

Step 1:

Make sure you connect your BlackBerry device to your Desktop using a BlackBerry USB cable before you update the software. Please **DO NOT** remove the USB cable while the software is being upgraded to your BlackBerry Device.

Once the device has been detected, Open a web browser (Internet Explorer) and go to this link.

<http://www.blackberry.com/ap/software/devices/>

Click the “Update now” button, as shown.

Note: The entire software upgrade process will take approximately one hour.



BlackBerry

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Devices Software Support Where to Buy

Software

BlackBerry Enterprise Server
BlackBerry Professional Software
BlackBerry Mobile Data System
BlackBerry Device Software
BlackBerry Desktop Software
BlackBerry Untel

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BlackBerry Device Software

Overview Features Compatibility Update

Overview

What is BlackBerry Device Software?
Did you know your BlackBerry® smartphone includes sophisticated software right on the device? It provides you with intuitive icons and layout, full-featured applications and advanced functionality that help you stay on top of your day from just about anywhere.

Introducing BlackBerry Device Software v4.5
Do more with the BlackBerry smartphone you already own. BlackBerry® Device Software v4.5 offers new features and is a free update that can help you unlock a whole new appreciation for your BlackBerry smartphone.

- › Capture the action with video recording
- › Create and edit music playlists
- › View messages that look better than ever with HTML email
- › Download and edit attachments

› [Learn about the new features available with BlackBerry Device Software v4.5](#)

Update Now >>

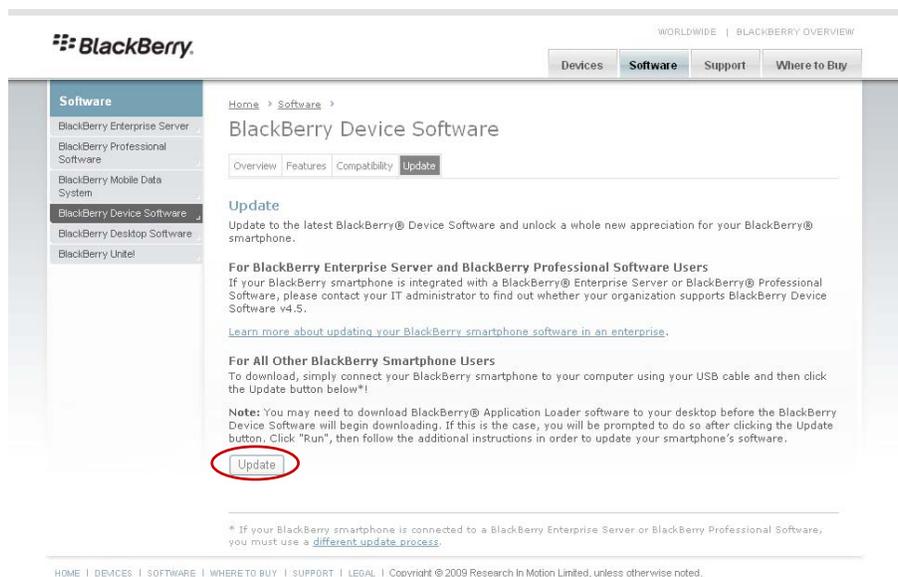
Not a BlackBerry smartphone owner yet? [Learn about the devices available.](#)

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Step 2:

Please note this software update is possible only if you are on BlackBerry Internet Service. If you are on BlackBerry Enterprise Server or BlackBerry Professional Server you will get an error report as given in page 04 before the loading process starts. Therefore if you are a BlackBerry Enterprise or BlackBerry Professional Server user please contact your IT administrator.

If you are on BlackBerry Internet Service please click the “Update” button.



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Update

Update to the latest BlackBerry® Device Software and unlock a whole new appreciation for your BlackBerry® smartphone.

