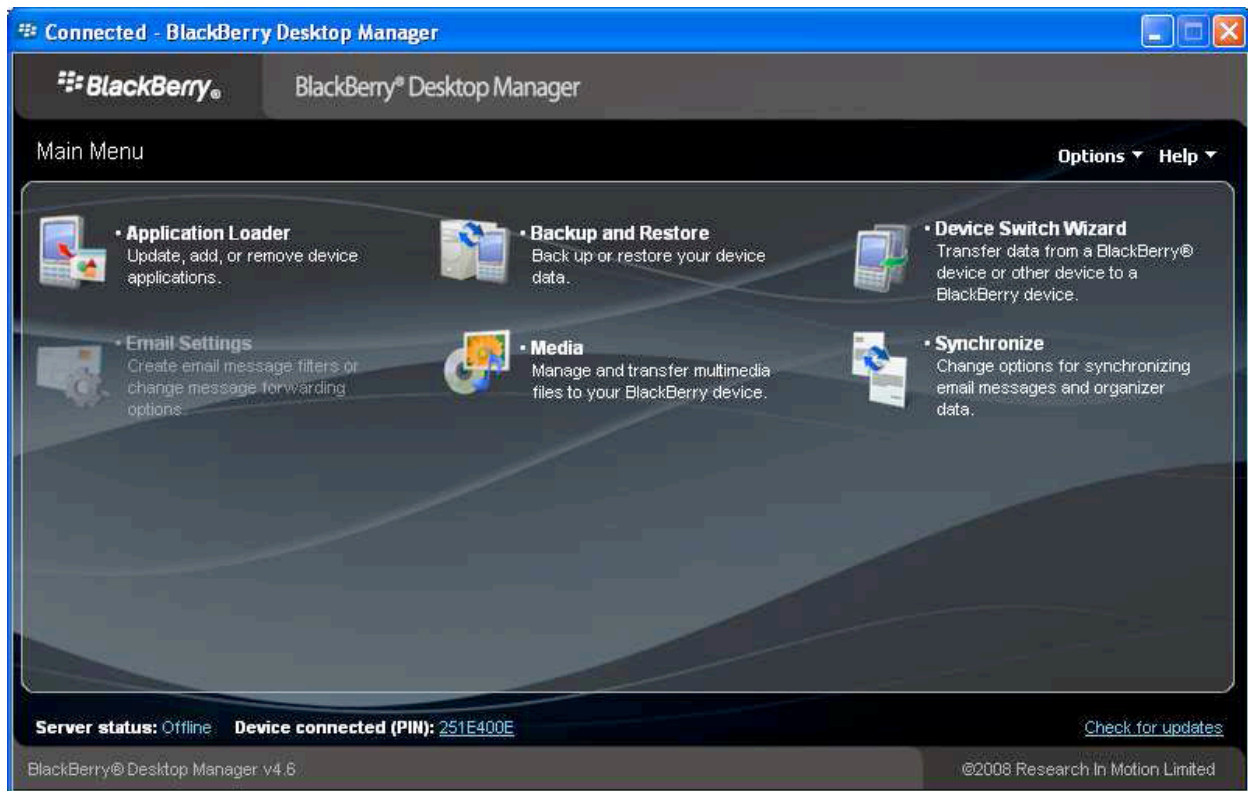


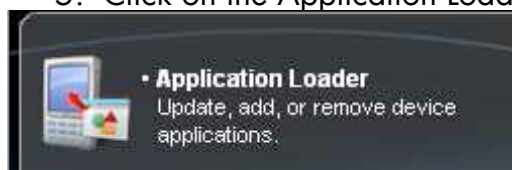
Installing device software upgrades on BlackBerry smartphones

1. Download and install the latest version of the BlackBerry Desktop Manager on your PC.
2. Download and install the latest version of the device software as per the model of your BlackBerry device.



During the device software's installation process all files will be at the following location:
<C:\Program Files\Common Files\Research In Motion\AppLoader>

3. Connect your BlackBerry device and PC with the USB cable supplied with the BlackBerry device.
4. Start the BlackBerry Desktop Manager
5. Click on the Application Loader icon:



6. Soon you will be notified by a pop-up window asking you if you would like to update your device software.
7. Click "Update" and the process will start.

*** Important *** Do not disconnect your BlackBerry device from the PC during the update process. If you do your BlackBerry device may malfunction.

*** Other important information ***

The upgrade process will last for approximately 45 minutes to one hour, depending on the options selected and the amount of contacts, emails and data you have stored in your device. This data will by default be backed up first and returned to the device after the upgrade. If you don't need to backup, you can switch off this option during the upgrade process.

Your BlackBerry device may restart a number of times during the upgrade and this is normal. After the upgrade has finished your BlackBerry device may show a white colour and progress bar on the screen which may last from 20 minutes to 1 hour. At the same time you will see the note "waiting for initialization" on the BlackBerry Desktop Manager.

Once the device has been upgraded the Desktop Manager will notify you and the BlackBerry device will show a normal screen.

If you experience problems with the installation please contact customer services on 060-1234