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How to upgrade your BlackBerry Handset Software – for BIS users

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How to upgrade your BlackBerry Handset Software – for BIS users v1.0 Vodafone New Zealand®

This guide will take you through the steps required to upgrade your BlackBerry handset using the Desktop Manager software*. This guide is aimed at end-users themselves who have the BlackBerry Internet Service (BIS) for ISP or webmail email accounts.

If you have a company email system such as Microsoft Exchange or Lotus Notes then you should contact your IT or BlackBerry Administrator.

The steps to upgrade your handset are:

1. Check the version of your Desktop Manager software for your PC. If your version is OK then go to Step 4.
2. Download the Desktop Manager software to your PC (if required).
3. Install the Desktop Manager software on your PC (if required).
4. Download the new handset software to your PC.
5. a. Pre-load the new handset software into the Desktop Manager.
b. Install the new handset software onto your handset via the Desktop Manager.

*Desktop Manager is software that you install on your PC to manage synchronisation of Contacts/Calendar with your handset and to install new software on your handset.

Requirements

- Desktop Manager software (version 4.1 or above)
- Internet connection to download handheld software
- USB Cable

Procedure

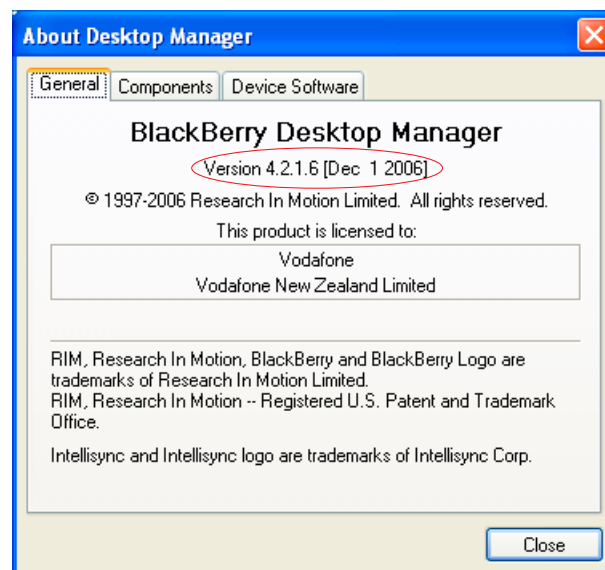
1. Check the version of your Desktop Manager.

The Desktop Manager software comes on a CD in the handset box. However for handsets older than the 8100 Pearl it will probably be the wrong version to use for upgrading your handset. If you don't already have Desktop Manager installed then go to Step 2 in this document to get instructions on how to download it.

If you already have Desktop Manager installed then click on **Help** to check the version.



Check that the Desktop Manager is version 4.1 or above.



If your Desktop Manager software version is less than version 4.1 then proceed with Step 2 below.

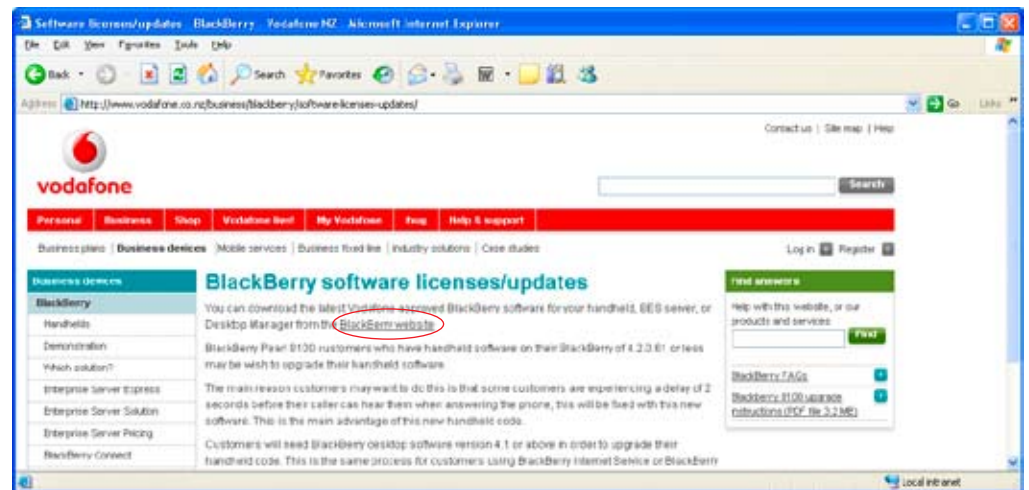
If your Desktop Manager software is already version 4.1 or later then skip to Step 4 below.

2. Download the latest Desktop Manager software

Go to:

<http://www.vodafone.co.nz/business/blackberry/software-licenses-updates/>

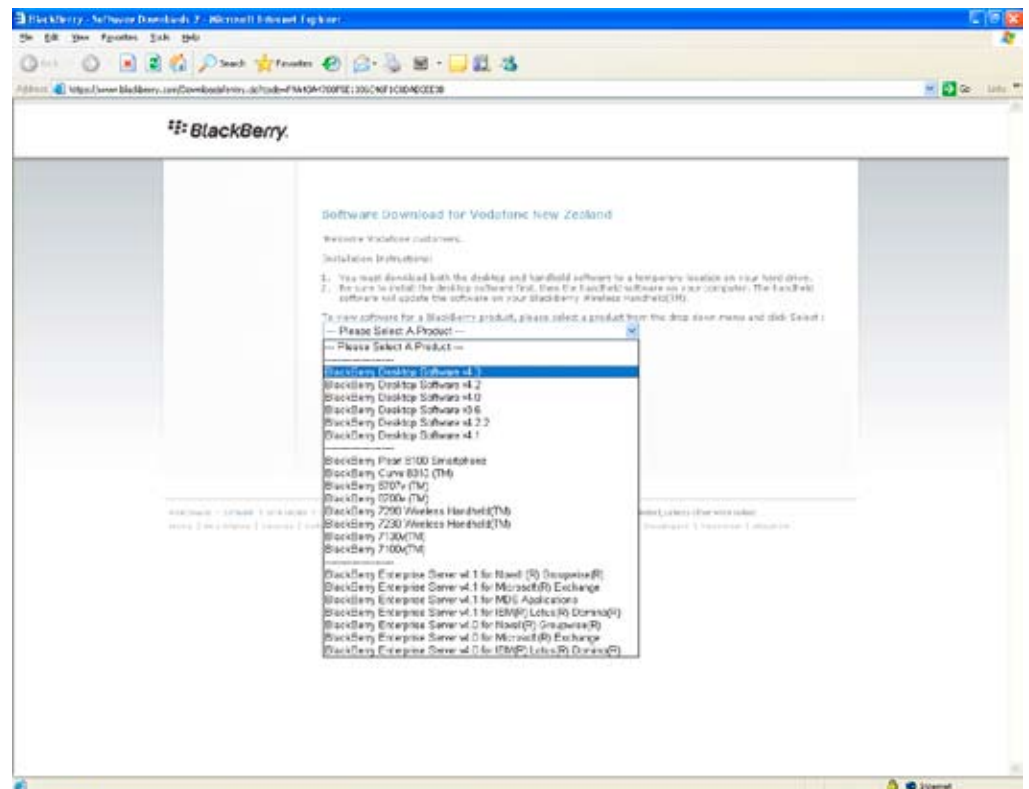
On this page you will see a link called BlackBerry website, click this.



