



# Updating Your BlackBerry Device Software

Version: 5.0

## Update Guide



# Contents

BlackBerry Device Software.....	2
About updating the BlackBerry Device Software.....	2
Update the BlackBerry Device Software over the wireless network.....	2
Return to the previous version of the BlackBerry Device Software.....	3
Delete the previous version of the BlackBerry Device Software.....	3
Check for BlackBerry Device Software updates that you can install over the wireless network.....	4
About updating the BlackBerry Device Software from a web site.....	4
Update the BlackBerry Device Software from a web site.....	4
Applications.....	5
BlackBerry Device Software troubleshooting.....	6
Legal notice.....	6

# BlackBerry Device Software

## About updating the BlackBerry Device Software

You might want to update your BlackBerry® Device Software for one of the following reasons:

- to access new applications and features
- to resolve a technical issue
- your wireless service provider requires that you update the BlackBerry Device Software.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your BlackBerry device. You cannot use your device or make emergency calls when the update is in progress. During the update, your device might reset or display a white screen momentarily - this is expected. Do not remove the battery while the update is in progress.

You might be able to update your BlackBerry Device Software over the wireless network, from a web site, or using the BlackBerry® Desktop Manager.

You can update your BlackBerry Device Software over the wireless network if a Wireless Update icon appears on the Home screen of your device. You can also check for updates manually through the device options. The available update might be a complete software update, or a partial software update only. If the available update is a complete software update, your device data is backed up on your device and restored during the installation process. Depending on the options set by your wireless service provider or administrator, you might not be able to update the BlackBerry Device Software over the wireless network. Depending on your wireless service provider, extra fees might apply when you download the update to your device.


If your device is associated with the BlackBerry® Internet Service, you can update the BlackBerry Device Software by connecting your device to your computer and visiting [www.blackberry.com/update](http://www.blackberry.com/update).

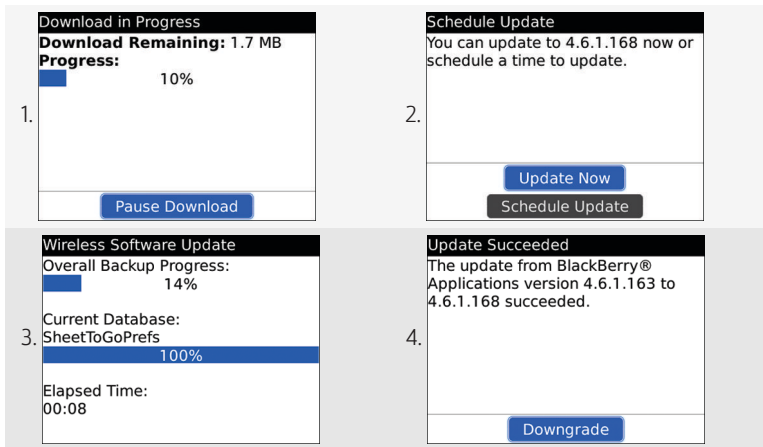
If you have installed the BlackBerry® Desktop Software on your computer, you can update the BlackBerry Device Software using the BlackBerry Desktop Manager. For more information about updating the software using the BlackBerry Desktop Manager, see the online help that is available in the BlackBerry Desktop Manager.

## Update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

You can use your BlackBerry® device when you download the BlackBerry® Device Software but not when you install the software. You have the option to schedule the update to occur at a specific time.

1. On the Home screen, click the **Wireless Update** icon.  If you do not have the Wireless Update icon, on the Home screen, click the **Options** icon. Click **Advanced Options**. Click **Wireless Update**.
2. Complete the instructions on the screen.



**Note:** During the installation process, your device might reset or display a white screen. If encryption is turned on, you might need to type your password at various times during the installation process.

## Return to the previous version of the BlackBerry Device Software

Depending on the options set by your wireless service provider or administrator, you might not be able to perform this task.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Click **Downgrade**.

## Delete the previous version of the BlackBerry Device Software

If you update your BlackBerry® Device Software, the previous version of the software might be stored on your BlackBerry device for up to 30 days. To increase the amount of application memory on your device, you can remove the previous version manually.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. Click **Previous update succeeded**.
5. Press the **Menu** key.
6. Click **Delete Downgrade Data**.

