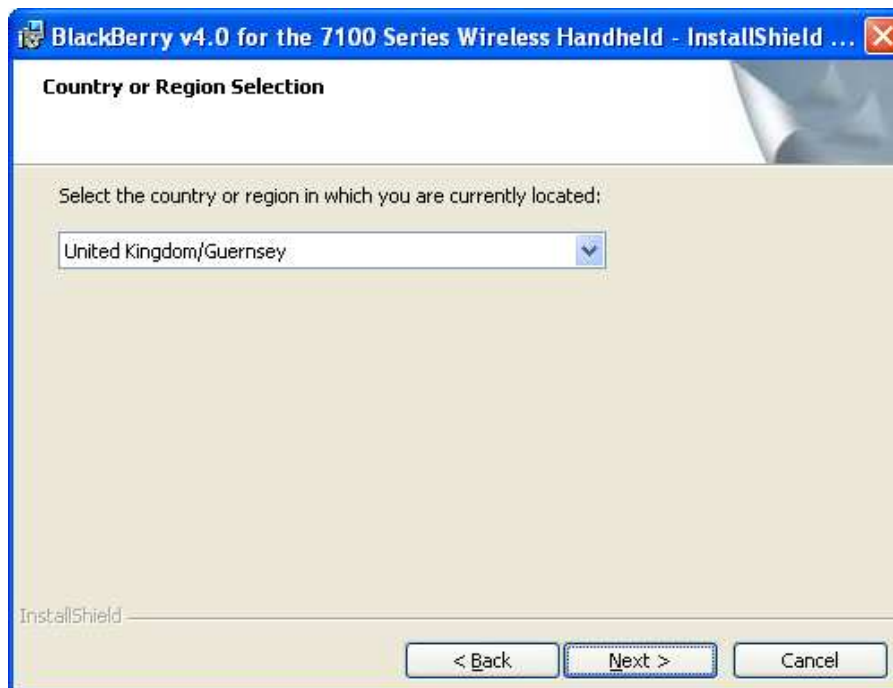


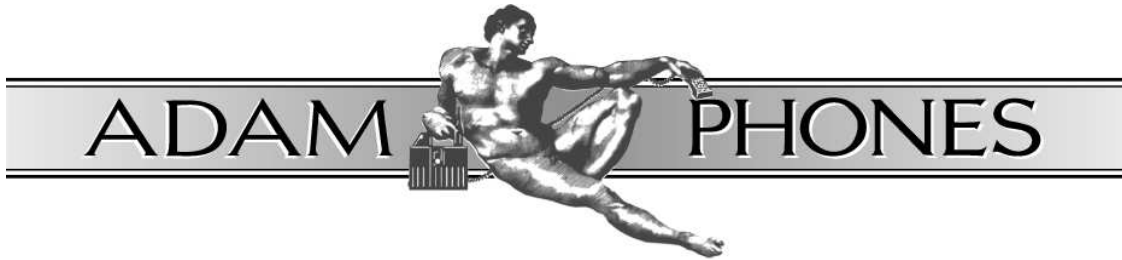


Click **Next** to begin the installer.