From the dropdown list select one of the desktop software products.

As a minimum you should select version 4.1, however it is recommended that you select the latest version available.

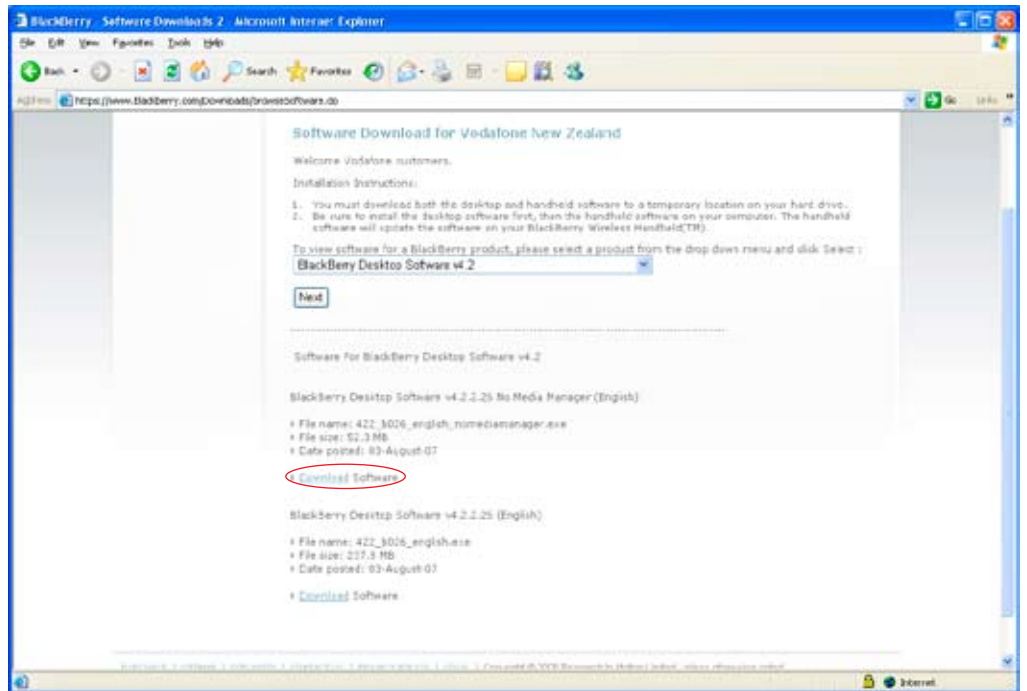
Once you have selected the product you want to download click **Next**.



There are a couple of versions of the Desktop Manager software file which do affect the size of the download:

- Multilanguage options will allow you to install the Desktop Software in different languages but will result in a larger download.
- The Media Manager options allow you to move photos, music and video files between your BlackBerry and your PC. This is great for newer handsets (8100 Pearl and 8310 Curve) but will result in a much larger download file.

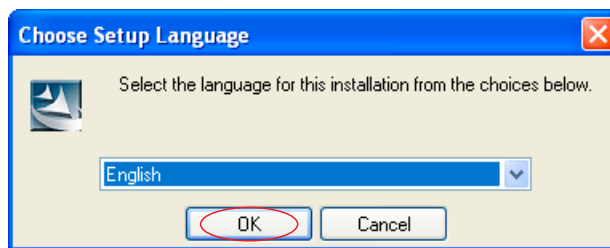
Select the download file from the list provided and then click the **Download** link.



Follow the remaining prompts and save the file on your computer.

3. Install the Desktop Manager software on your PC

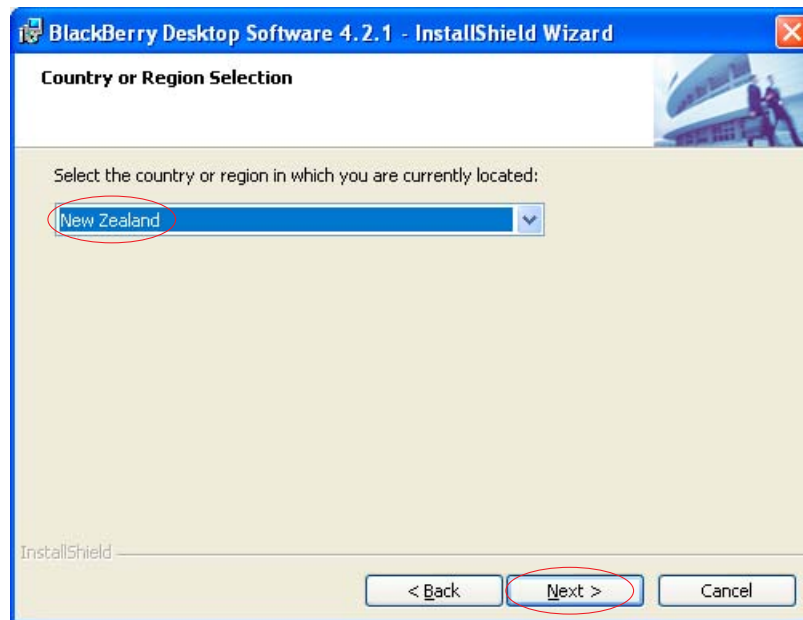
Once the file has been downloaded you may install the Desktop Manager onto your PC. Run the Desktop Manager file that you downloaded and the installer will start.



Select **English** and click **OK**.



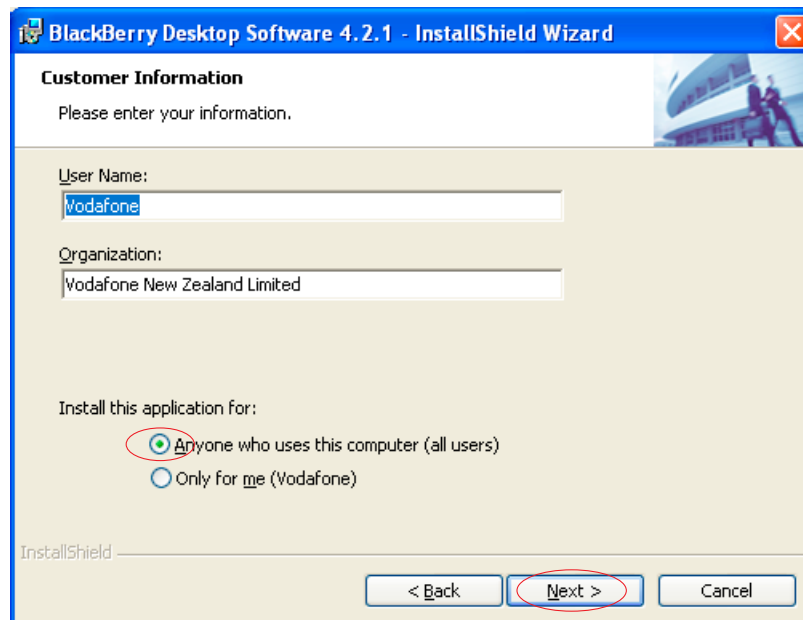
Click **Next**.



