

Software Update Procedure 1 (when the "Wireless Update" icon is displayed)

When is "Wireless Update" icon displayed, please follow the procedure below to perform the update.
If the following icon is not shown on the device display, please refer to Procedure 2.

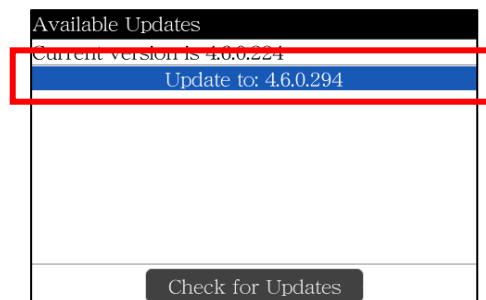
<Before updating>

- Backing up of user data is recommended as a precautionary measure.
- Make sure your battery is fully charged.
- Updates cannot be made when connected by international roaming. Please complete the upgrade while in Japan.
- The upgrade cannot be done over a Wi-Fi connection, and must be done using the mobile network connection.
- The download and upgrade take approx. 50 minutes.
- From the time the upgrade begins until it finishes the device cannot be used. Please do not cancel the upgrade procedure prior to completion.
- You may be instructed to restart the device. Follow the instructions in the pop-up dialog, and update the software.
- Customers with BlackBerry Enterprise Service may be unable to perform the upgrade due to IT policy settings. Please contact your IT administrator for further details.

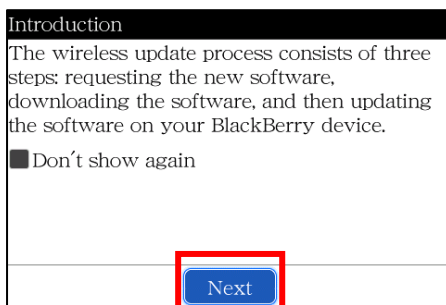
1. Click on the "Wireless Update" icon displayed at the left of the screen.



3. Click "Update to: software version".

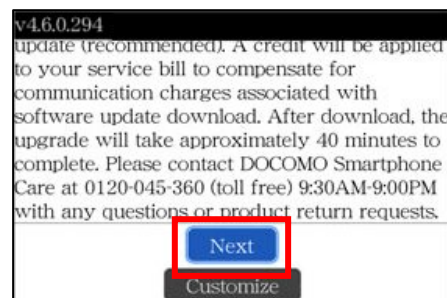


2. Confirm the displayed details and click "Next".



4. Click "Next".

***In general there is no need to customize.**



NOTE: Customizing the upgrade file

When customizing the upgrade file, select the applications to be kept on the device, then click "Save".



<NOTICE>

「」 is the when the application is set to be left on device. Please note that applications with the check removed will be deleted. (when it is 「」)
If "Japanese Input Method" is unchecked it will not be possible to type Japanese characters.
 The settings shown above will remove "Korean Input Method" but leave all others on the device.

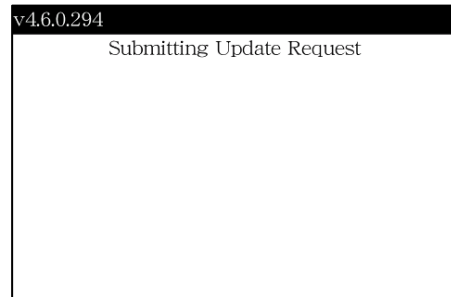
5. Click "Continue".

***In general there is no need to customize.**



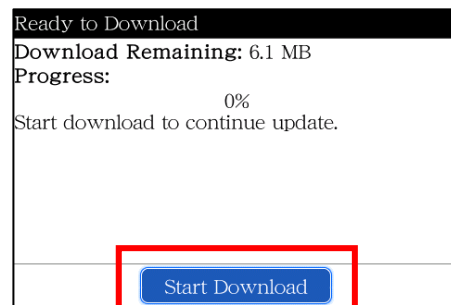
6. An update request is submitted.

***Please wait and do not perform any operations.**



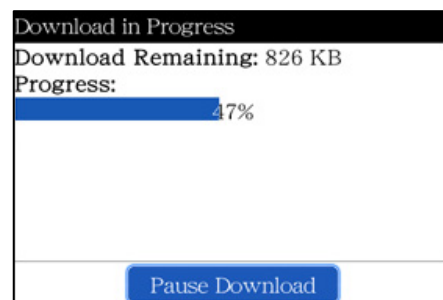
7. Click "Start Download".

