

Upgrading BlackBerry Handheld Firmware

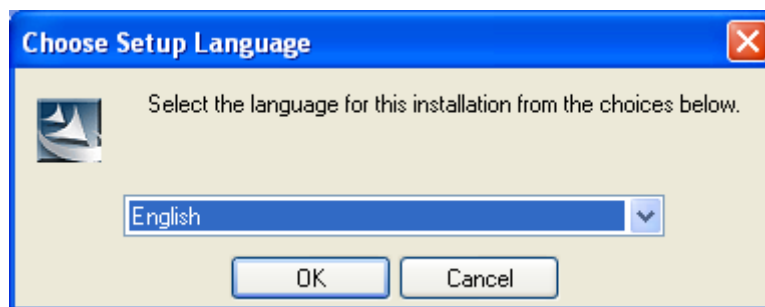
In order to upgrade the firmware on any BlackBerry handheld you need to have Desktop Manager installed to perform the upgrade. The upgrade works in two separate sections – the first runs the installer on your computer, the second upgrades the firmware on your BlackBerry.

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.

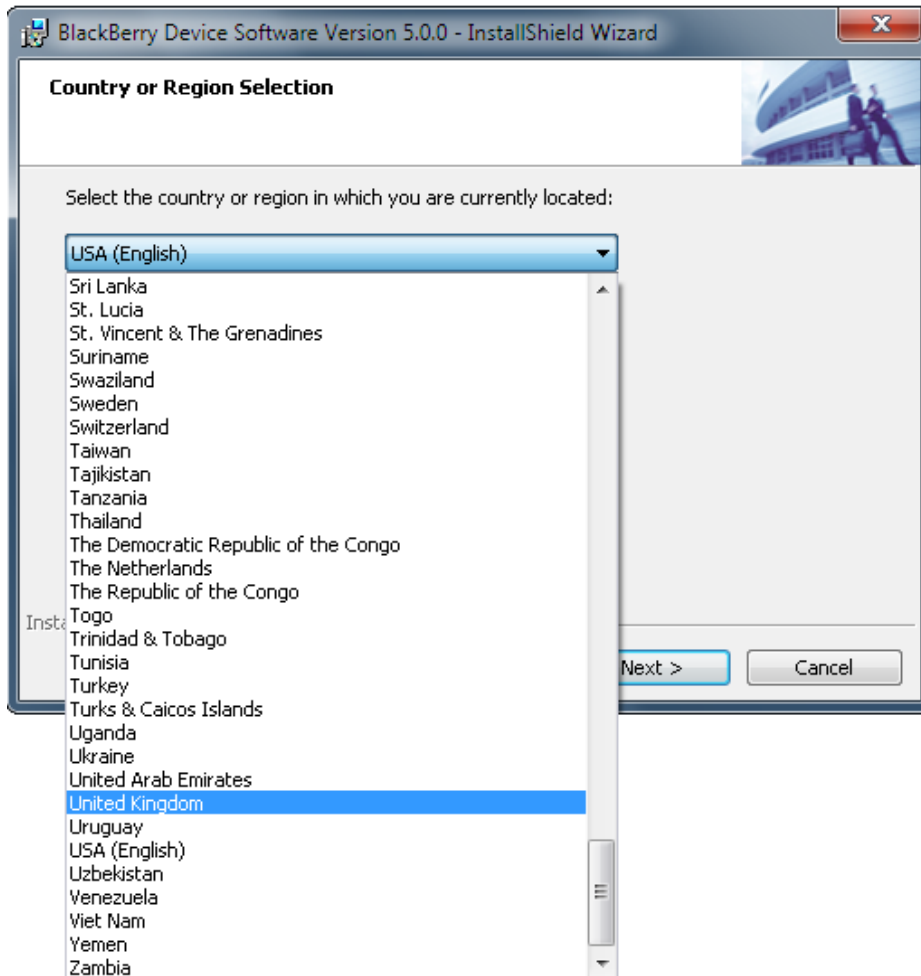
Select your chosen language from the dropdown list.