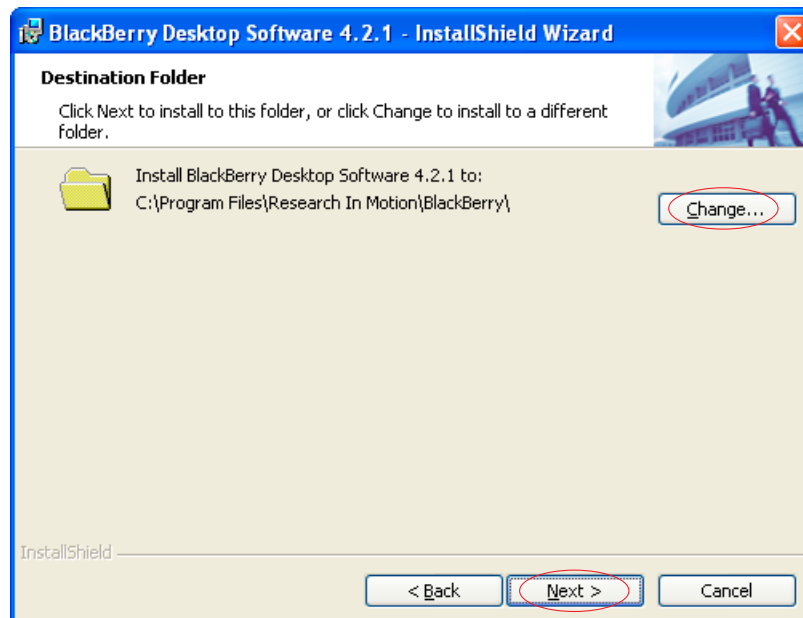
Select **New Zealand** and click **Next**.



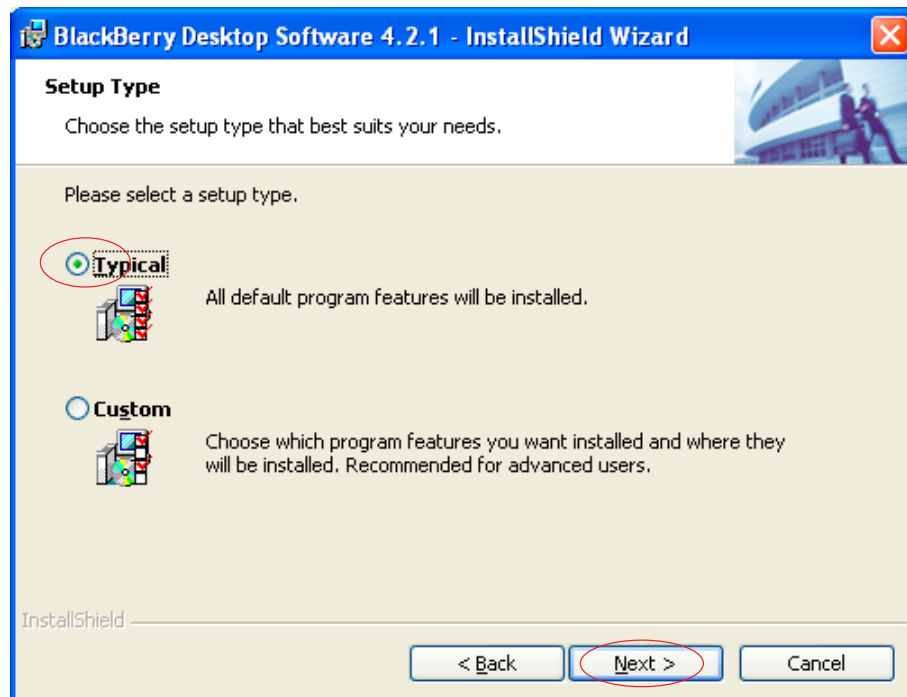
Read and then select "I accept the terms in the license agreement" and click **Next**.



Enter **User Name** and optionally the **Organization** and select the **anyone** option then click **Next**.



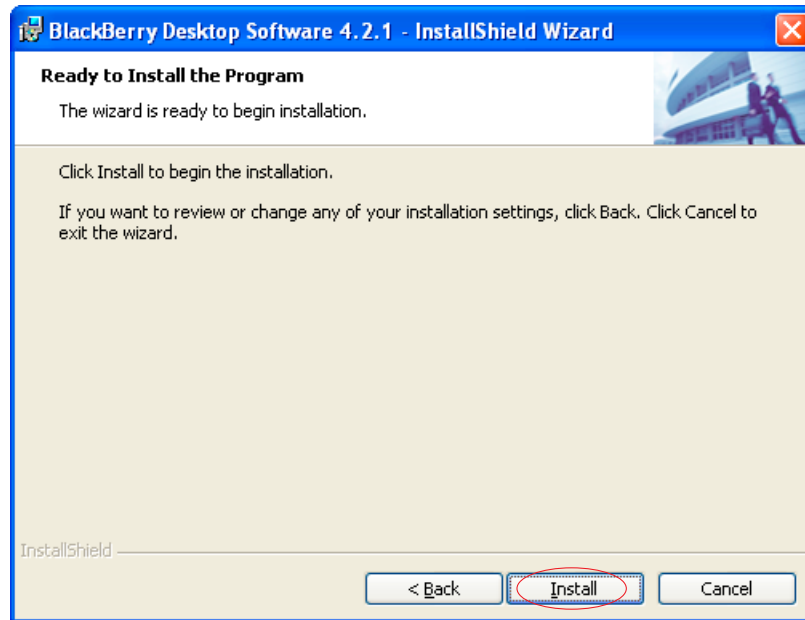
Either accept the default destination folder by clicking **Next** or click **Change** and select a new destination.



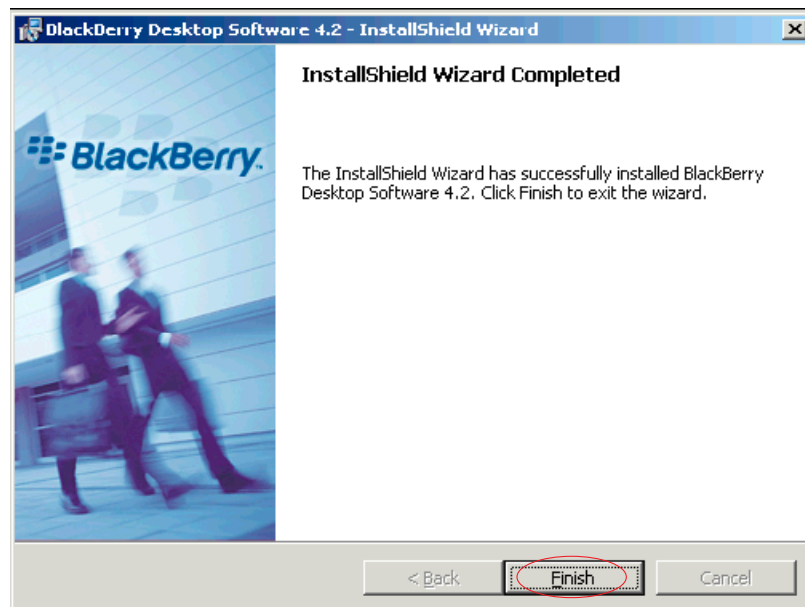
Ensure the **Typical** option is selected and click **Next**.



