

## BLACKBERRY® STORM™ SOFTWARE UPDATE GUIDE

The instructions explain how to update the BlackBerry Desktop Manager and your BlackBerry Storm Device Software using an .exe file.

Your administrator might provide the required .exe file. Alternatively, you may download it from <http://na.blackberry.com/eng/update>

### Verify your version of BlackBerry Desktop Manager

1. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
2. On the **Help** menu, click **About BlackBerry Desktop Manager**.

The **General** tab displays the version information for your BlackBerry Desktop Manager.

Check on your computer to see if it has the newest version: BlackBerry Desktop Manager V4.7.0.32. If you don't see this version, please download the BlackBerry Desktop Manager v4.7.0.32 available on this CD and install it on your computer before proceeding to the next step.

### How to update BlackBerry Desktop Manager

1. On your computer, close the BlackBerry Desktop Manager if it is open.
2. Download the .zip file for the BlackBerry Desktop Manager v4.7.0.32
3. After the download is complete, extract the .zip file and double click the .exe file.
4. Complete the instruction on the screen, noting the **Integration Options** section:
  - If you subscribe to the BlackBerry Internet Service, select **Integrate with a personal account**.
  - If you use a Microsoft® Exchange, IBM® Lotus® Domino®, or Novell® GroupWise® work email account, select **Integrate with work email account**. If your organization uses a BlackBerry Enterprise Server, **select Redirect email using the BlackBerry Enterprise Server**. If it does not, select **Redirect email using the BlackBerry Desktop Redirector**.

### Verify your version of BlackBerry Storm Device Software

1. On your computer, on the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
2. On the **Help** menu, click **About BlackBerry Desktop Manager**.

The **Device Software** tab displays the version information for your BlackBerry Storm Device Software. The newest version is v4.7.0.167

## How to update BlackBerry Desktop Manager

To perform this task, the BlackBerry Desktop Manager must be installed on your computer. It is recommended that you back up your BlackBerry Storm information when prompted during the update process.

1. On your computer, close the BlackBerry Desktop Manager if it is open.
2. Download the .zip file for the BlackBerry Storm Device Software.
3. After the download is complete, extract the .zip file and double click the .exe file.
4. Complete the instructions on the screen.
5. Connect your BlackBerry Storm to your computer.
6. On your computer, on the taskbar, click **Start> Programs > BlackBerry> Desktop Manager**.
7. Click **Update Now**.
8. If you are not prompted to update your software automatically, double-click **Application Loader**.
9. Select the check box beside the applications that you want to install.
10. Complete the instructions on the screen.

## Troubleshooting

Here are some possible reasons why you are unable to add software to your BlackBerry Storm.

If your BlackBerry Storm is associated with a BlackBerry Enterprise Server, your organization's I.T. policy settings might prevent you from adding applications to your device.

You might have to tried to install a software version that is not compatible with your device model, or you might have tried to install the same version that is already installed on your device.

Try updating the BlackBerry Storm Device Software again. For more information, contact your administrator or Maxis.