

Upgrade instructions

PLEASE READ THE LEGAL NOTICES SET OUT AT THE END OF THIS DOCUMENT.

This document contains information on upgrading to BlackBerry™ Desktop Software version 3.6 or later. It also contains information on upgrading your BlackBerry handheld software.

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Upgrading the desktop software

1. If it is open, close the BlackBerry Desktop Manager.
2. Download the appropriate file for upgrading your desktop software.
3. Double-click the .exe file that you downloaded.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next**. The Country or Region Selection window appears.
6. Select your country and click **Next**. The License Agreement window appears. Read the License Agreement carefully and, if you accept its terms, click **Yes**. The Customer Information window appears.
7. Follow the on-screen instructions.

If your system administrator has not configured your desktop software upgrade, you might need to add handheld applications to the desktop software before you load applications onto your handheld. Refer to "Adding handheld applications to the desktop software" below for more information.

If your system administrator has configured the desktop software upgrade and added handheld applications to the desktop software, you can load applications onto your handheld but you do not need to add applications to the desktop software. Refer to "Loading handheld applications" on page 4 for more information.

Adding handheld applications to the desktop software

After you upgrade the desktop software, you might need to add handheld applications to the desktop software manually to complete one of the following actions:

- upgrade your handheld
- install software from a different service provider
- switch to a different handheld model
- add third-party applications to your handheld



Note: To add handheld applications to the desktop software, your desktop software must be version 3.6 or later.

You are solely responsible for the selection, implementation, and performance of any third-party applications that you use with the desktop software or the handheld. Research In Motion Limited does not in any way endorse or guarantee the security, compatibility, performance, or trustworthiness of any third-party application, and shall have no liability to you or any third party for issues arising from such third-party applications.

To verify whether handheld applications have been added to the desktop software

1. On the Windows taskbar, click **Start**. Select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.
2. On the **Help** menu, click **About Desktop Manager**. The About Desktop Manager screen appears.
3. Click the **Handheld Software** tab. A screen appears and displays installed handheld application software.
 - If the screen is blank, no handheld applications have been added to your desktop software. You must add handheld applications to the desktop software before you can load them onto your handheld. Refer to "To add handheld applications to the desktop software" below for more information.
 - If the screen displays the name of your handheld series, applications have already been added to your desktop software and you can load applications using the Application Loader tool. Refer to "Loading handheld applications" on page 4 for more information.

To add handheld applications to the desktop software

Depending on your system administrator or service provider, you can download the latest handheld applications from your service provider or network operator web site. Contact your system administrator or service provider for more information.



Note: You are solely responsible for verifying that the handheld applications that you download are appropriate for, and compatible with, your handheld.

1. If it is open, close the BlackBerry Desktop Manager.
2. Download the file for the handheld applications that you want to add to your desktop software.
3. Double-click the .exe file that you downloaded.
4. The Choose Setup Language dialog box might appear. Select your language and click **OK**. The Welcome window appears.
5. Click **Next**. The handheld applications are added to your desktop software.
6. Click **Finish**.

You can now connect your handheld to your computer, start the desktop software, and use the Application Loader tool to load applications onto your handheld. Refer to "Loading handheld applications" on page 4 for more information.

Connecting to the desktop software

To use the desktop software, your handheld must be connected to your computer.

To verify the desktop-to-handheld connection

1. In the desktop manager, on the **Options** menu, click **Connection Settings**. The Connection Settings window appears.
2. Click **Detect**. A warning dialog box appears, prompting you to verify that your handheld is connected properly.
3. Click **OK**. The software notifies you when the handheld has been detected.



Note: A dialog box with the message **Handheld not found** appears on your computer if the desktop software cannot detect your handheld. If your handheld is connected securely, verify that no other devices are sharing the port, such as a PC card. Verify that no other connectivity software is running on your computer, and that you are not using the same port that your mouse uses.

4. Click **OK** to close the Connection Settings window.

If the connection is successful, the desktop manager displays your handheld PIN and current handheld connection status (now **Connected**) in the status bar at the bottom of the window.