Check the **BlackBerry Internet Service** box and click **Next**.



Click **Install** to start the installation.



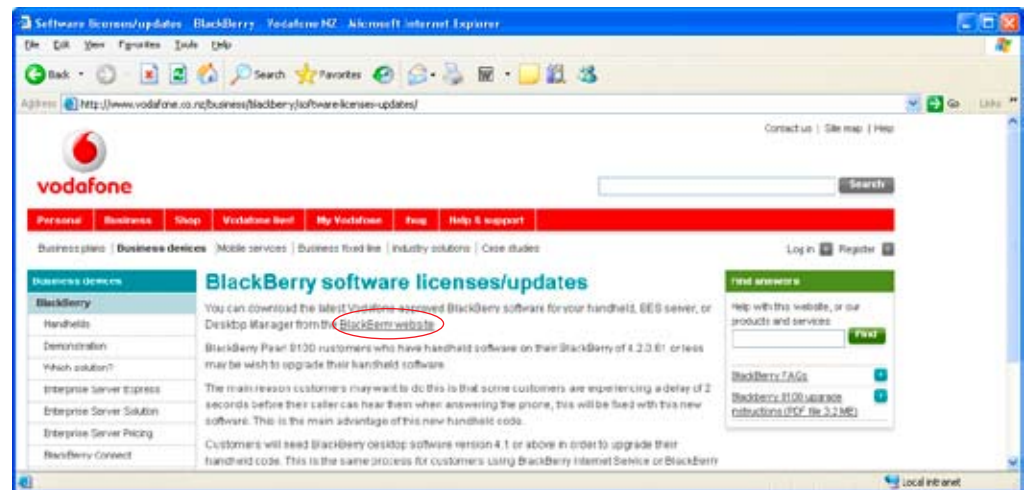
Click **Finish** once it completes.

4. Download the Handset software to your PC

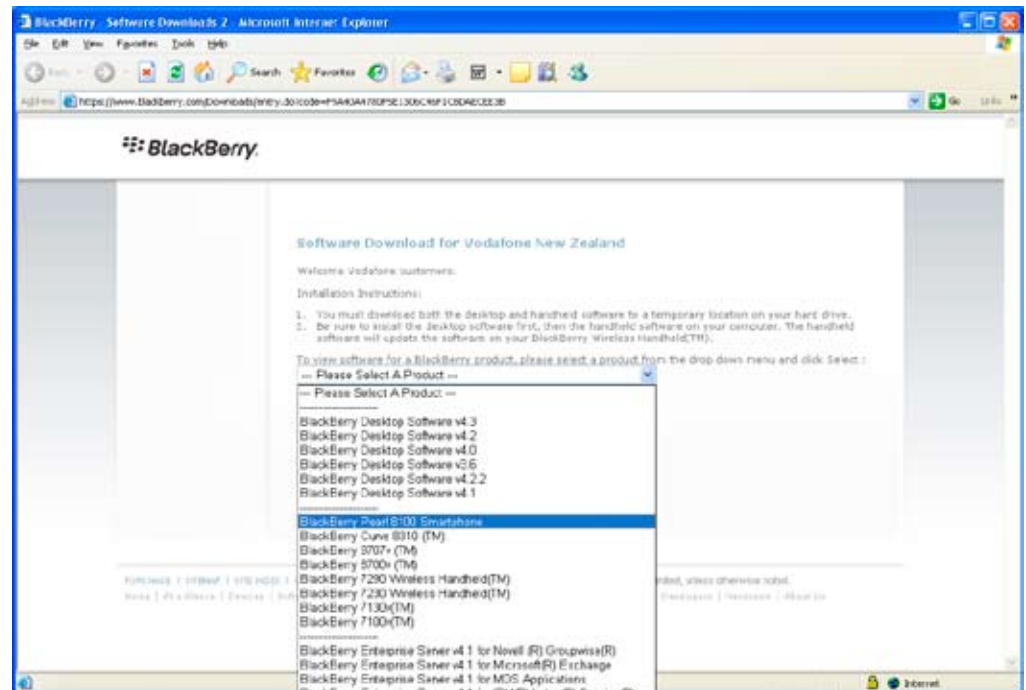
Go to the Vodafone BlackBerry download portal at:

<http://www.vodafone.co.nz/business/blackberry/software-licenses-updates/>

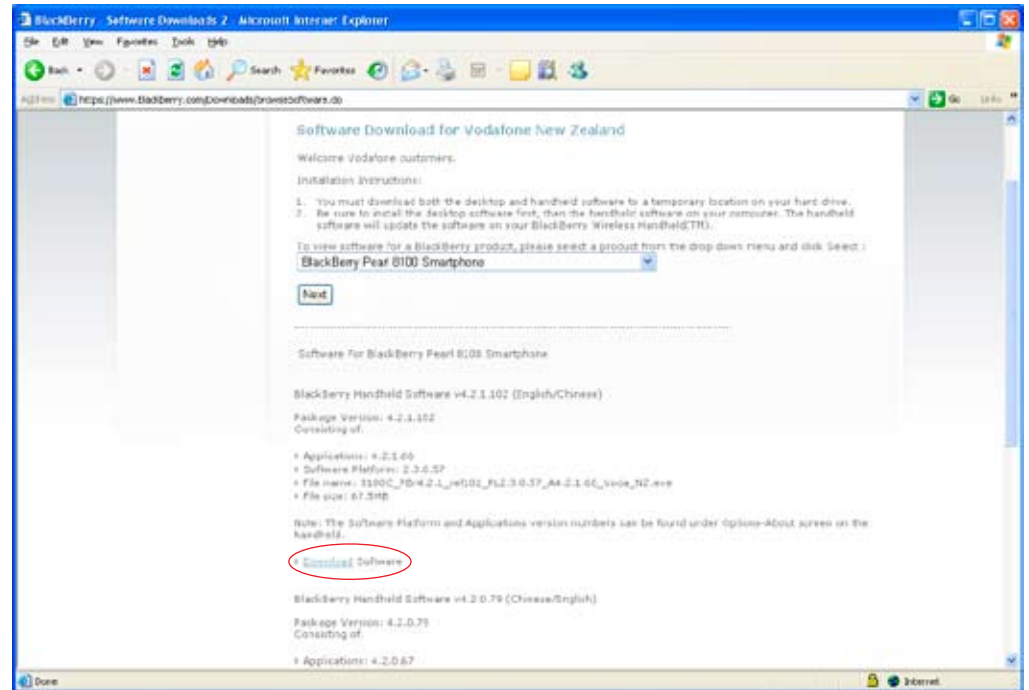
On this page you will see a link called BlackBerry website, click this.