For BlackBerry Enterprise Server and BlackBerry Professional Software Users
If your BlackBerry smartphone is integrated with a BlackBerry® Enterprise Server or BlackBerry® Professional Software, please contact your IT administrator to find out whether your organization supports BlackBerry Device Software v4.5.
[Learn more about updating your BlackBerry smartphone software in an enterprise.](#)

For All Other BlackBerry Smartphone Users
To download, simply connect your BlackBerry smartphone to your computer using your USB cable and then click the Update button below*!

Note: You may need to download BlackBerry® Application Loader software to your desktop before the BlackBerry Device Software will begin downloading. If this is the case, you will be prompted to do so after clicking the Update button. Click "Run", then follow the additional instructions in order to update your smartphone's software.

Update

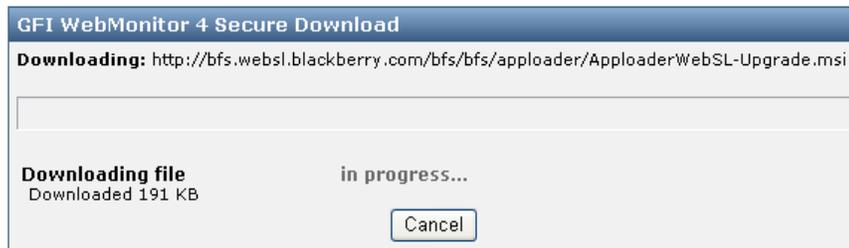
* If your BlackBerry smartphone is connected to a BlackBerry Enterprise Server or BlackBerry Professional Software, you must use a [different update process.](#)

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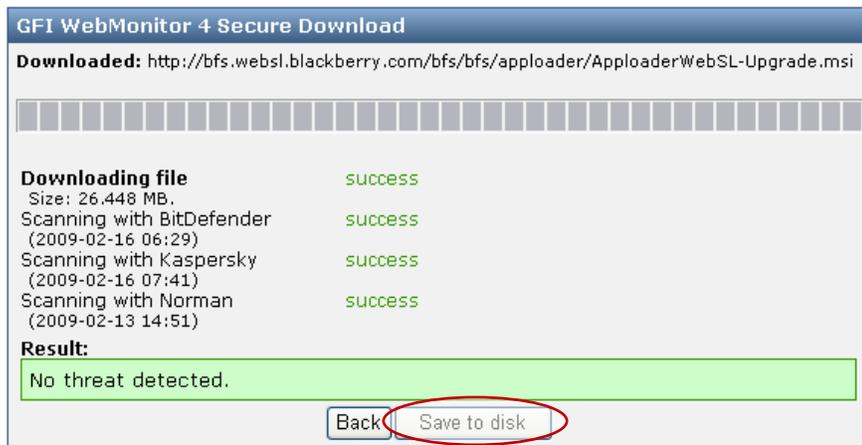
Note 1: The above page requires Windows Internet Explorer v 5.5 or later, running on Windows, if not the following message will appear.



Once you click the "Update" button, application downloading will start.



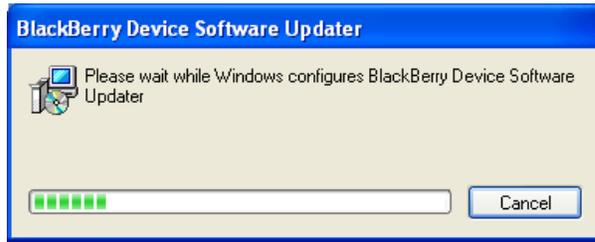
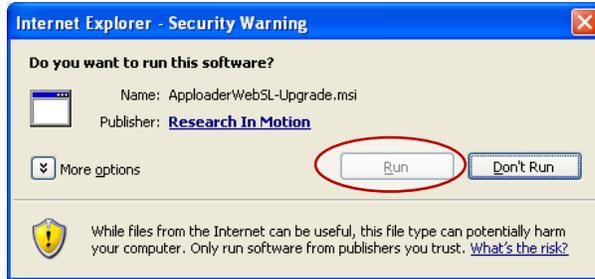
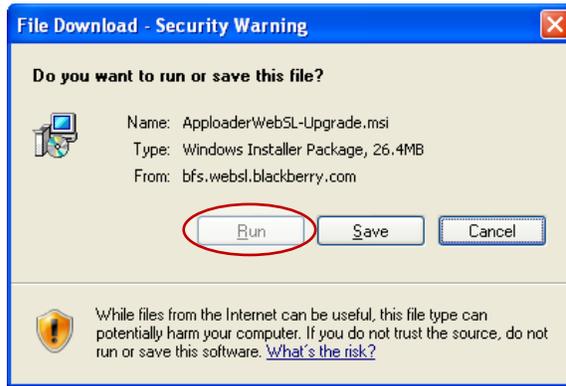
Once the download is complete, Click on "Save to Disk"