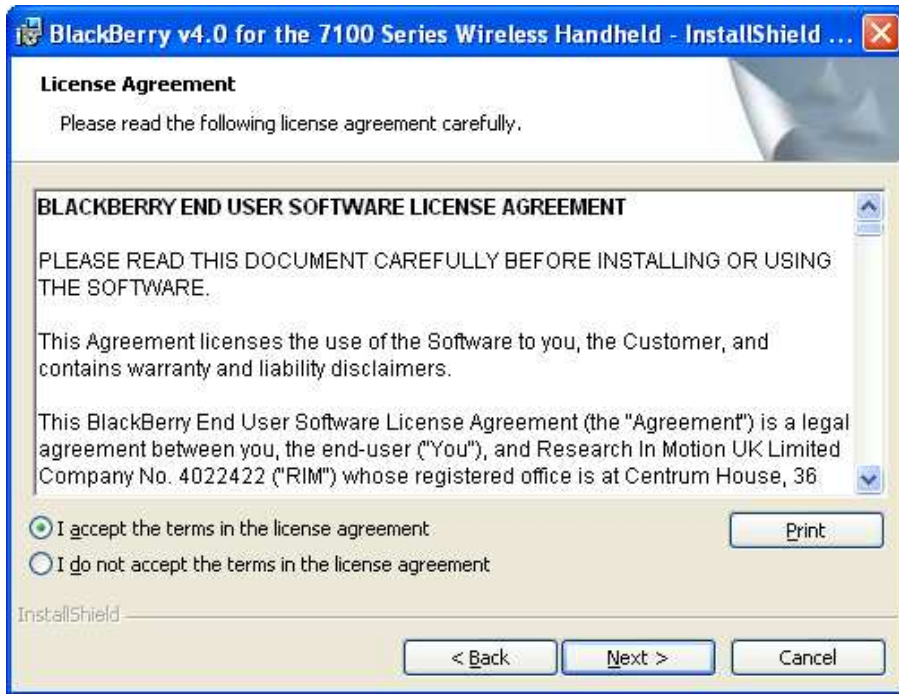


Select your country or region and click **Next**.

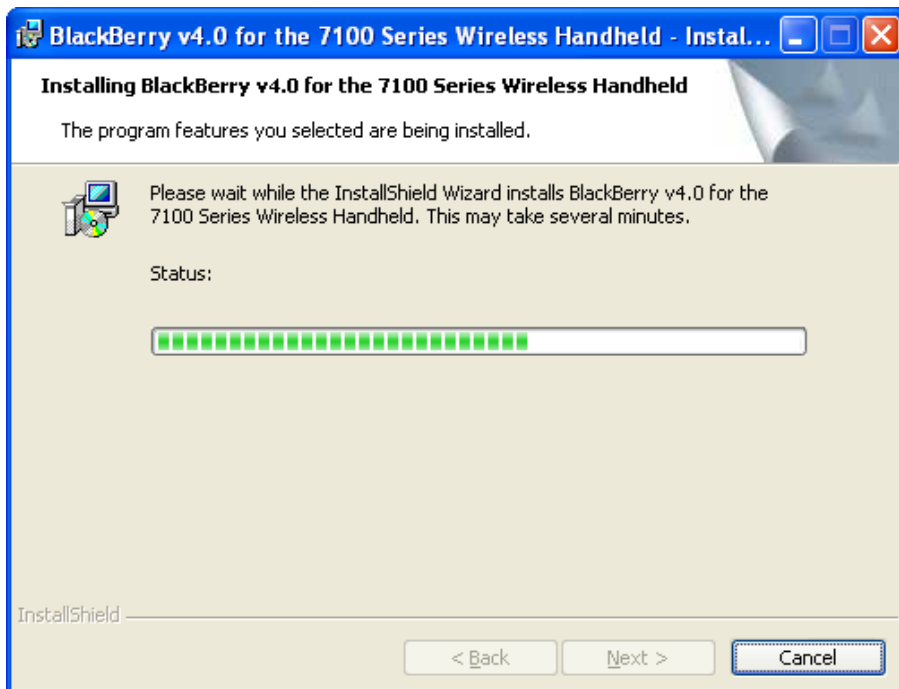


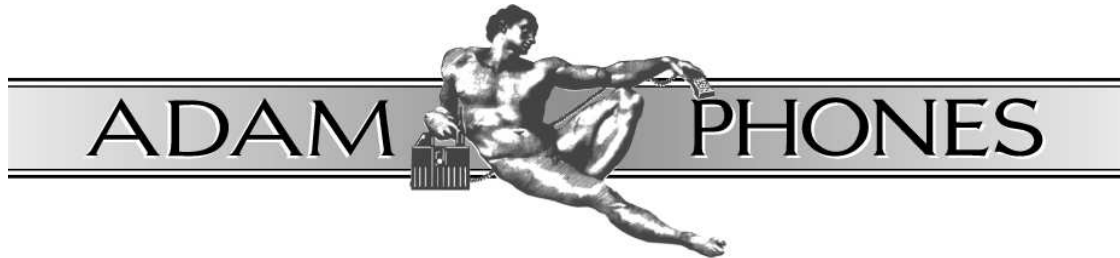


After reading the terms and conditions, accept them and click **Next** to continue.