From the dropdown list select your Handheld Model then click **Next**.



At the next page you will be presented with a list of software available for your handset. Select the most recent software, ie the one closest to the top of the page.



Once you have found the software version you require click the **Download** link. Follow the remaining prompts and save the handset software .exe file on your computer.

5a. Preparing the new Handset software for installation

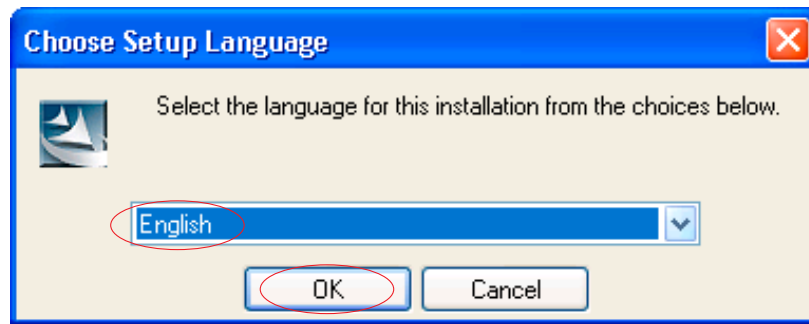
This step prepares the handset software that you downloaded for installation on your handset. It 'Pre-loads' the software into the Desktop Manager, ready to be installed onto your handset which is Step 5b. Make sure that the Desktop Manager software is CLOSED. Your handset should NOT be connected to your PC.

Double click on the handset software .exe file that you downloaded in the previous step.

You may see this screen

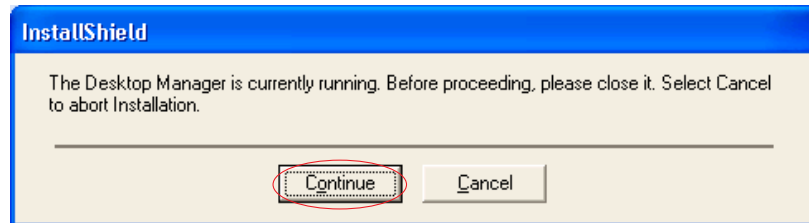


Click **Run**.



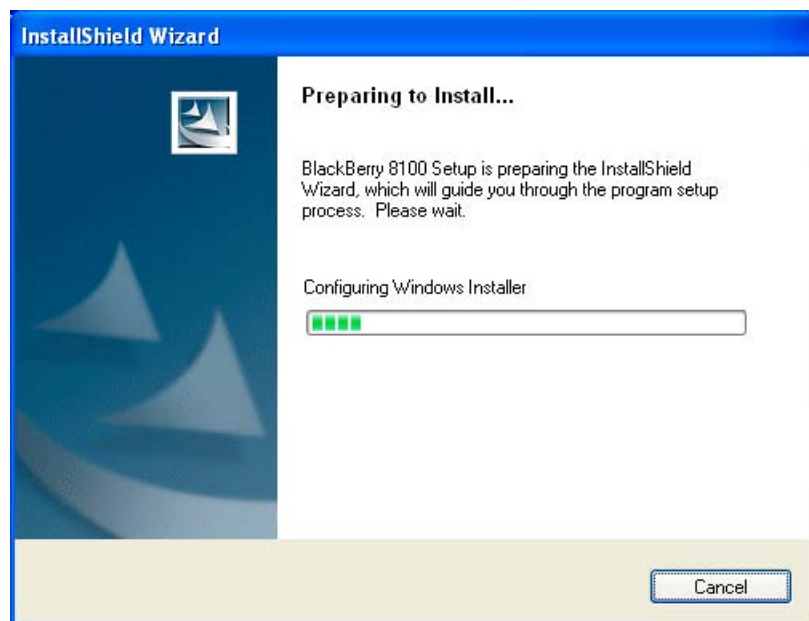
Select **English** and then click **OK**.

If you have BlackBerry Desktop Manager running you will see the following error:



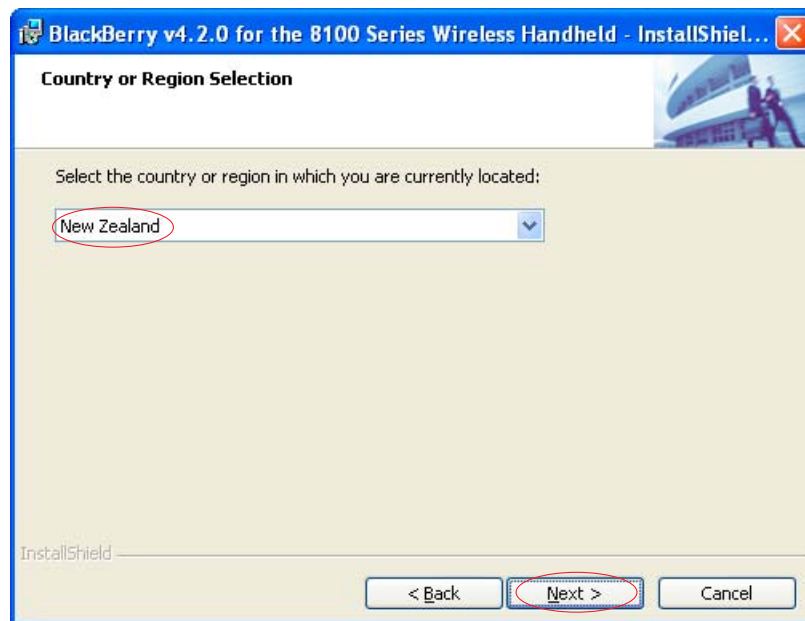
Just close Desktop Manager and click continue.

The installer will start and you will see the following screen shots.

