

Upgrade Instructions

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

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

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System requirements

If your handheld connects 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.

If your handheld connects 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.
- 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 for the USB drivers to operate as expected.

Email program requirements

To integrate your handheld with a desktop email program, one of the following email program requirements must be met:

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

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

Browser requirements

To set up a BlackBerry Web Client account, one of the following browser requirements must be met:

- Netscape® Navigator 4.08, 4.58, or later patches, or Microsoft Internet Explorer version 5.01, 5.5, 6.0 or later patches. You can not use Netscape Navigator 5.0.

Upgrading the desktop software

Upgrade the desktop software

1. If it is running, close the BlackBerry Desktop Manager.
2. Download the appropriate file for upgrading your desktop software.
3. Double-click the .exe file that you download.
4. Follow the on-screen instructions.



Note: You can set up your handheld to work with your email account using the following options.

- **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** - you use BlackBerry Enterprise Server if you integrate your handheld with a business email account to extend a Microsoft Outlook® or Lotus Notes® mailbox. If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server or BlackBerry Desktop Redirector will redirect your email. If you want to integrate both your corporate email and your personal email with BlackBerry, select this option first, then activate your handheld on the BlackBerry Web Client.
- **BlackBerry Web Client** - you use this option if you integrate your handheld with a new email account that is provisioned with the handheld or with your existing Internet Service Provider (ISP) email account.

Adding handheld applications to 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 software if applications were not added automatically as part of the desktop software installation.
- upgrade your handheld software without changing your desktop software.
- install software from a different service provider.
- switch to a different handheld model.

Add handheld applications to the desktop software

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.



Note: You can download handheld applications from your service provider or network operator web site. You are solely responsible for verifying that the handheld applications that you download are appropriate for, and compatible with, your handheld.

3. Double-click the .exe file that you downloaded.
4. Follow the on-screen instructions.

View handheld applications that have been added to the desktop software

1. On the Windows **Start** menu, select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager window appears.
2. On the **Help** menu, click **About Desktop Manager**. The About Desktop Manager window appears.
3. Click the **Handheld Software** tab. A screen displays the installed handheld applications.
 - If the handheld applications that you require are displayed, you can load new applications using the Application Loader tool. Refer to "Loading handheld applications" below for more information.
 - If the handheld applications that you require are not displayed, you must add the applications to the desktop software. Refer to "Adding handheld applications to the desktop software" on page 3 for more information.
4. Click **Close**. The About Desktop Manager window closes.

Connecting to your desktop software

To load handheld applications you must ensure that there is a connection between the handheld and your desktop software.

Verify the desktop-to-handheld connection

1. Connect your cradle or USB cable to your computer.
2. Connect your handheld to your cradle or USB cable.
3. In the desktop manager, on the **Options** menu, click **Connection Settings**. The Connection Settings window appears.
4. Click **Detect**. A warning dialog box appears prompting you to verify that the handheld is connected.
5. Click **OK**. The software notifies you when the handheld has been detected.
6. Click **OK**. The handheld found dialog box closes.
7. Click **OK**. The Connection Settings window closes.

Loading handheld applications

You can load handheld applications using the Application Loader tool. Refer to the *BlackBerry Desktop Software Online Help* for more information on using the Application Loader tool.



Prerequisite: To load handheld applications using the Application Loader tool, the following requirements must be met:

- The BlackBerry Desktop Software must be installed on your computer.
- Your handheld must be connected to your computer.
- New handheld applications must be added to the desktop software.

Load handheld applications

1. On the Windows **Start** menu, select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager appears.



Note: If new handheld applications are available, the Application Updates dialog box appears. Select one of the following options:

- To install the new applications, click **Update Now**. The Application Loader window appears. Follow the on-screen instructions.
- To ignore the dialog box, click **Cancel**. No applications are installed and the Application Update dialog box appears the next time that you open the BlackBerry Desktop Software.

2. Double-click the Application Loader icon. The Application Loader window appears.
3. Click **Next**. The desktop software reads your handheld configuration. The Handheld Application Selection window appears.
4. Select one of the following options:
 - Select the check boxes beside the applications that you want to load or keep on your handheld.
 - Clear the check boxes beside the applications that you want to remove from your handheld.
 - Click **Add** to select additional applications from your computer and add them to your handheld. Verify that the check boxes beside the applications that you want to add are selected.
5. Click **Next**. A summary window displays actions that will occur during the loading process.
6. Click **Finish**. If necessary, the Application Loader tool backs up your handheld 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.

7. Click **Close**. You return to the Blackberry Desktop Manager.

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

Troubleshooting

Issue	Possible Cause	Possible Solution
Error message "Handheld not found" appears.	There may be an a problem with the physical connection.	Verify that your handheld is connected to your computer. Refer to the Error Messages section of the Desktop Manager Online Help for more suggestions. In the desktop manager click Help > Desktop Help Contents .
	The handheld and desktop software versions may be incompatible.	To check the desktop software version, in the desktop manager click Help > About Desktop Manager . To check the handheld software version, on your handheld's Home screen, click Options , and then click About .
Error message "The selected serial port is not currently available on this computer" appears.	This error message appears if you are using a handheld that has a cradle and the serial port that you have selected is unavailable.	Check the connection settings. Refer to "Connecting to your desktop software" on page 4 for more information. If you have another device connected to the serial port listed in the Connection Settings window, disconnect it and check the connection settings again. Verify that the password is disabled on your handheld. If you are using a laptop, try detecting without the laptop docking station.
The connection between the handheld and a laptop is broken.	The laptop may have reassigned the port that you are using to connect your handheld to your computer, breaking the connection.	To determine the port number, open the desktop manager. On the Options menu, click Connection Settings .

Issue	Possible Cause	Possible Solution
<p>After disconnecting a handheld from a computer, the Handheld Connection Status field of the desktop manager still displays Connected.</p>		<p>Connect your handheld to your computer and disconnect it again. If that does not work, restart the desktop software. If you are finished using the desktop software, you can close it. The desktop software does not have to be running for messages to be redirected to your handheld.</p>
<p>The Email System Connection Status field is displaying the wrong connection status.</p>	<p>If your email system connection status changes while your desktop software is running, the change is not reflected in the Email System Connection Status field automatically.</p>	<p>To update the Email System Connection Status field, restart the BlackBerry Desktop Software.</p>

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Note: These files are considered pre-release because they have received only minimal software quality assurance. If you decide to use the files in this release, you should retest your entire application. Although these files are considered an interim patch, they are deployable and supported. By applying this release, you agree to upgrade and apply the next generally available public release.

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