Step 3:

You may need to download BlackBerry Application Loader software to your desktop before the BlackBerry Device software begins downloading. If this is the case the following screen will appear after you click the "Update" button.

Click "Run" to download the BlackBerry Application Loader Software.

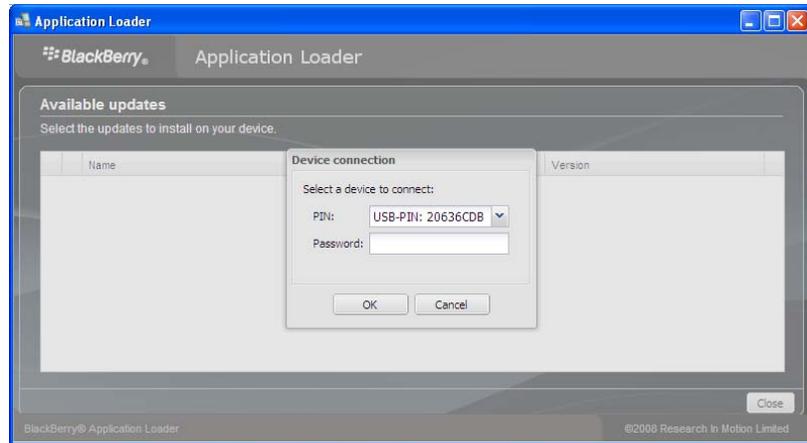


Step 4:

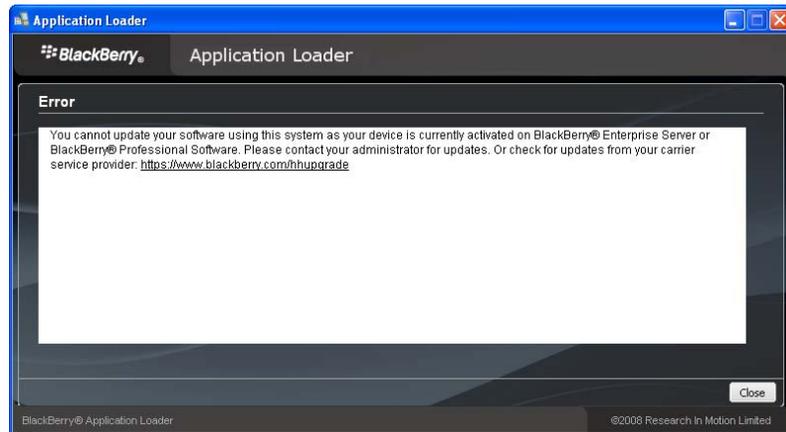
Once the BlackBerry Application Loader software download is complete, the following screen will appear on your desktop with your BlackBerry device PIN.

If you have already defined a password on your device, please enter it in the “**Password**” field and click the “**OK**” button.