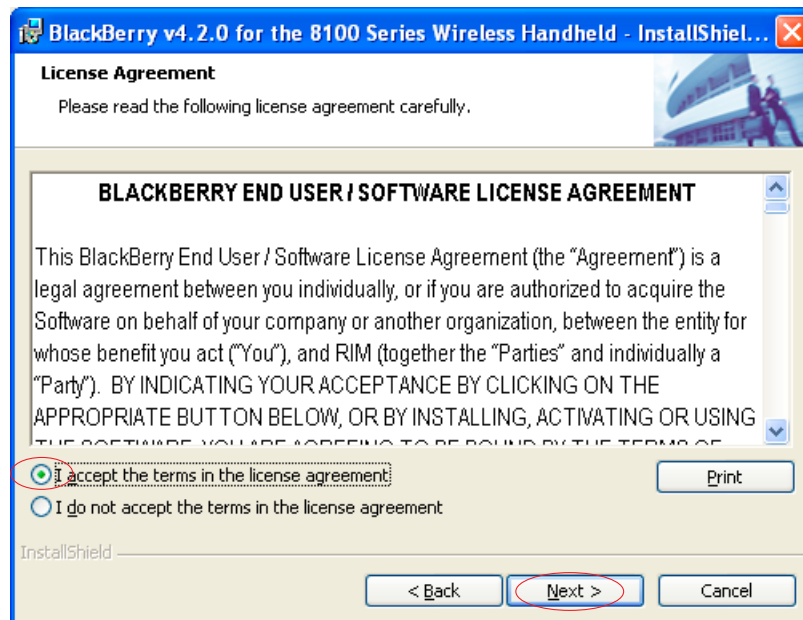




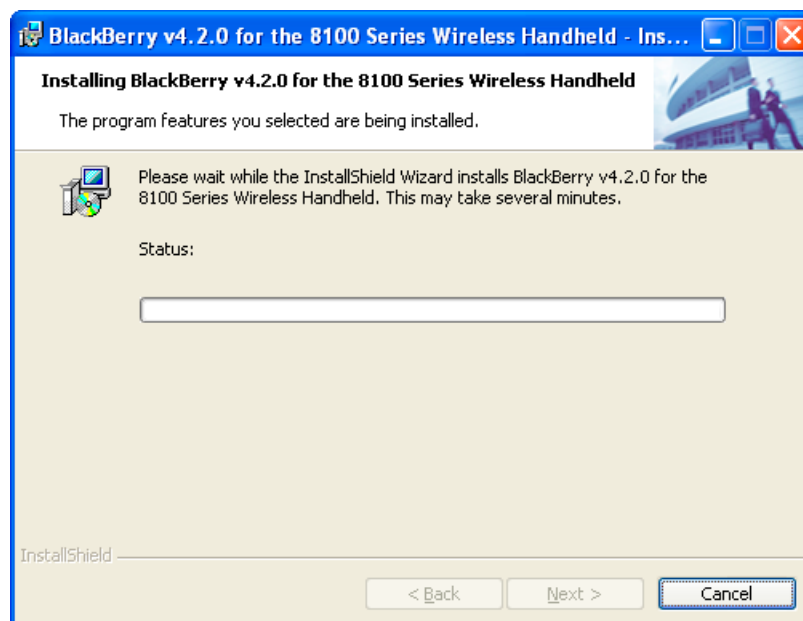
Click **Next**.



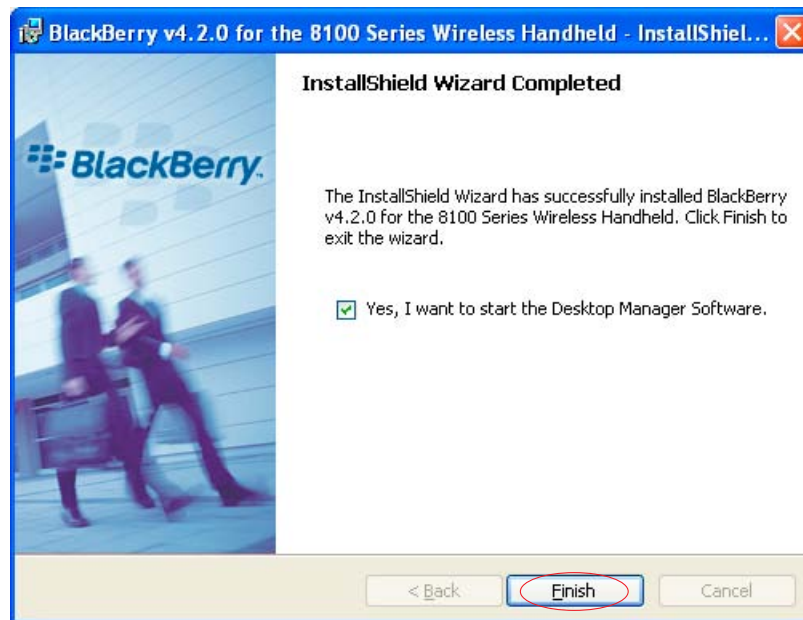
Select **New Zealand** and click **Next**.



Read and then select "I accept the terms in the license agreement" and click **Next**.

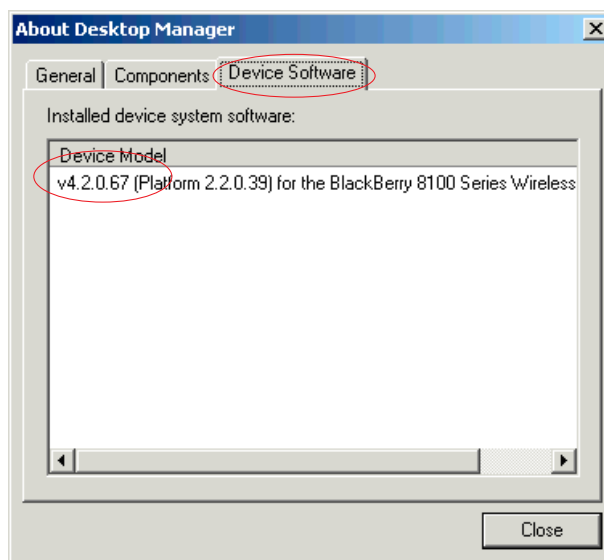
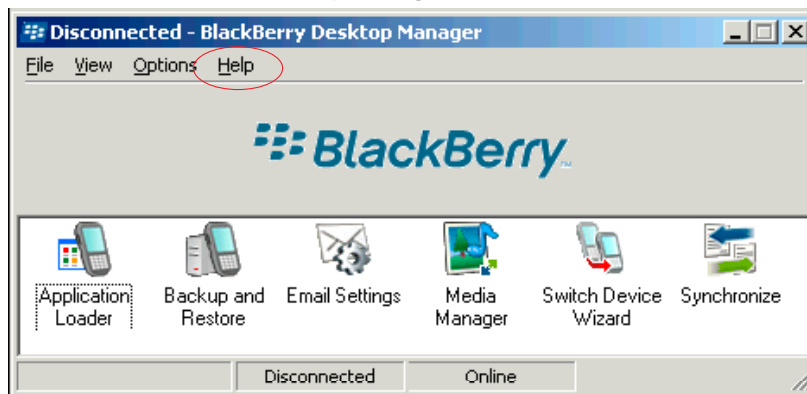


Please wait while the software is loaded into your Desktop Manager.



Click **Finish** to complete installation.

To check that the new handheld software has been added to the Desktop Manager, click **Help** and then select **About Desktop Manager**.



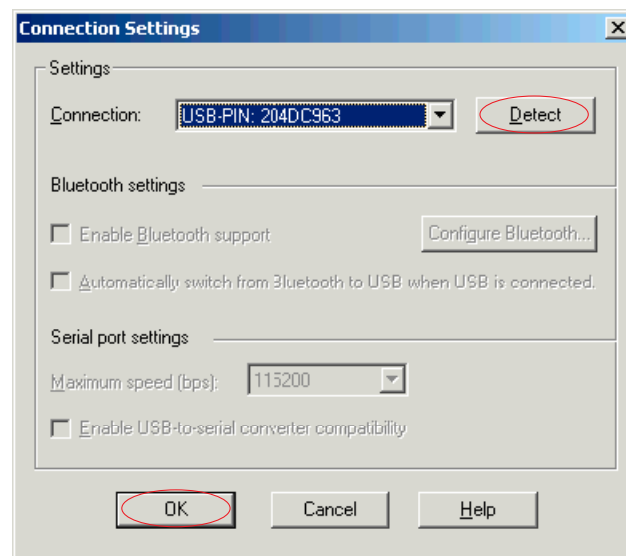
Click the **Device Software** tab and check that the new handheld software for your handheld model has been added.