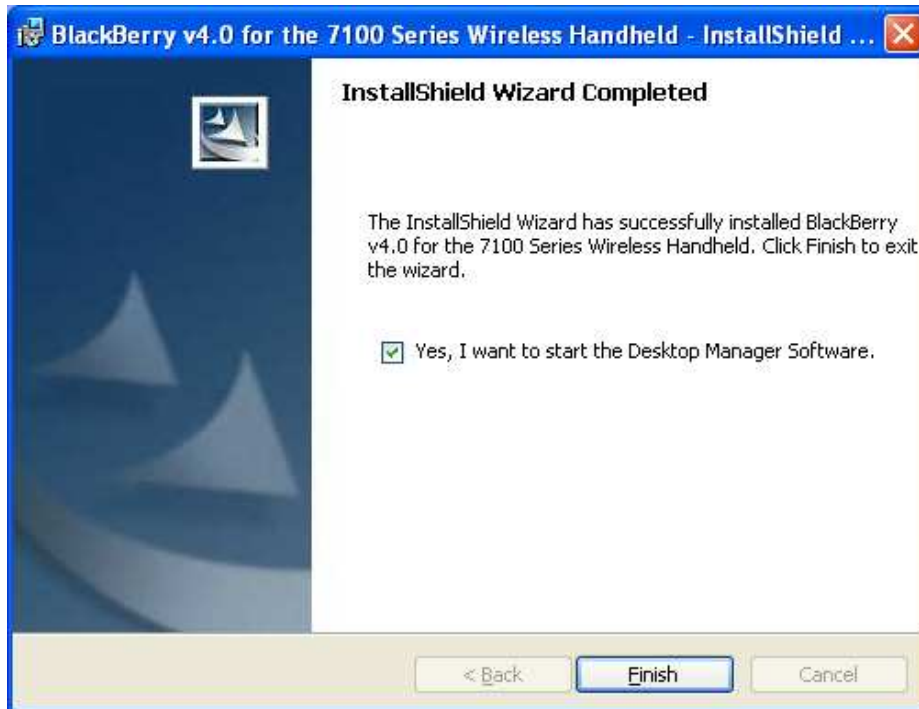


The firmware will now be installed on your workstation.



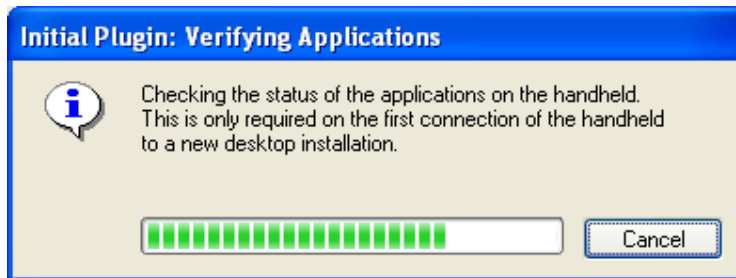


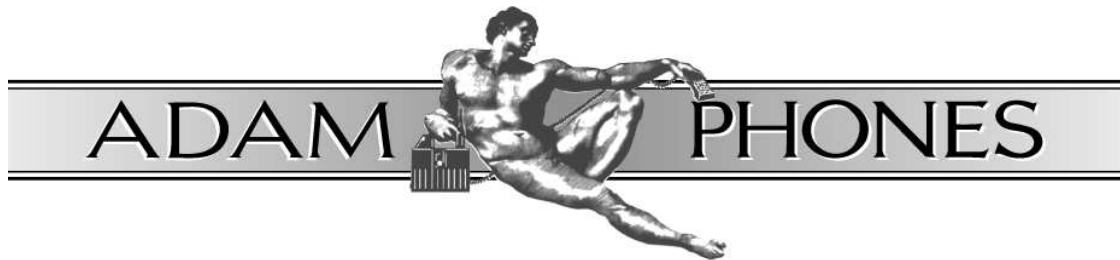
Once the install has completed you will have the option to start the Desktop Manager. Click **Finish** to exit.