***Downloaded file size differs depending on the application being installed and the volume of user data.**

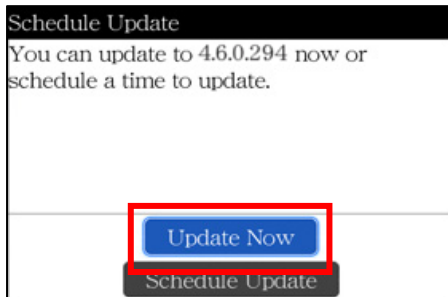


8. Download upgrade software.

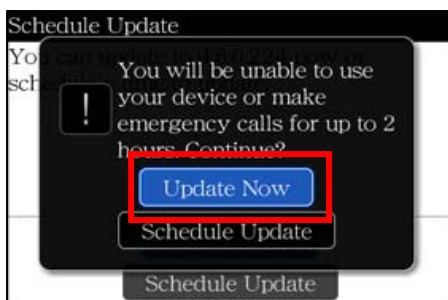
***Please wait and do not perform any operations.**



9. Click "Update Now".

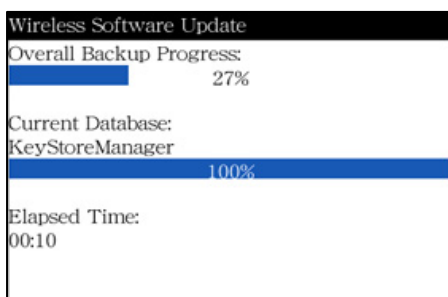


10. Click "Update Now".



11. User data is backed up.

*Please wait and do not perform any operations.



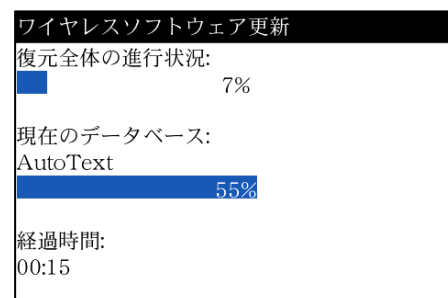
12. Upgrade processing is carried out.

The steps are as follows.

- ①Restart
- ②Unpacking update
- ③Restart
- ④Patching OS
- ⑤Patching Java
- ⑥Restart
- ⑦Linking Java
- ⑧Restart

13. User data is restored.

- *Please wait and do not perform any operations.
- *Japanese screen will display for this item.



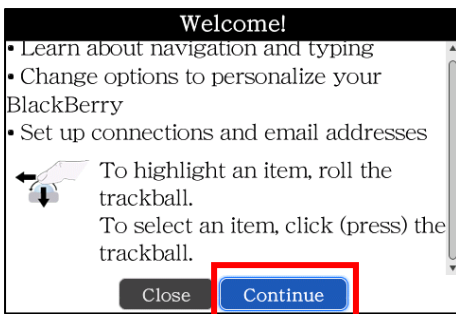
14. Click "OK".



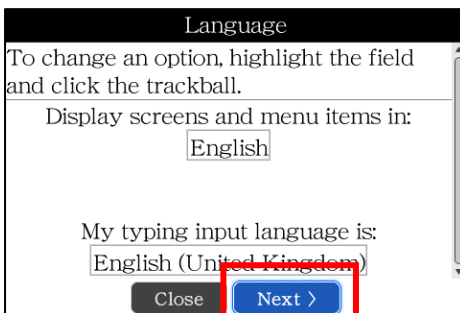
15. Confirm the displayed details and click "OK".
*Japanese screen will display for this item.



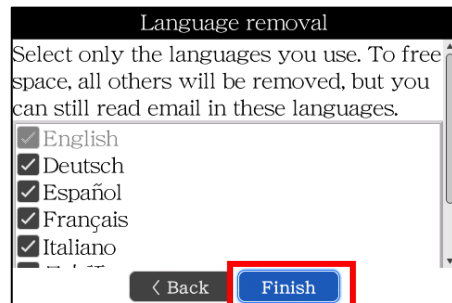
16. Confirm the displayed details and click "Continue".



17. Select Display Language and Input Language then click "Next".



18. Select languages to be left on device and click "Finish".



<NOTICE>

Languages left unchecked will be removed. Please note it is not possible to input text for languages that have been removed.

This completes the software upgrade process.

<NOTICE>

*For customers using BlackBerry Enterprise Solution or BlackBerry Dual Service

When the software upgrade is done on a device that has been activated on a BlackBerry Enterprise Server, enterprise activation will be done again automatically.

