

BlackBerry Bold 9930 Software Upgrade Instructions



Overview

For the BlackBerry Bold 9930, there are 3 convenient ways to download the software upgrade for personal email users. Here are a few hints to make the process quick and easy:

- It will take you approximately 25 to 45 minutes to download the software, depending on network conditions.
- Once you download the software, the next step is to install it onto the device. Installation should take up to 60- 80 minutes additional. Keep in mind that during the installation you will be unable to make or receive calls, including emergency calls.

Corporate email users should consult with their IT or Telecom Directors for how upgrades are performed. After downloading, you then would need to install the software.

The download options are:

1. Over The Air Software Loading
2. Web Based Software Loading
3. Desktop Manager Software Loading

Over The Air (OTA) Software Loading

There are two types of OTA software upgrades:

1. OTA User Initiated
2. Verizon Wireless Network Pushed Process (Poke)

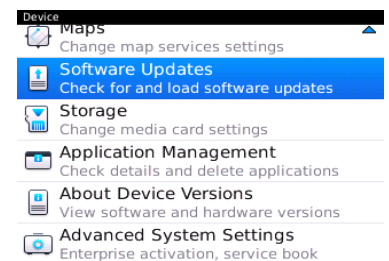
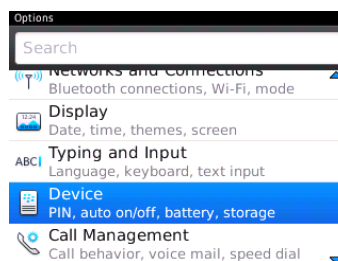
Please note the following when choosing the OTA method:

- If you download the software upgrade over the air while traveling outside the Verizon Wireless 3G Coverage Area and do not have an unlimited monthly data package, any data sent or received during the download will deduct from your monthly data allowance or be charged at the appropriate overage rate.

OTA User Initiated

This process allows a user to navigate through the device options to seek updates.

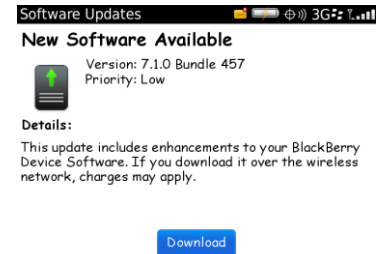
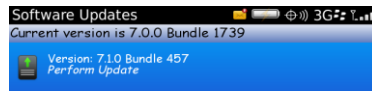
1. From the main menu, select the **Options>Device>Software Updates**.



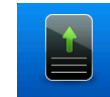
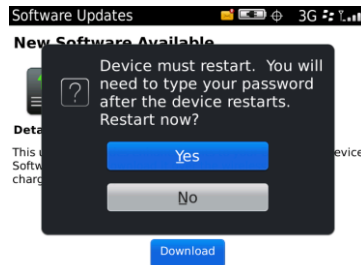
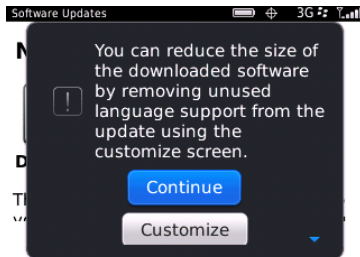
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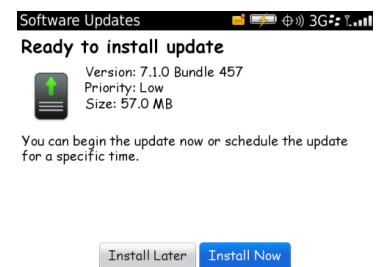
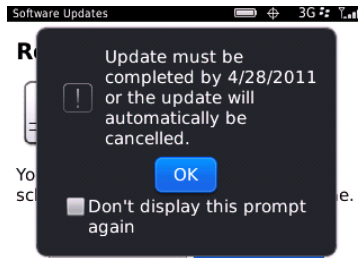
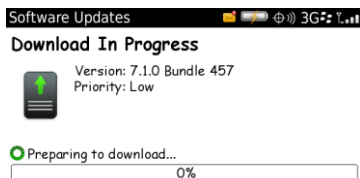
- Verizon Wireless sends a “Poke” and a new icon is sent and loaded onto the device enabling the software upgrade process. Select the icon and follow the prompt to select the desired upgrade. Select **Download**.