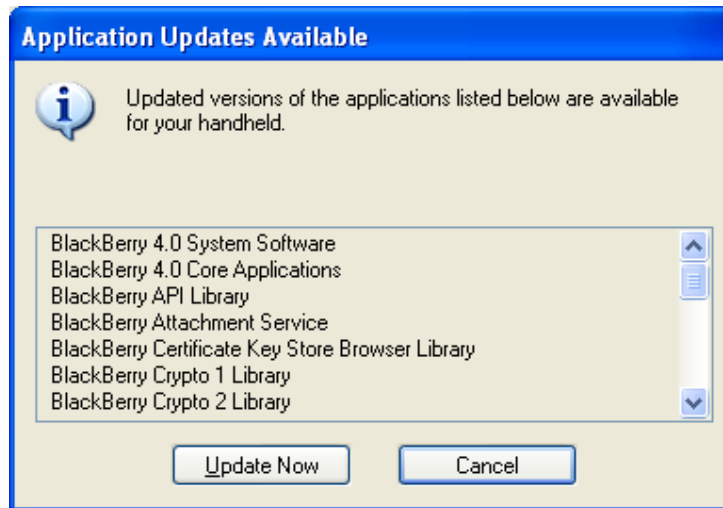
## Section 2

Now you have installed updated firmware on your workstation, every time you connect a handheld, Desktop Manager will interrogate the device to check if its firmware needs updating. This window is shown below.



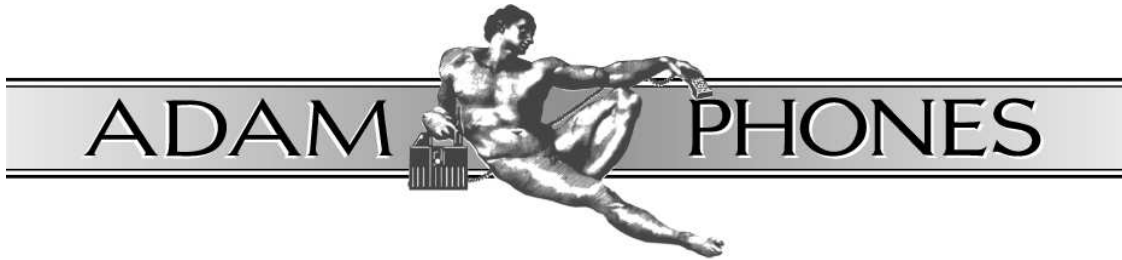


If updates for your handheld are available you will be presented with exactly which version your device will update to, and you have the option to **Update Now**.

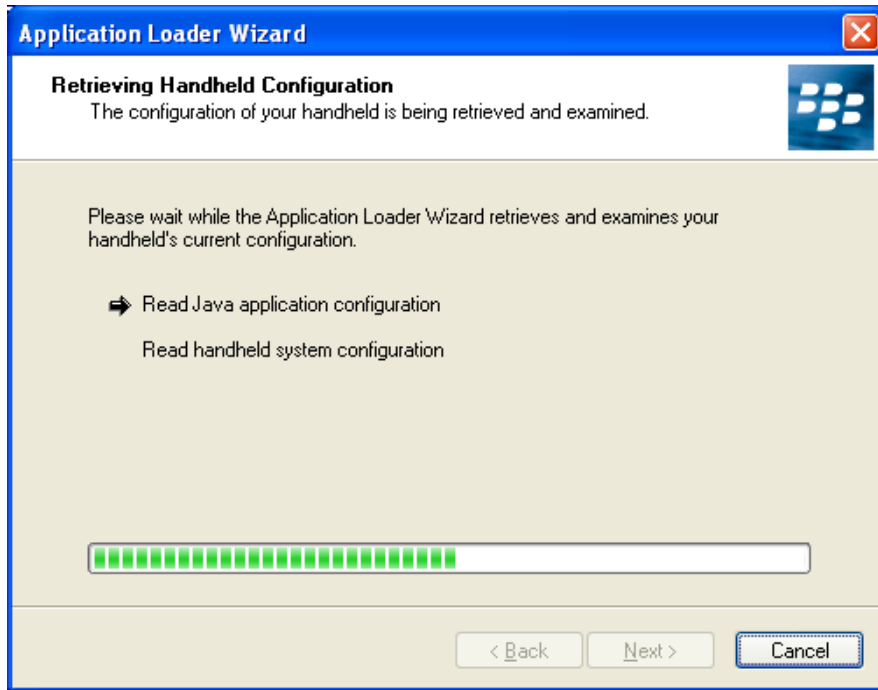


The Application Loader Wizard will now run. Click **Next** to begin.

