

BlackBerry® Tour™ Software Upgrade

Instructions for Business Customers using BlackBerry Enterprise Server Software



Overview

Business customers should always check with their IT or Telecom Directors and follow enterprise guidelines to upgrade their BlackBerry device. For the BlackBerry Tour, there are 2 possible ways to download the software upgrade. Below are specific details concerning these methods as they relate to business customers using BlackBerry Enterprise Server software.

- It will take you approximately 25 to 45 minutes to download the software, depending on network conditions and the number of applications on the phone.
- Once you download the software, the next step is to install it onto the device. Installation should take up to 2 hours 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. Desktop Manager Software Loading

When updating your BlackBerry® Tour Smartphone from BlackBerry Device Software v4.7 to 5.0, several applications will be removed from your device which you will need to reinstall from either an icon on your home screen, from the BlackBerry Application Center, or from BlackBerry App World depending on the application. Impacted applications include: Tivo® for BlackBerry® Smartphones, Ebay, and BlackBerry Wallet.

Over The Air (OTA) Software Loading

There are two types of OTA software loading:

1. OTA User Initiated

- This is enabled by default on Enterprise Servers running BlackBerry Enterprise Server (BES) software or BlackBerry Professional Software (BPS) release 4.1.4 or higher.
- BES and BPS administrators can disable this if desired.

2. Verizon Wireless Network Pushed Process (Poke)

- Verizon Wireless can not poke any BlackBerry devices that are on an enterprise server running BES software or BPS unless the BES or BPS administrator enables this functionality. It is disabled by default. BES and BPS administrators can Poke their own users if desired.

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Desktop Manager Software Loading

If the IT department of an Enterprise uses this on a PC to update multiple devices, then they can leverage Enterprise Activation to set those devices up again for each user. If an end user is allowed by their IT department to use this, 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.

Web Based Software Loading

Web Based Software Loading (WebSL) will not work for any BES or BPS customer by design.

If a business with a BES or BPS desires to use this tool it would be necessary to wipe the device or delete the BES/BPS related service books, and then after updating using this tool, use Enterprise Activation to restore normal operation.

Important Notes for Business Customers on a BlackBerry Enterprise Server:

In addition it is recommended to configure the BES option to prevent BlackBerry device users from downloading software upgrade packages over an international roaming WAN connection.

For details on the user experience using any of the upgrade methods please visit www.blackberry.com/updates.