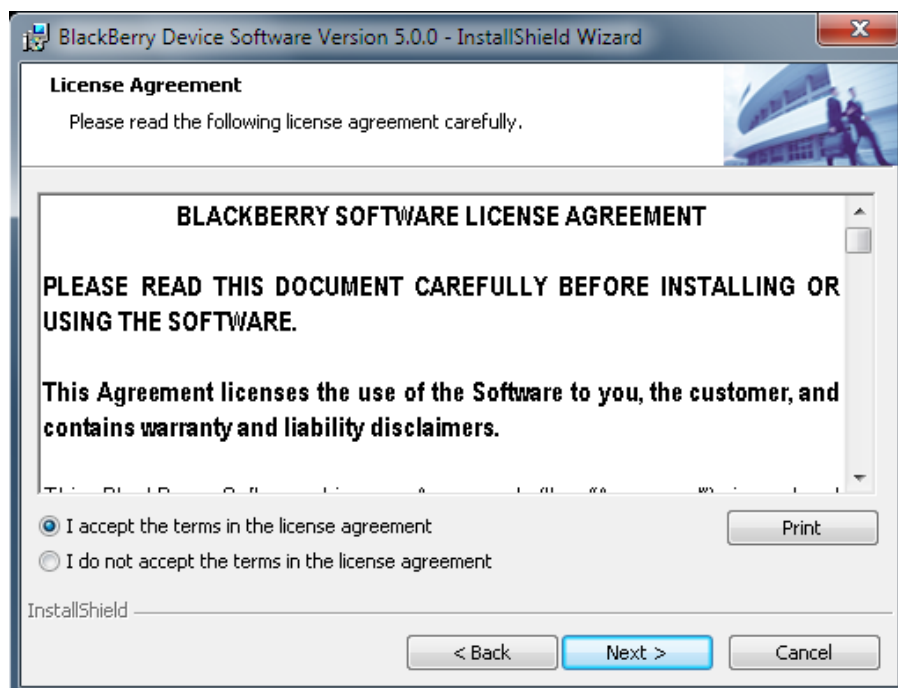
Click **Next** to begin the installer.



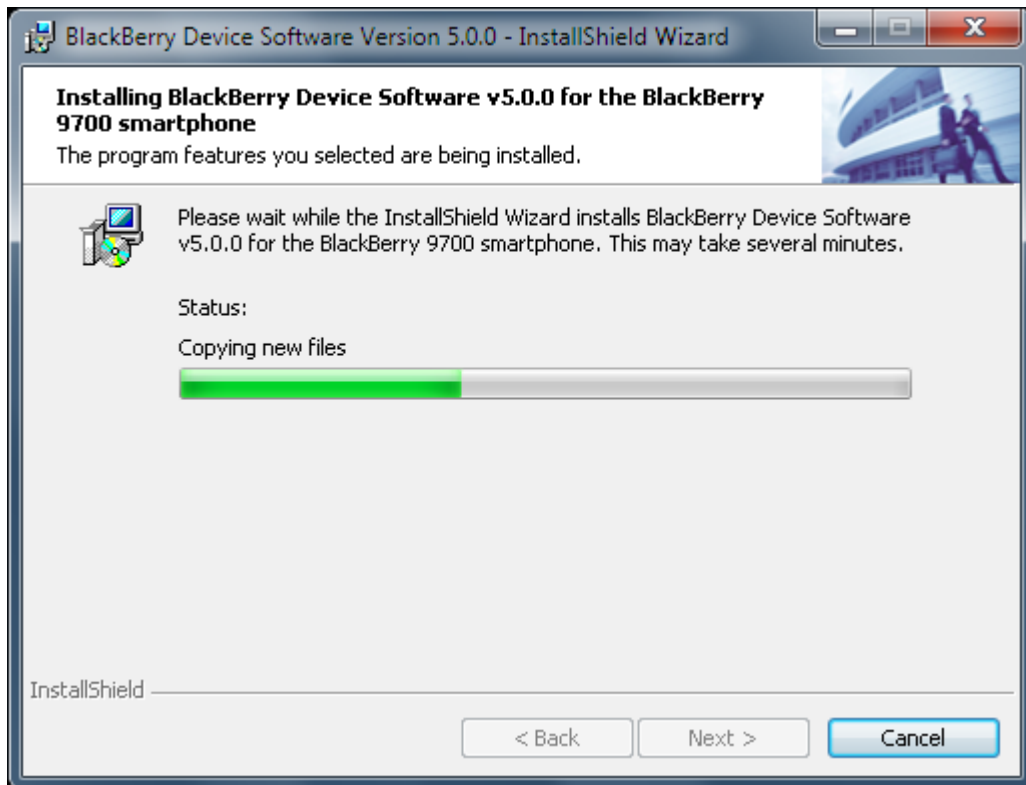
Select your country or region and click **Next**.