The handset software is now loaded into your Desktop Manager and you are now ready to upgrade your handset with the new software.

5b. Upgrading your BlackBerry handset

This step loads the new handset software from the Desktop Manager onto your BlackBerry handset.

Connect your handset to your PC via the USB cable and confirm that it is connected. If it still shows 'Disconnected' (as in the picture below) then click **Options** and select **Connection Settings**.

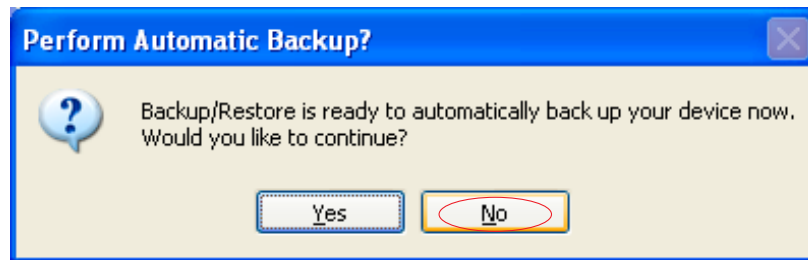


Click **Detect** and make sure the connection box shows your BlackBerry PIN then click **OK**.

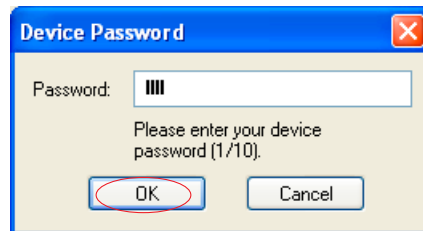


The Desktop Manager now shows your device as connected.

If you get this pop-up, just click **No** as you can backup your handheld later in the upgrade process.

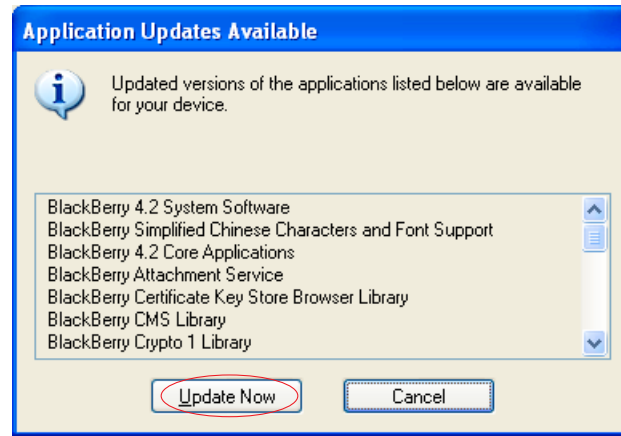


When requested, please enter the password that you may have setup on your BlackBerry. Be careful with inputting numbers and letters correctly.

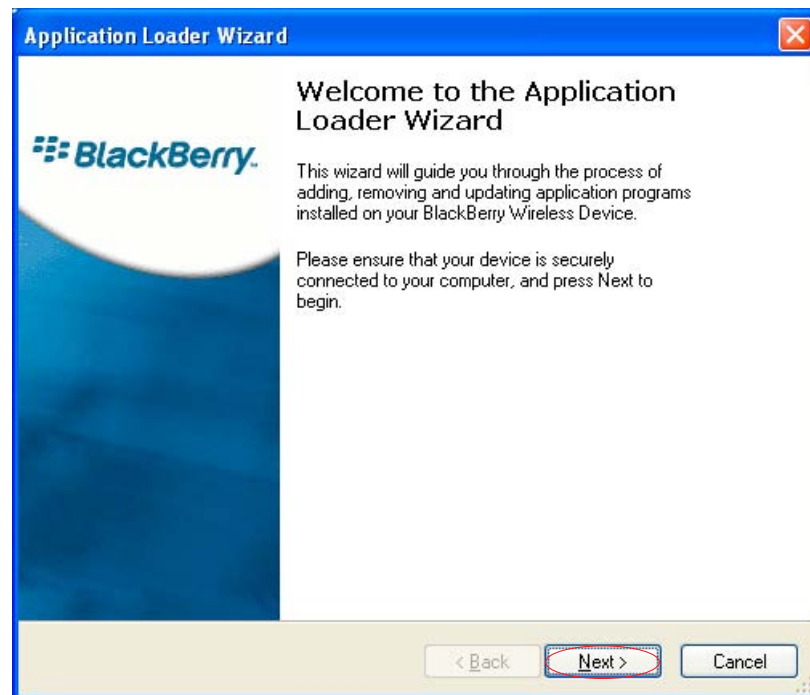
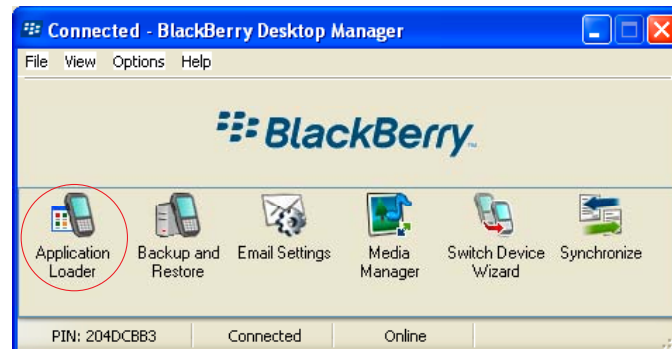


Click **OK**.

If the **Application Updates Available** box appears then click **Update Now**.