## Check for BlackBerry Device Software updates that you can install over the wireless network

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Advanced Options**.
3. Click **Wireless Update**.
4. If your device displays the Introduction screen, click **Next**.
5. Click **Check for Updates**.
6. If there is an update available, to download the software, click the update.
7. Complete the instructions on the screen.

## About updating the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with the BlackBerry® Internet Service, you can update your BlackBerry® Device Software by connecting your device to your computer and visiting the update web site. You can also sign up to receive email notifications when new software for your device is available.

The first time that you visit the update web site, you download the BlackBerry® Application Loader to your computer, allowing you to update your software without connecting to the wireless network and without contributing to data usage in your wireless service plan.

The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of device data, and the number of applications on your device. You cannot use your device or make emergency calls when you install the software.

## Update the BlackBerry Device Software from a web site

If your BlackBerry® device is associated with a BlackBerry® Enterprise Server you might not be able to perform this task. Check with your administrator for BlackBerry® Device Software updates that have been approved for use in your organization.

1. From your computer, visit the BlackBerry Device Software update site.
2. Click **Check for Updates**.
3. Connect your BlackBerry device to your computer.
4. On the Update summary screen, select the check box beside the update that you want to install.
5. Perform any of the following actions:
  - To add or remove optional applications, click **Options**. Select or clear the check box beside one or more applications. Click **Next**.
  - To back up your device data or delete all device data, click **Settings**. Select the check box beside one or more data types. Click **OK**.
6. Click **Next**.
7. Complete the information on the screen to sign up for or decline email notifications for new software.
8. Click **Next**.

9. Click **Finish**.

## Applications

### About adding applications

The BlackBerry App World™ storefront allows you to search for and download applications for your BlackBerry® device. From BlackBerry App World, you can browse featured and top downloaded items, such as games, social networking applications, and productivity applications. You can view applications by category and search by keyword. Using an existing PayPal® account, you can buy and download items over the wireless network to your device. Items that you buy are stored in BlackBerry App World on the My World screen. To download BlackBerry App World, visit [www.blackberryappworld.com](http://www.blackberryappworld.com).

You can also access new applications through the application center. You can use the application center to add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider. This might include social networking applications, instant messaging applications, and applications that are specific to your wireless service provider.

Data charges might apply when you add a new application. For more information, contact your wireless service provider.

### Add, update, or return to the previous version of an application using the application center

You can use the application center to add, update, or return to the previous version of a select number of applications that are hosted by your wireless service provider.

1. In the application center, click an application.
2. Click **Install**.
3. Click **Download**.

### View the amount of memory used by media files

1. On the Home screen, click the **Media** icon.
2. Press the **Menu** key.
3. Click **Memory Use**.

### Delete a third-party application

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, you might not be able to delete some third-party applications. For more information, contact your administrator.

1. On the Home screen or in a folder, highlight a third-party application.
2. Press the **Menu** key.
3. Click **Delete**.

## BlackBerry Device Software troubleshooting

### I cannot update the BlackBerry Device Software over the wireless network

Depending on the options set by your wireless service provider or administrator, you might not be able to update your BlackBerry® Device Software over the wireless network.

Try performing the following actions:

- Verify that your BlackBerry device is connected to a wireless network.
- Verify that your device has enough memory to update the BlackBerry Device Software.
- If your device has Wi-Fi® connection capability, connect to a Wi-Fi network and then try updating your BlackBerry Device Software again.
- Verify that you are not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- You might also be able to update your BlackBerry Device Software from your wireless service provider's web site.

### My device does not have enough available memory to update the BlackBerry Device Software

Try performing the following actions:

- Delete media files, display languages, or third-party applications that you do not use.
- Transfer media files that you have stored in the BlackBerry® device memory to a media card.

## Legal notice

©2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

All other brands, product names, company names, trademarks, and service marks are the properties of their respective owners.

The BlackBerry smartphone and other devices and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in the U.S. and in various countries around the world. Visit [www.rim.com/patents](http://www.rim.com/patents) for a list of RIM (as hereinafter defined) patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at [www.blackberry.com/go/docs](http://www.blackberry.com/go/docs) is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and

confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Research In Motion Limited  
295 Phillip Street  
Waterloo, ON N2L 3W8  
Canada

Research In Motion UK Limited  
Centrum House  
36 Station Road  
Egham, Surrey TW20 9LF  
United Kingdom

Published in Canada