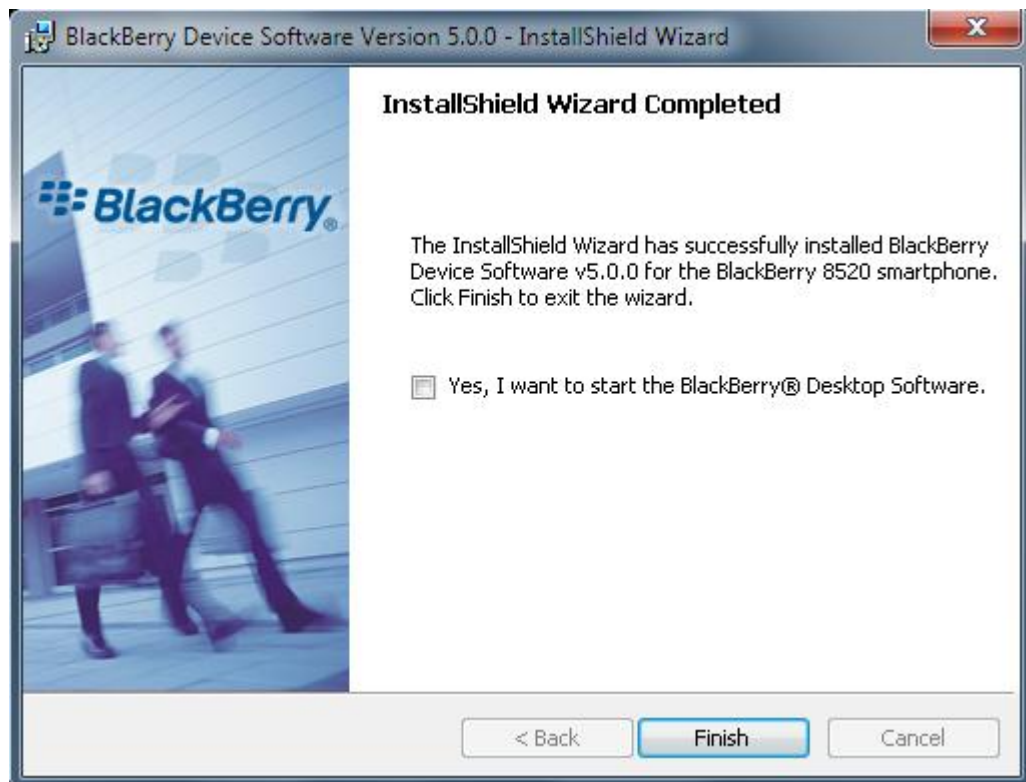
After reading the terms and conditions, accept them and click **Next** to continue.



The firmware will now begin to install on your workstation.



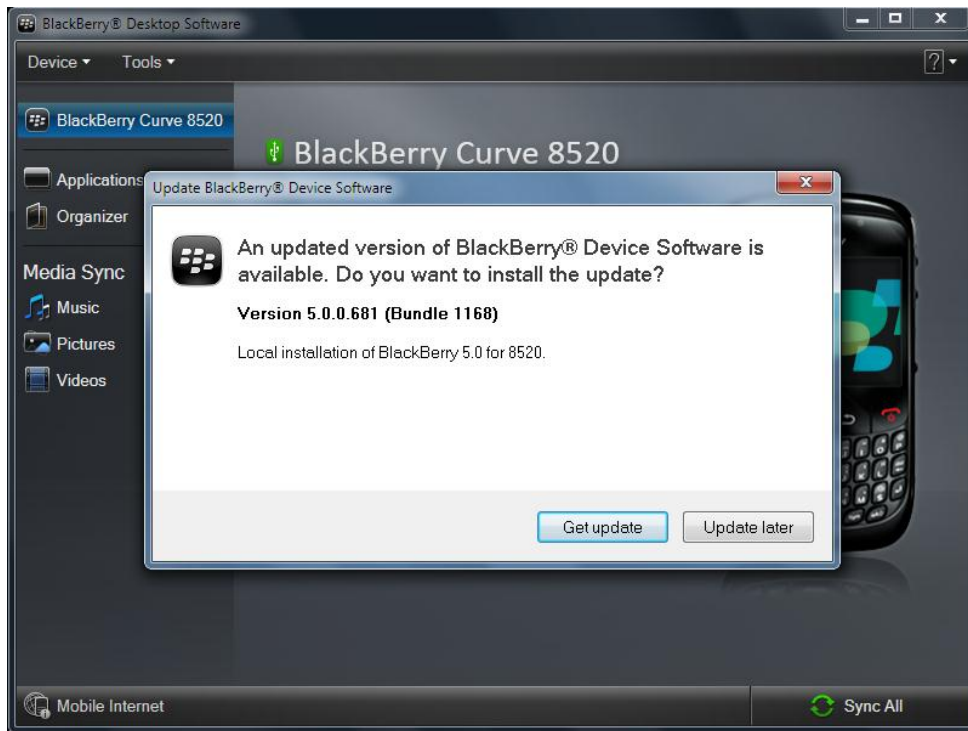
Once the install has completed you will have the option to start the Desktop Manager. Click **Finish** to exit.