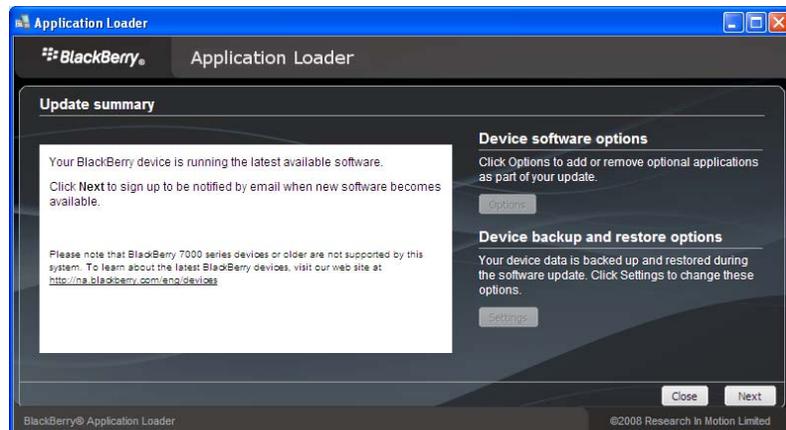
If not, keep the “**Password**” field blank and click “**OK**”



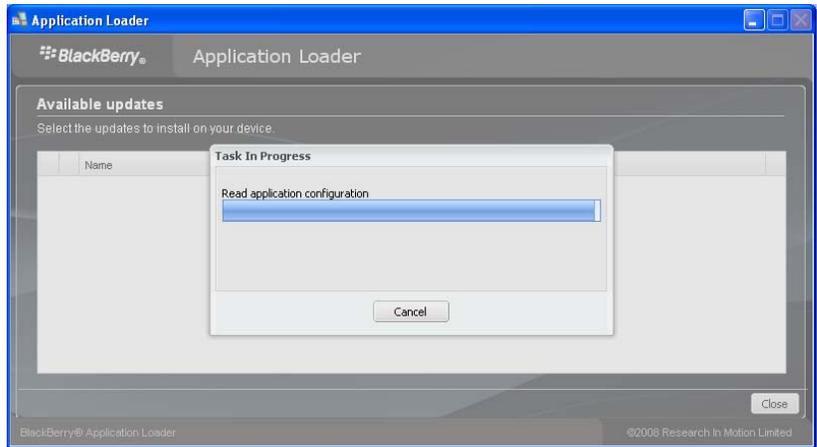
Note 2: If the Device is provisioned on BlackBerry Enterprise Server solution, the following error will appear on your desktop.



Note 3: If your device is running on the latest software available, the following summary will appear on your desktop. If you wish to sign up to receive email notification when new software becomes available please click “**Next**”. If not click “**Close**”



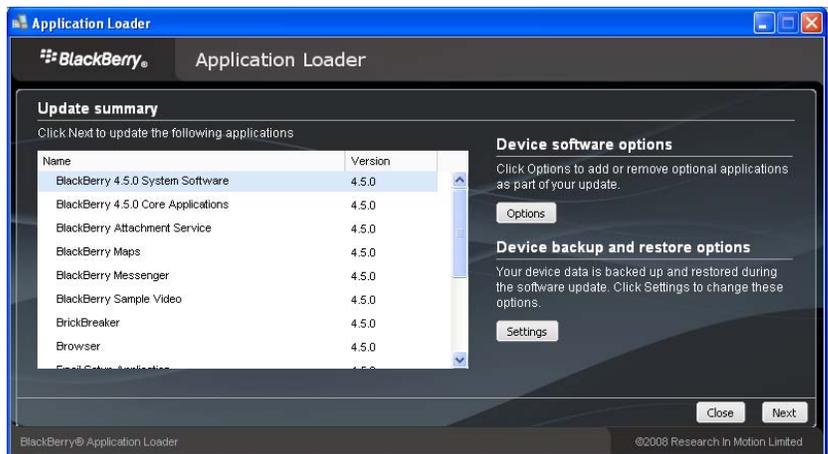
If neither of the above Notes 2 or 3 are applicable, the software update will begin downloading after you click the "OK" button in step 4.



Step 5:

The summary will show all the standard applications to be downloaded to your BlackBerry Device. If you need to include any additional application/s please click the "Options" button and go to step 6.

