
Instructions for upgrading your desktop and handheld software to version 3.6.0.73

The following explains how to upgrade your desktop and your BlackBerry handheld software to version 3.6.0.73

Note:

Before you upgrade your handheld, make sure you back up any important information from your BlackBerry handheld to your desktop to preserve your handheld data. You can then restore the information on your handheld after the upgrade is complete.

The upgrade process is easy.

Overview of the upgrade process

1. Go to <http://www.t-mobile.com/products/handhelds> and select the BlackBerry handheld type you want to upgrade.
2. Click on the Download link on the left side of the screen to access the files that contain the BlackBerry Desktop Manager version 3.6.0.43 and the Handheld software version 3.6.0.73. You will only need to download the handheld software for your device type: 5810, 6710 or 6210.
3. Download the new Desktop Manager and Handheld Software to your PC.
4. First install the desktop manager software on your computer.
5. Then, install the handheld software on your computer.
6. Connect your handheld to the computer and launch the Desktop Manager to upgrade your handheld applications.

Download the new Desktop Manager and Handheld Software to your PC.

1. Go to <http://www.t-mobile.com/products/handhelds> to download the files that contain the BlackBerry Desktop Software 3.6.0.43 and the BlackBerry Handheld Software 3.6.0.73.
2. Save the file in a temporary directory on your PC. Write down the temporary directory for the installation process.

Installing your desktop software

1. If you have the current version of the BlackBerry Desktop Manager running please close it.
2. Go to the temporary directory where you saved the downloaded Desktop Manager file. In this directory, double-click the downloaded file “*BBDesktopManager_3_6_0_43.exe*” file.
3. Click **Next** to begin the installation. Select your country or region and click **Next**.
4. Read the License Agreement carefully and, if you accept its terms, click **Yes** (Note that you can only proceed if you accept the terms and conditions).
5. Type your name and your company’s name and click **Next**.
6. Select the integration option that you want to apply to this installation of the desktop software and click **Next**.
7. If you have integrated your desktop software with an enterprise email account, select the email system that you are using (either **Microsoft Exchange** or **Lotus Domino**) and the redirection method used. Click **Next**. The Choose Destination Location window appears.

Microsoft Exchange

If you select Microsoft Exchange, select the method of email redirection that you are using. If you are unsure, of which redirection method your company is using, ask your system administrator. After you have selected the method of email redirection, click **Next**.

8. The Installation Wizard will search your computer for previous versions of the Desktop Manager. If a previous version was found on the computer, the Installation Wizard will automatically uninstall it and install the newer version.
9. Click **Next** in the windows that ask you to accept the default location, folder name, and shortcut options for the desktop software. After you have made your selections, click **Next**.

Note:

The ability to set your shortcut options does not appear if you are using your desktop software on a Windows 98 or ME operating system.

10. After the desktop software is installed on your computer, click **Finish** to close the window.

Installing your handheld software

1. If you have the BlackBerry Desktop Manager running please close it.
2. Make sure that your BlackBerry handheld is connected to the computer.
3. Go to the temporary directory where you saved the downloaded handheld software file. In this directory, double-click on the downloaded file: “*BB_6710_Handheld_3_6_0_73.exe*”, “*BB_5810_Handheld_3_6_0_73.exe*” or “*BB_6210_Handheld_3_6_0_73.exe*” file, according to the handheld type you want to upgrade.
4. Click **Next** to begin the installation. Select your country or region and click **Next**.
5. Read the License Agreement carefully and, if you accept its terms, click **Yes**.
6. Click **Finish** to finalize the installation.

Upgrading handheld applications

Once you finished installing the desktop and handheld software, follow these instructions to upgrade the software on your handheld.

1. Start the BlackBerry Desktop Manager (if not already started) and connect your BlackBerry handheld to the computer. If you have a password enabled on your handheld, you must type it before the handheld can connect to the desktop software.
2. After the handheld is connected, the “Application Updates Available” dialog box appears. Click on **Update Now** to open the Application Loader. The Welcome window appears. Click **Next** to start the loading process.

Note:

If a password is enabled on your handheld, the Handheld Security Password window appears. You must type your password again and click **Next** before the Application Loader tool can read your handheld configuration and begin the loading process.

3. After the desktop software reads your handheld's configuration, the Handheld Application Selection window appears on your desktop. Each application is listed (along with its file size) preceded by a check box and followed by an action. If the software on your handheld is earlier than the version available with the Application Loader tool, the action displays **Update**. Verify that all check boxes are selected () next to the applications that you want to load.
4. After you have made your selections, click **Next**. The Application Data Backup window appears. Select whether you want the Application Loader to back up and restore your handheld data automatically, including your email messages. Click **Next**.
5. A summary window appears, listing the actions that will occur during the loading process. Click **Finish**. The Application Loader tool automatically backs up your handheld's data, removes the old applications from your handheld, loads the new applications onto your handheld, and restores your data.

Note:

If a password is enabled on your handheld, a Connection dialog box might appear during the backup and restore phase of the loading process. Type your password on the handheld and click **Retry**.

WARNING

Do not disconnect your handheld from the computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not work properly. In this case, you must repeat the loading process.

WARNING

Do not try to install the BlackBerry 6210 handheld software (3.6.0.73) when using a BlackBerry 6230 handheld or vice-versa.

6. When the loading process is complete, the Application Loader will indicate whether or not the process was successful. Click **Close** to return to the desktop manager.

Note:

If the loading process was not successful, verify that your handheld is connected to the computer properly, and then repeat this procedure. After the loading process is complete, you might also need to turn on your handheld radio to send and receive email messages. On the Home screen, click the **Turn Wireless ON** icon.

Note:

Re-register your handheld with the wireless network. In the handheld's Options function, scroll to Network option and click. Click to view the menu. Scroll to Register Now and click. You will receive a new message to indicate that registration was successful

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