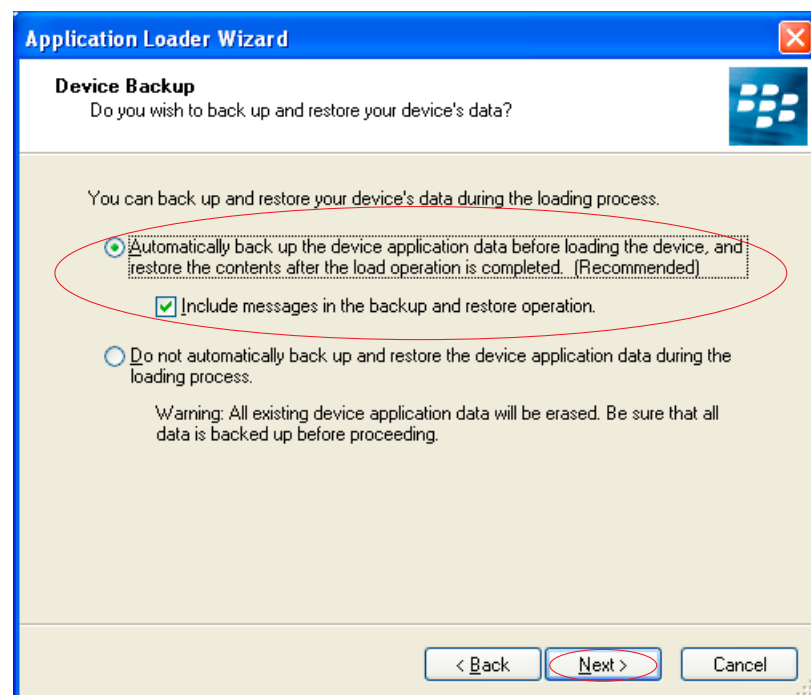
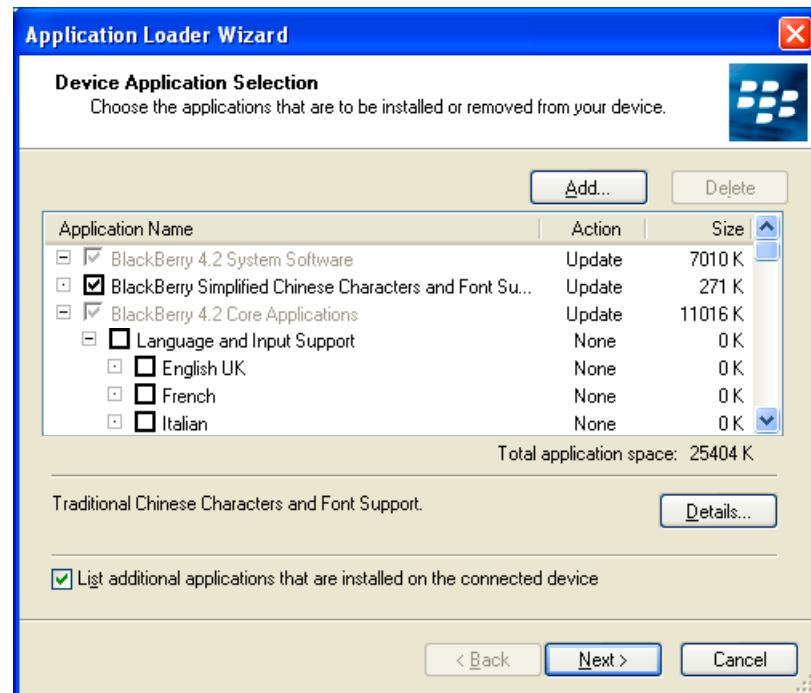


If this box does not appear then double click the **Application Loader** in the Desktop Manager and wait for the **Application Loader Wizard** to appear.



Click **Next**.

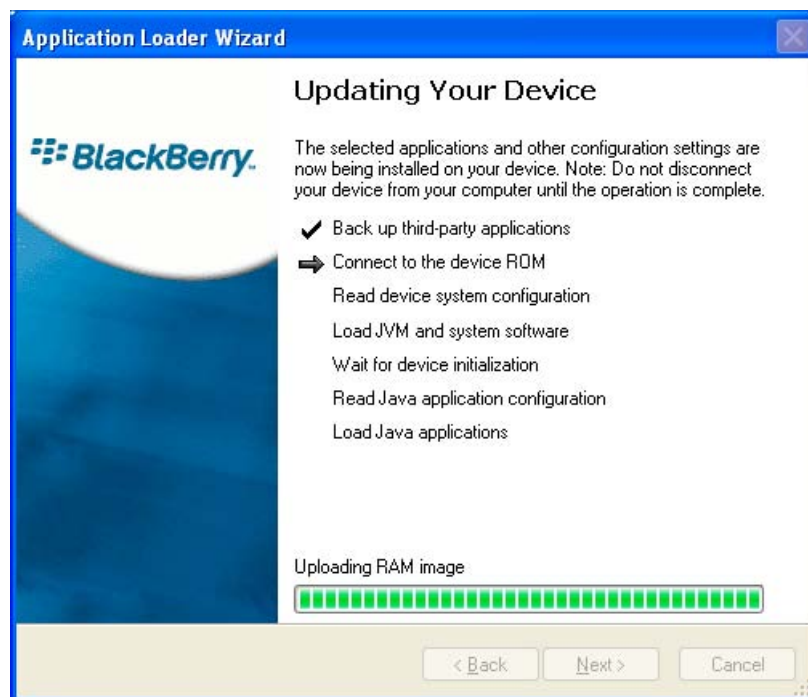
When the **Device Application Selection** box appears, you can install all features or just select the ones that you want by clicking the check boxes. You probably won't need to make any changes on this screen.



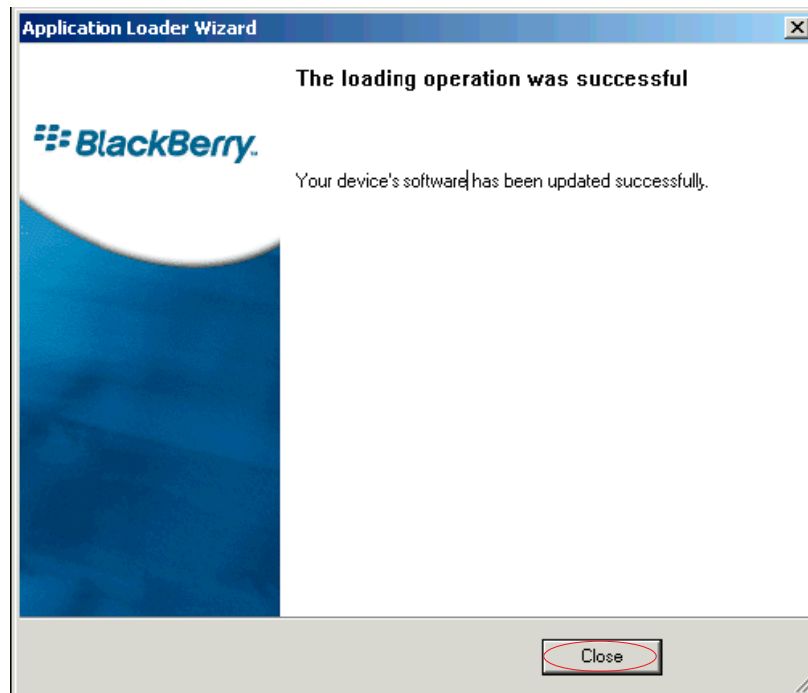
Select the backup options and click **Next**. Your other information on your handset will be backed up and then restored to your handset after the upgrade. If you also have pictures and other multi-media files you want to save then make sure they are copied onto the media-card in the handset.



Click **Finish** to complete the Application Loader Wizard.



During the loading process, the box above will be displayed. Make sure your PC is plugged in and do not disconnect your handheld from the USB cable or exit the Desktop Manager until all applications have been loaded and the following screen is displayed.



Click **Close** to complete the upgrade.

Congratulations! Your BlackBerry handset is now upgraded to the latest version and your other data has been restored.