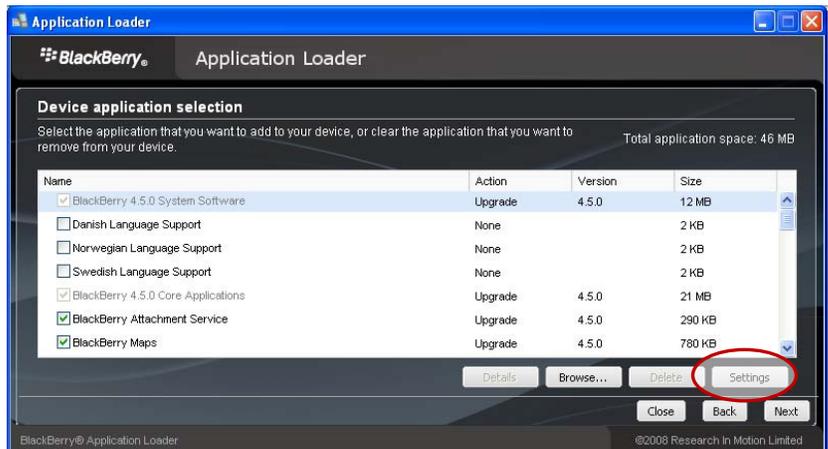
If not, please click the "Settings" button and go to Step 7.



Step 6:

Please tick the application/s you need to install on your BlackBerry device in addition to the standard applications.

Then click the "Settings" button and go to Step 7.

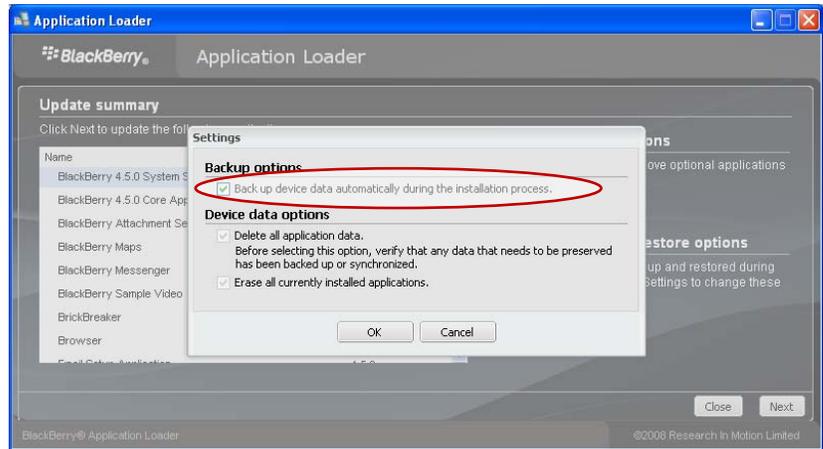


Step 7:

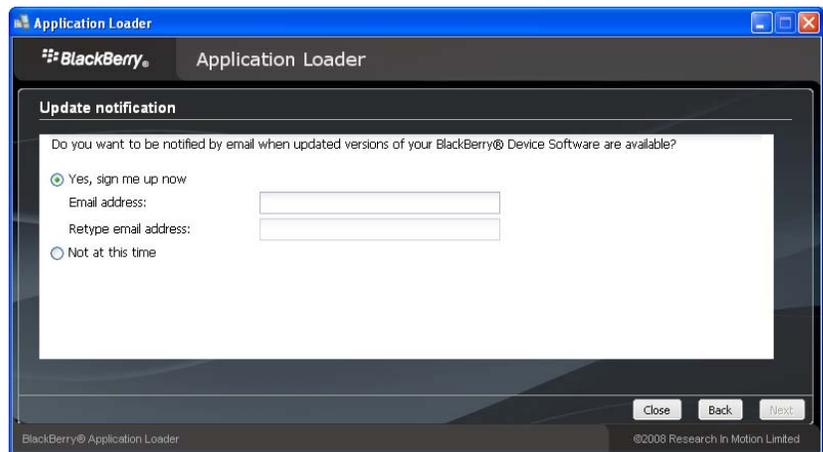
Please make sure to check if the “Backup Option” is ticked as highlighted on the screen. If not you will lose the data currently available on your device.