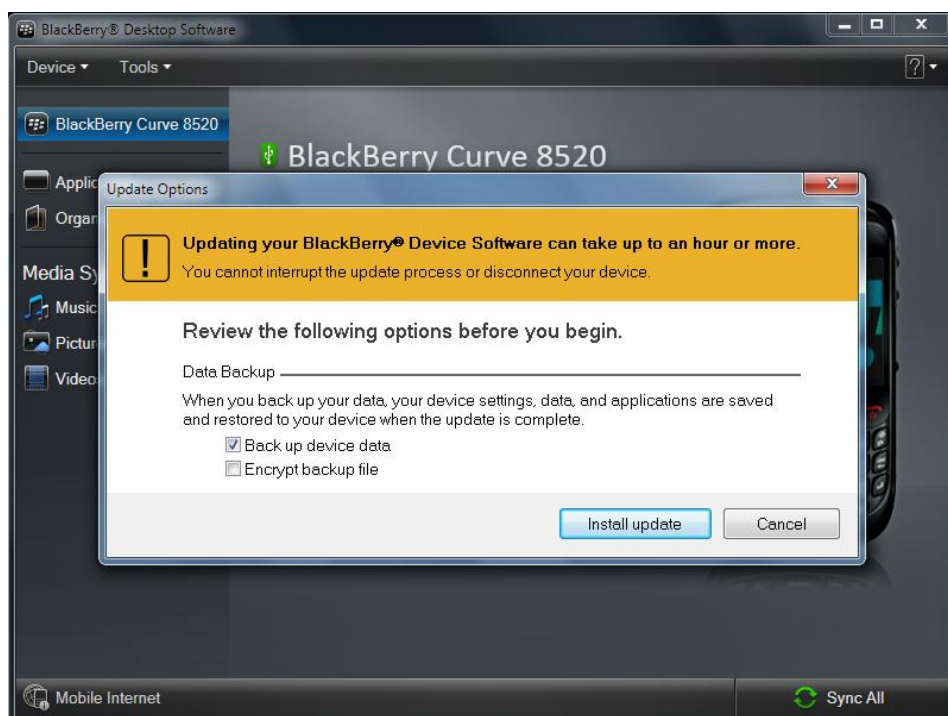
Section 2

Now you have installed updated firmware on your workstation, every time you connect a handheld, Desktop Manager will interrogate the device to check if it's firmware needs updating.

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 **Get update**.

