



Update Guide

BlackBerry Device Software

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About updating software for your device

The following instructions explain how to update the BlackBerry® Desktop Software and the BlackBerry® Device Software for your BlackBerry device using an .exe file.

Your administrator might provide the required .exe file, or you might download it from a web site, such as your wireless service provider's web site or www.blackberry.com.

Verify your version of BlackBerry Desktop Manager

1. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
2. On the **Help** menu, click **About BlackBerry Desktop Manager**.

The General tab displays the version information for your BlackBerry® Desktop Manager.

Update the BlackBerry Desktop Software

You only need to update the BlackBerry® Desktop Software if a newer version is available or if it is not installed on your computer. For more information, contact your administrator or wireless service provider. You can also check www.blackberry.com for the latest version.

1. On your computer, close the BlackBerry® Desktop Manager if it is open.
2. Download the .exe file for the BlackBerry Desktop Software.
3. After the download is complete, double-click the .exe file.
4. Complete the instructions on the screen, noting the **Integration Options** section:
 - If you subscribe to the BlackBerry® Internet Service, select **Integrate with a personal account**.
 - If you use a Microsoft® Exchange, IBM® Lotus® Domino®, or Novell® GroupWise® work email account, select **Integrate with a work email account**. If your organization uses a BlackBerry® Enterprise Server, select **Redirect email using the BlackBerry Enterprise Server**. If it does not, select **Redirect email using the BlackBerry Desktop Redirector**.

Verify your version of BlackBerry Device Software

1. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
2. On the **Help** menu, click **About BlackBerry Desktop Manager**.

The Device Software tab displays the version information for your BlackBerry® Device Software.

Update the BlackBerry Device Software

To perform this task, the BlackBerry® Desktop Manager must be installed on your computer.

It is recommended that you back up your BlackBerry device information when prompted during the update process.

1. On your computer, close the BlackBerry Desktop Manager if it is open.
2. Download the .exe file for the BlackBerry® Device Software.
3. After the download is complete, double-click the .exe file.

4. Complete the instructions on the screen.
5. Connect your device to your computer.
6. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
7. Click **Update Now**.
8. If you are not prompted to update your software automatically, double-click **Application Loader**.
9. Select the check box beside the applications that you want to install.
10. Complete the instructions on the screen.

Troubleshooting

I cannot add software to my device

If your BlackBerry® device is associated with a BlackBerry® Enterprise Server, your organization's IT policy settings might prevent you from adding applications to your device.

You might have tried to install a software version that is not compatible with your device model, or you might have tried to install the same version that is already installed on your device. Try updating the BlackBerry® Device Software again. For more information, contact your administrator or wireless service provider.

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