Then Click “OK” and then “Next”

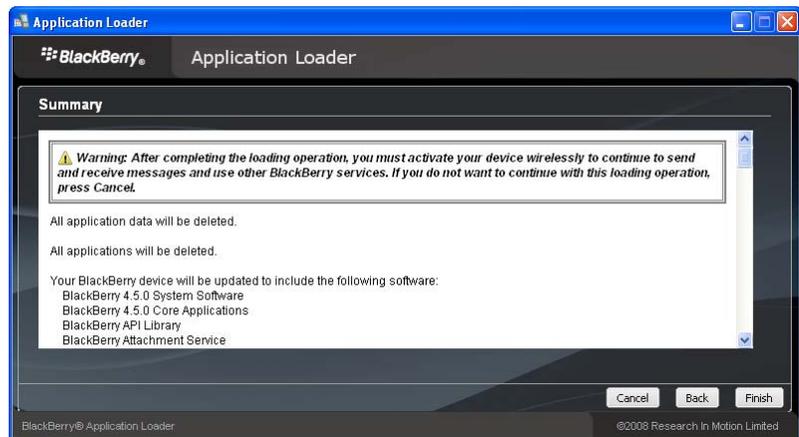
If you do not want to backup the data available on your device, please untick the Backup option and click “OK” and then “Next”



If you need to be notified via mail on updated versions on your BlackBerry device software, Please enter your email address and Click “Next”
If not select “Not at this time” and click “Next”



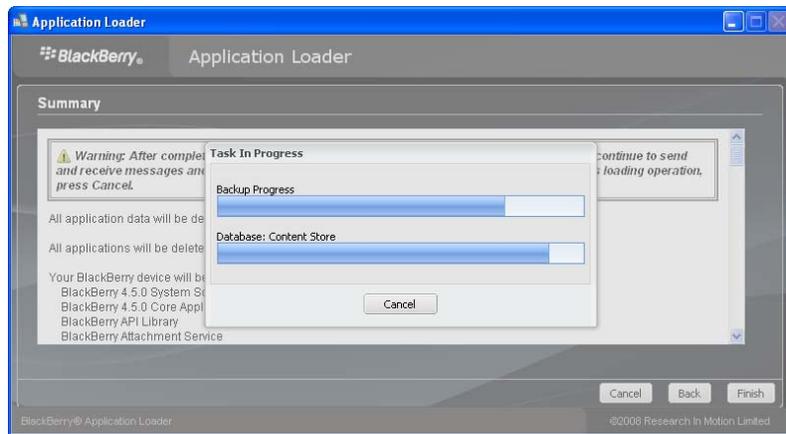
If you wish to continue the loading operation please click “Finish” if not click “Cancel”
Note: All data will automatically be backed up and restored during the software loading process.



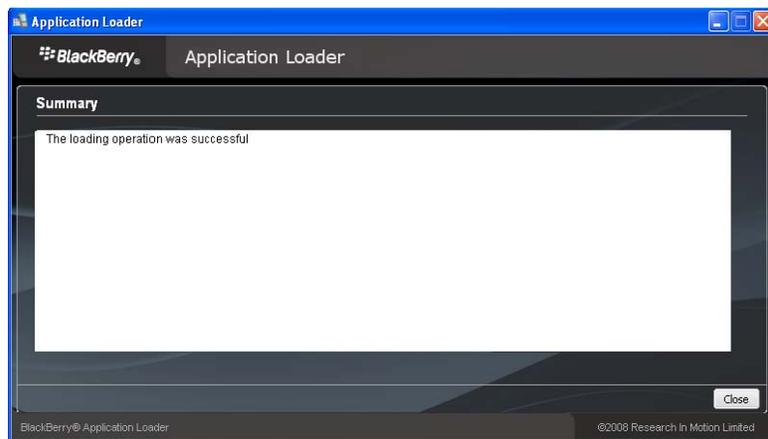
Step 8:

Data will automatically be backed up and restored once the software is upgraded.

Note: Please do not unplug the device or cancel until you are notified that the task is complete.



Click the “Close” button and unplug your BlackBerry device.



For further assistance please call 0777 676576