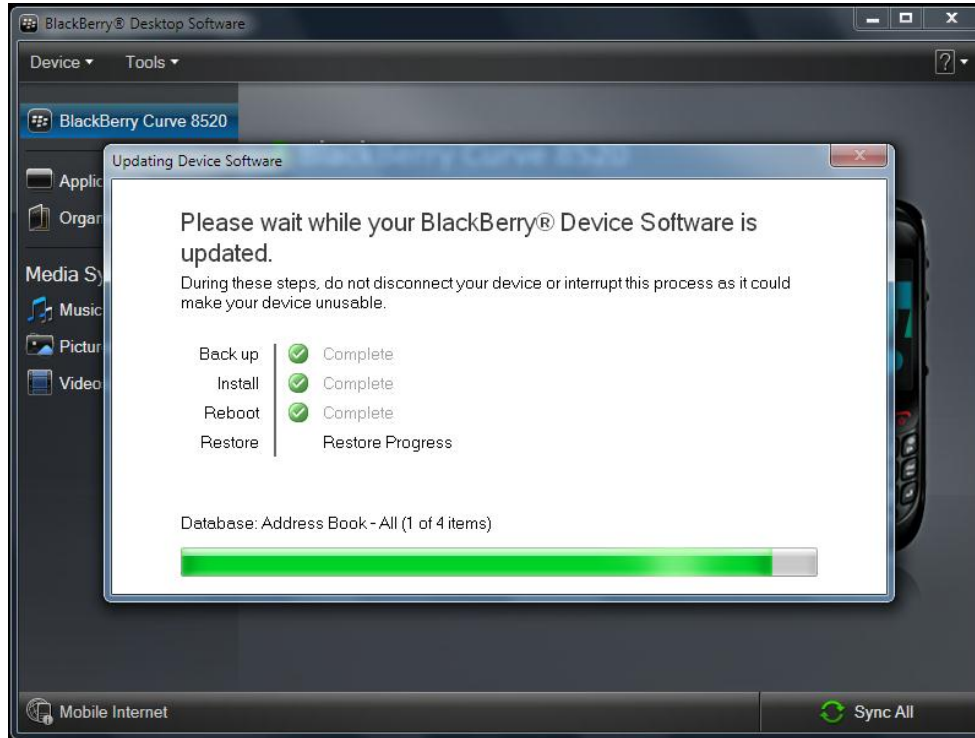


You will then be presented with this screen. If you wish to have your data backed up before installation, make sure that selection is ticked, as below;

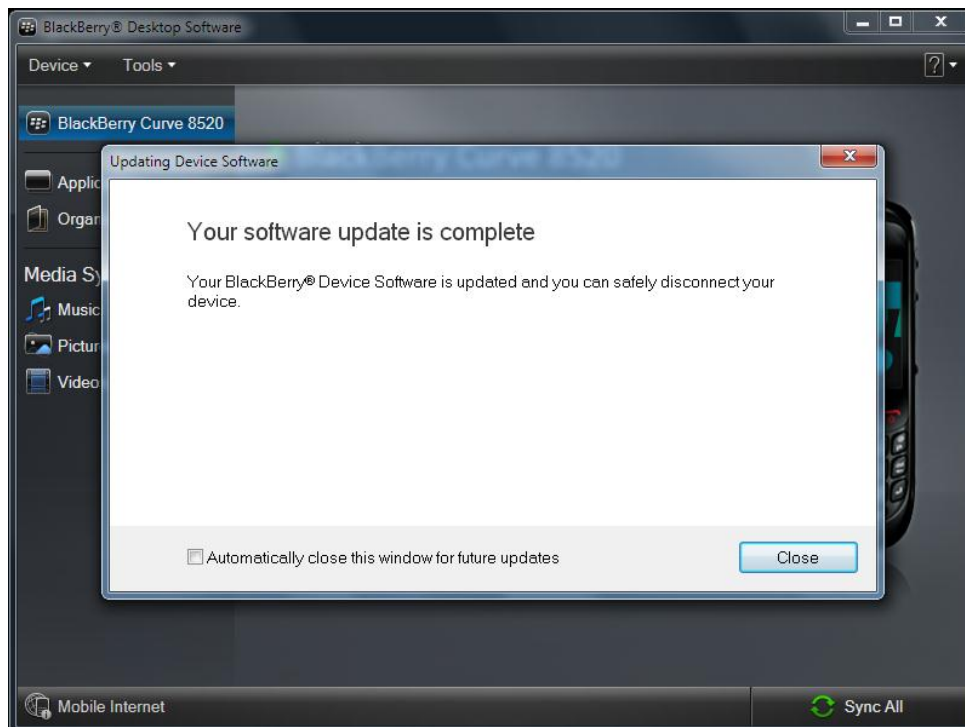


The installation will go through several steps;

- 1) Back up (if you selected **Back up device data**)
- 2) Install
- 3) Reboot
- 4) Restore (if you selected **Back up device data**)



Once completed, you will be presented with this screen:



You will now have to reactivate your email settings, either through email setup if you are on BIS, or through your IT department, if you are on BES.