Loading handheld applications

Use the Application Loader tool to load applications onto your handheld.

1. Verify that your handheld is connected to your computer.
2. Start the desktop software: on the Windows taskbar, click **Start** and select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.



Note: If the software on your handheld is not current, the Application Updates Available dialog box appears. To update your handheld software, click **Update Now**. The Application Loader Wizard appears. If you are unsure of the status of your handheld software or your computer software, click **Cancel**. If you click **Cancel**, the Application Updates Available dialog box appears each time that you start the desktop software.

3. Double-click the **Application Loader** icon. The Welcome to the Application Loader window appears.



Note: If a message appears to indicate that no system software is available for your handheld, you have not added handheld applications to the desktop software. You must add handheld applications to your desktop software before you use the Application Loader tool. Refer to "Adding handheld applications to the desktop software" on page 2 for more information.

4. Click **Next**. The desktop software reads the handheld's configuration, and depending on your handheld, the LCD screen displays **Loader activity** or an icon. At the same time, the Handheld Application Selection window appears on your computer.
5. Select the check boxes beside the applications that you want to load.

6. Click **Next**. A summary window displays the actions that will occur during the loading process.
7. Click **Finish**. If necessary, the Application Loader tool backs up your handheld's data and loads the applications onto your handheld.



Warning: Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not load correctly. If an interruption occurs, you must repeat the loading process.

8. When the loading process is complete, the Application Loader indicates whether the process was successful. Click **Close**.

After the loading process is complete, you might need to turn on your handheld radio to send and receive email messages. Refer to the documentation that came with your handheld for more information.

System requirements

System requirements for handhelds with serial connectors

If you connect your handheld to your computer using a serial port, the following components are required to upgrade the desktop software:

- Intel®-compatible 486 or higher computer with an available serial port
- Windows® 98, Windows Me, Windows 2000, Windows XP, or Windows NT 4.0 Service Pack 6 or later

Microsoft Exchange Microsoft® Exchange Client, Microsoft Outlook® 98, 2000, or XP (Corporate or Workgroup Installation) with an email account on a Microsoft Exchange Server version 5.5 or later that can receive email from the Internet.

Lotus Domino Lotus Notes® 4.6 or later, with an email account on a Lotus® Domino™ Server version 4.6 or later that can receive email from the Internet.

Integration with new or ISP email account To set up your BlackBerry Web Client account, you must have access to the Internet. You must also have Netscape® Navigator version 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later patches. (You cannot use Netscape Navigator version 5.0.)



Note: To use the Intellisync™ tool of the BlackBerry Desktop Software, you must be running personal information management (PIM) software, such as Microsoft Outlook, Microsoft Exchange, or Microsoft Schedule+; ACT!®; Lotus Notes or Lotus Organizer®; GroupWise®; GoldMine®; or Netscape®.

System requirements for handhelds with USB connectors

If you connect your handheld to your computer using a USB port, the following components are required to upgrade the desktop software:

- Intel-compatible 486 or higher computer that is compliant with USB 1.1 or higher
- An available USB port
- Windows 98, Windows Me, Windows 2000, or Windows XP



Note: If you use Windows 98 (not Windows 98 Second Edition), you must download an update from http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp before the USB drivers will operate as expected.

Microsoft Exchange

Microsoft Exchange Client, Microsoft Outlook 98, 2000, or XP (Corporate or Workgroup Installation) with an email account on a Microsoft Exchange Server version 5.5 or later that can receive email from the Internet.

Lotus Domino

Lotus Notes 4.6 or later, with an email account on a Lotus Domino Server version 4.6 or later that can receive email from the Internet.

Integration with new or ISP email account

To set up your BlackBerry Web Client account, you must have access to the Internet. You must also have Netscape Navigator version 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later patches. (You cannot use Netscape Navigator version 5.0.)



Note: To use the Intellisync tool of the BlackBerry Desktop Software, you must be running personal information management (PIM) software, such as Microsoft Outlook, Microsoft Exchange, or Microsoft Schedule+; ACT!; Lotus Notes or Lotus Organizer; GroupWise; GoldMine; or Netscape.

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