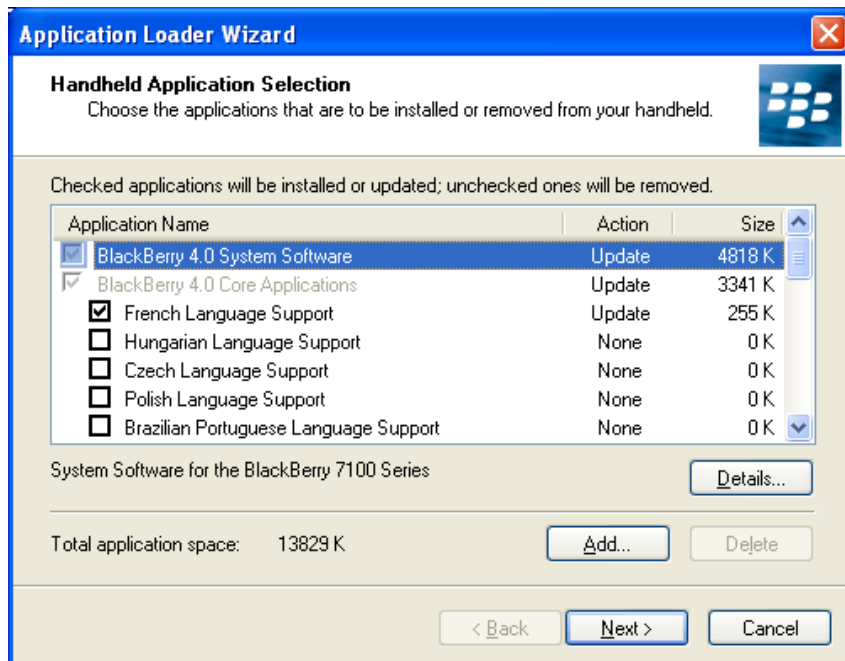


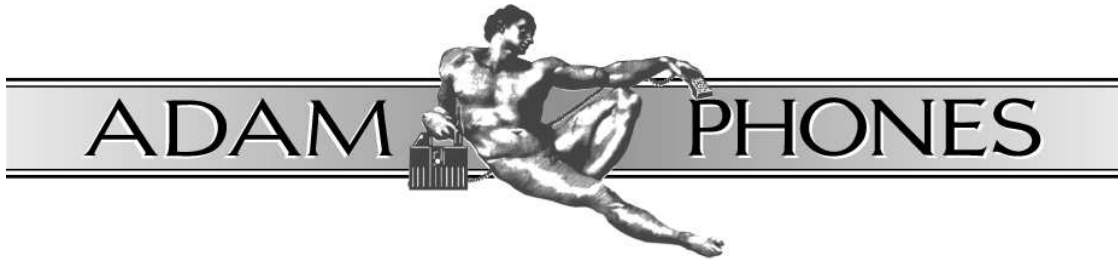


The Application Loader will now search your device to verify its current configuration.

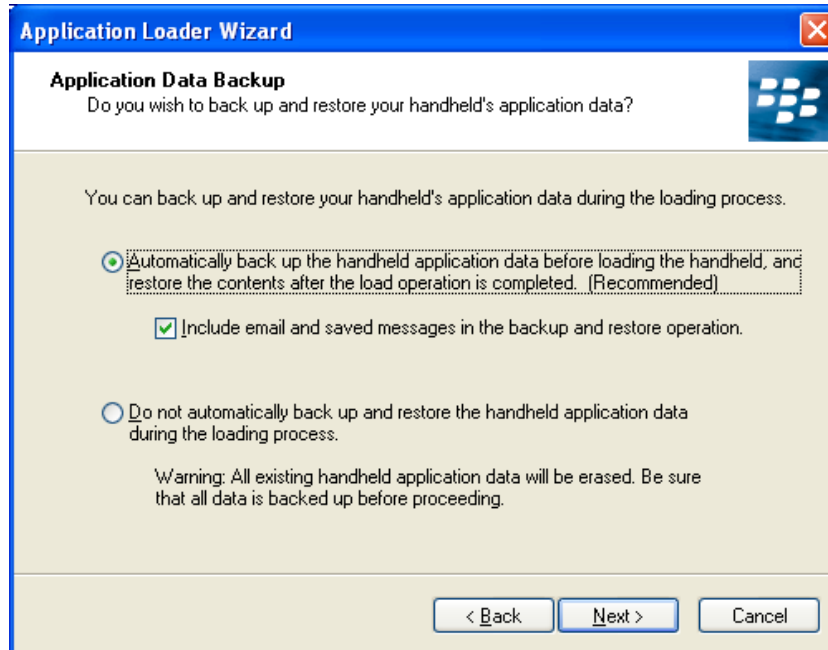


The required applications will be shown in the next window (shown below). You can manually choose to remove or add certain variables. You can add applications as you see fit, however, it's recommended that you do not remove any pre-selected by the Application Loader. Click **Next** to continue.



