



# BlackBerry Wireless Handheld

## Upgrade Instructions

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## Upgrading a handheld

The following instructions explain how to upgrade the desktop software and the handheld software for your BlackBerry Wireless Handheld™ using an .exe file. Your system administrator might provide the required .exe file, or you might download it from a web site, such as your service provider's web site or [www.blackberry.com](http://www.blackberry.com).

### Upgrade the desktop software

You only need to upgrade the desktop software if a newer version is available or if the desktop software is not already installed on your computer. If in doubt, ask your system administrator or service provider.

1. Close the BlackBerry® Desktop Manager if it is open.
2. Download the .exe file for the desktop software.
3. After the download is complete, double-click the file on your computer.
4. Complete the on-screen instructions.
  - During the upgrade, if you select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as the email integration option for Microsoft® Exchange, you also need to identify how email messages will be redirected. If your company uses the BlackBerry Enterprise Server™, select **Redirect email using the BlackBerry Enterprise Server**. If it does not, select **Redirect email using the BlackBerry Desktop Redirector**.

### Upgrade the handheld software on your computer

1. Verify that the desktop software is installed.
2. Close the desktop manager if it is open.
3. Download the .exe file for the handheld software.
4. After the download is complete, double-click the file on your computer.
5. Complete the on-screen instructions.

### Update the handheld software on your handheld

1. Connect the handheld to your computer.
2. On the task bar, click **Start > Programs > BlackBerry > Desktop Manager**.
3. Click **Update Now**.
  - If you are not prompted to update your software automatically, double-click the **Application Loader** icon.
4. Complete the on-screen instructions.
  - You should back up the information on the handheld when prompted.
  - Verify that the check boxes beside the applications that you want to load are selected.

## Frequently asked questions

### How do I verify the version of desktop software that is installed?

1. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.

2. On the **Help** menu, click **About Desktop Manager**.
3. Verify that the most current version number is displayed.

### Which email integration option should I choose?

If your company uses a BlackBerry Enterprise Server for corporate Microsoft Exchange, IBM® Lotus® Domino®, or Novell® GroupWise® messages, select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector**.

If you subscribe to the BlackBerry® Internet Service™, select **BlackBerry Internet Email**.

For more information, click the help buttons on the Email Integration Options screen during the upgrade.

### How do I back up information on the handheld?

1. Connect the handheld to your computer.
2. Open the desktop manager.
3. Double-click the **Backup and Restore** icon.
4. Click **Backup**.
5. Complete the on-screen instructions.

### How do I verify the version of handheld software that is installed?

1. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
2. On the **Help** menu, click **About Desktop Manager**.
3. Click the **Handheld Software** tab.
4. Verify that the most current version number is displayed.

### How do I connect the handheld to the computer?

1. Connect the cradle or USB cable to your computer.
2. Perform one of the following actions:
  - Insert the handheld in the cradle.
  - Connect the USB cable to the handheld.
3. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
4. On the **Options** menu, click **Connection Settings**.
5. Click **Detect**.
6. Click **OK**.

### Why can't I add applications to the handheld?

You may not be able to add applications to the handheld for one of the following reasons:

- If you are using the desktop software in a corporate environment, your company's IT policy settings might prevent you from adding applications to your handheld.
- You might have downloaded an incorrect or unsupported version of the software or the same version that is already installed on the handheld.
- Try upgrading the handheld software again. For more information, contact your system administrator or service provider.