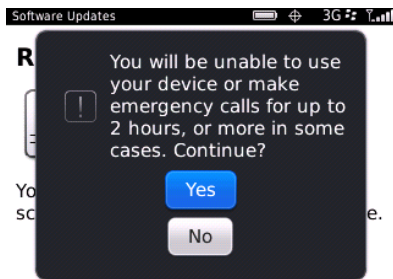
- At the prompt, select **Continue**. If requested to restart your device, select **Yes** to restart. Once the device reboots, click on below Software upgrade icon to proceed to download progress page.



- The download begins. If the battery is greater than 50% charged or plugged into the charger, then the user is given the option to upgrade immediately. Click **Install Now**.



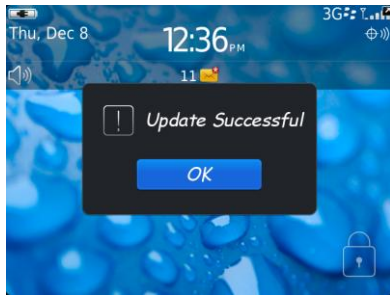
- The user must acknowledge the warning message prior to begin upgrade. Select **Yes**.



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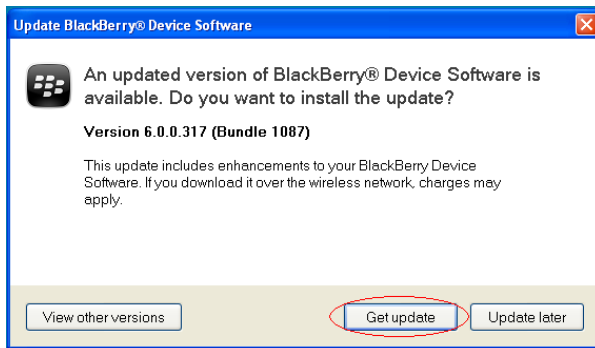
- The data backup and operating system process runs and the device is reset and restored. You will then get a confirmation screen that states Update Successful.



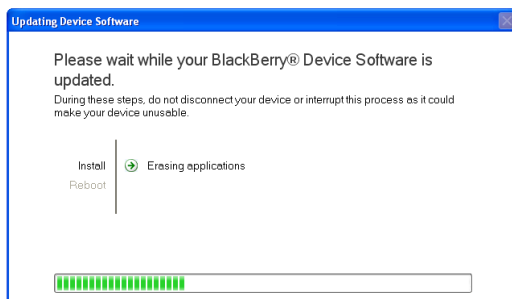
Web Based Software Loading

Please note that this option is not available for BlackBerry Enterprise Server users.

- Go to www.blackberry.com/updates.
- Install the BlackBerry® Application Loader and associated USB drivers. (*This is a required step and only needs to be installed once.*)



- Follow instructions in Application Loader to update device software and sign up for email notifications in the future. Follow installation wizard to complete software upgrade. (**IMPORTANT NOTE: Do not change default back up settings or data could be lost.**)



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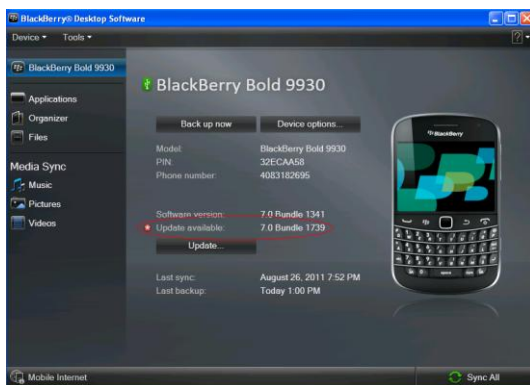


Desktop Manager Software Loading

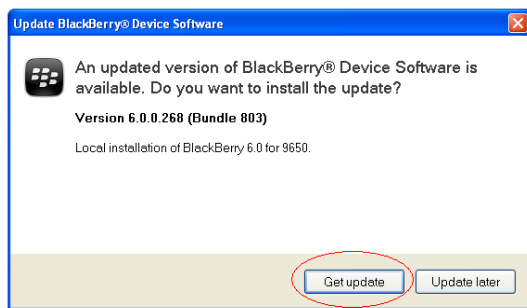
After the BlackBerry Application Loader and associated USB drivers have been installed, the Desktop Manager Software Loading procedure can be followed. This option can be completed using the Desktop Manager CD and cable that were included in the box.

The Desktop Manager can also be downloaded at www.vzam.net/blackberry.

1. Connect the device to the computer. After the Desktop Manager Application opens, it will automatically check for updates.



2. Available software is displayed. Select **Get Update** to download the latest version of software.



3. Select **Install Update** and the device software update begins