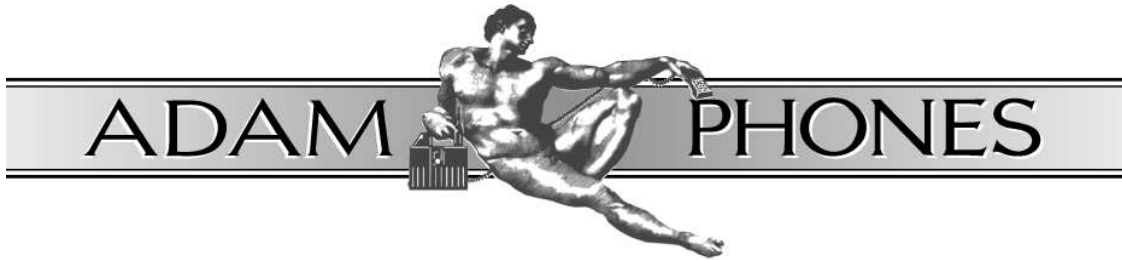


You now have the option to back up all user data before the firmware upgrade (this is advisable even though you have already manually backed up before hand). If you choose this option all data will be backed up, the firmware will be upgraded, then the data will be restored. When you have made your choices click **Next** to continue.

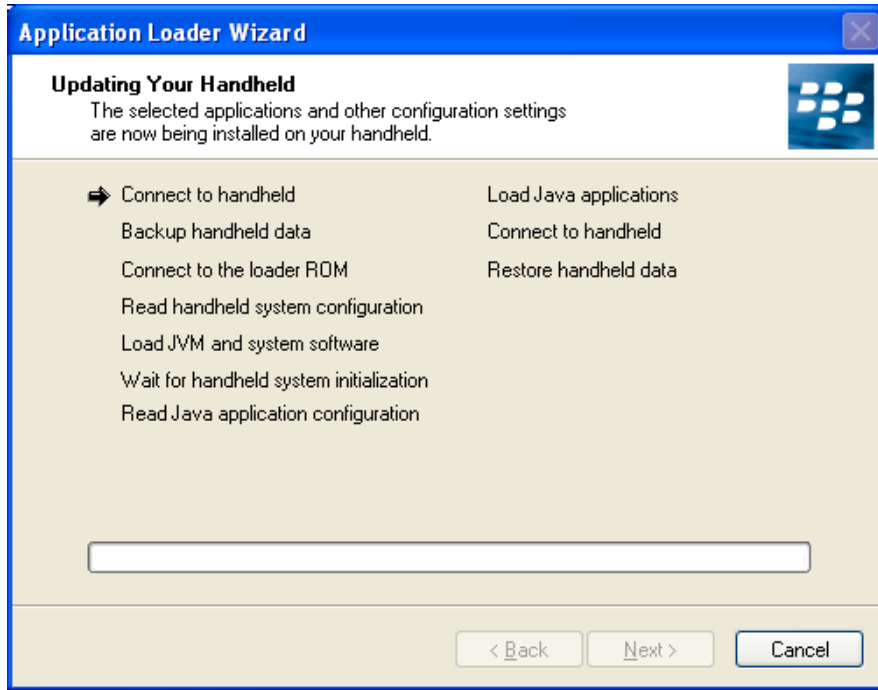


The Application Loader will list the tasks to be performed. Click **Finish** to begin the upgrade.





The Application Loader will now show the progress of each task as it is being performed. You must not unplug the device from the USB cable while the upgrade is running. Upgrading firmware on a single handheld can take up to 20 minutes.



Once completed you may close the Application Loader Wizard. The device will now automatically reboot itself – this will take a couple of minutes.

