

Overview

For the BlackBerry Storm, there are 2 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 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.


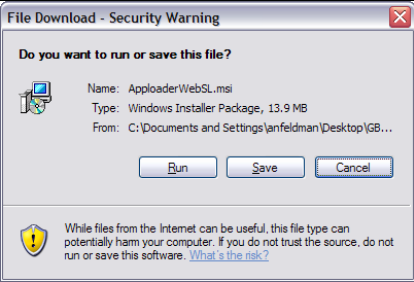

The download options are:

1. Web Based Software Loading
2. Desktop Manager Software Loading

A USB cable is required to complete the download and installation. This cable was included in the device box at time of purchase. Please [click here](#) to purchase a replacement cable if needed.

Web Based Software Loading

After the BlackBerry Application Loader and associated USB drivers have been installed, the Web Based Software Loading procedure can be followed. This option can be completed by clicking run when prompted by the File Download box. Please note that this option is not available for BlackBerry Enterprise Server users.

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| <p>1. Go to www.blackberry.com/storm/updates.</p> | <p>2. Install the BlackBerry® Application Loader and associated USB drivers.</p> <p><i>*This is a required step and only needs to be installed once.</i></p> | <p>3. 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.</p> <p>IMPORTANT NOTE: Do not change default back up settings or data could be lost.</p> |
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BlackBerry® Storm™ Software Upgrade Instructions



Desktop Manager Software Loading

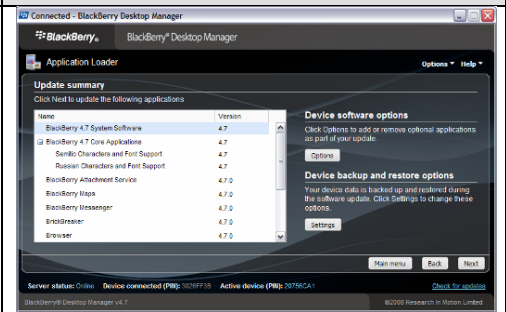
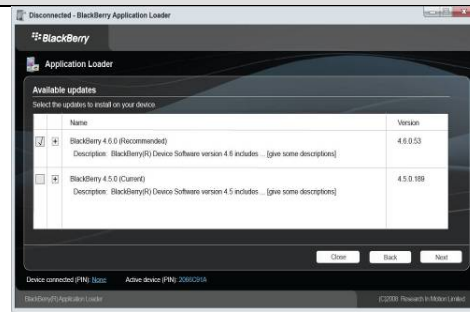
After the BlackBerry Application Loader and associated USB drivers have been installed, the Desktop Manager Software Loading procedure can be followed. This option can be completed using the Desktop Manager CD and cable that were included in the box.

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, select the **Application Loader** from the Main Menu.

2. A list of available software is displayed with the recommended upgrade selected by default.

3. Select **Next** and the device software update begins.



Troubleshooting

Use the support links below to assist in troubleshooting software loading on the BlackBerry Storm.

Q: Why are my certificates no longer present on my Storm after performing a wireless BlackBerry Device Software upgrade and a security wipe?

A: A certificate application can be downloaded and installed using one of the following methods in the link below:

<http://www.blackberry.com/btsc/KB17031>