The device will not be synchronized with email and other server data until enterprise activation completes. Please wait in an area with good signal reception until the process completes.

Please contact your IT administrator for further details.

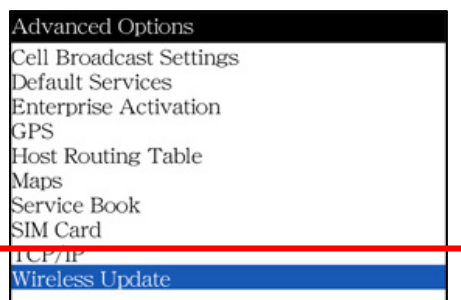
Software Update Procedure 2 (when the "Wireless Update" icon is not displayed)

When the "Wireless Update" icon is not displayed, please follow the procedure below to perform the update. If for some reason you are unable to successfully complete the update using this procedure, it will be necessary to contact your corporate IT administrator.

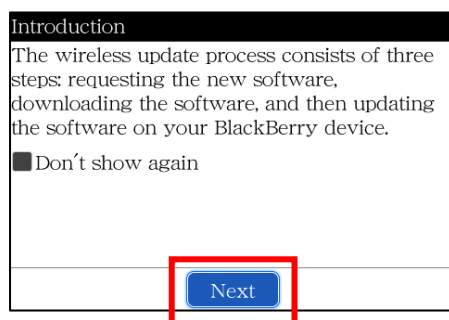
<Before updating>

- Backing up of user data is recommended as a precautionary measure.
- Make sure your battery is fully charged.
- Please do not upgrade while roaming outside Japan. Please use a PC to complete the upgrade.
- The upgrade cannot be done over a Wi-Fi connection, and must be done using the mobile network connection.
- The download and upgrade take approx. 50 minutes.
- From the time the upgrade begins until it finishes the device cannot be used. Please do not cancel the upgrade procedure prior to completion.
- You may be instructed to restart the device. Follow the instructions in the pop-up dialog, and update the software.
- Customers with BlackBerry Enterprise Service may be unable to perform the upgrade due to IT policy settings. Please contact your IT administrator for further details.

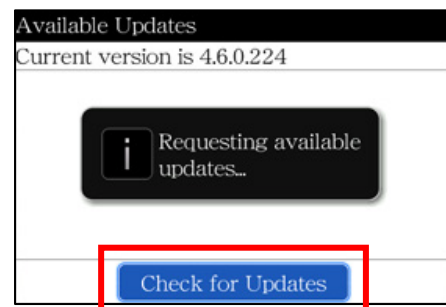
1. Select "Options" => "Advanced Options" => "Wireless Update".



2. Confirm the displayed details and click "Next".



3. Click "Check for Updates".

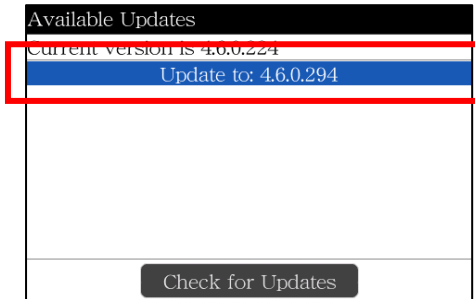


<Notice>



If the screen above appears, please contact your IT administrator.

4. Click "Update to: software version " .



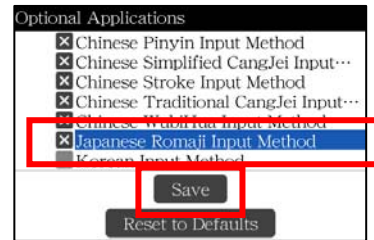
<NOTICE>



If the screen above appears, please contact your IT administrator.

NOTE: Customizing the upgrade file

When customizing the upgrade file, select the applications to be kept on the device, then click "Save".

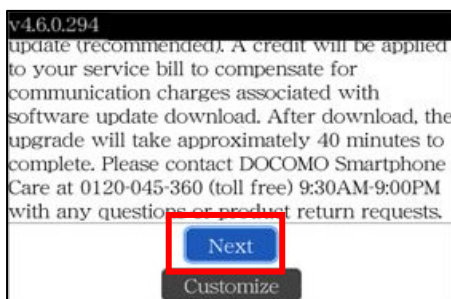


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 If "Japanese Input Method" is unchecked it will not be possible to type Japanese characters.
 The settings shown above will remove "Korean Input Method" but leave all others on the device.

5. Click "Next".

***In general there is no need to customize.**

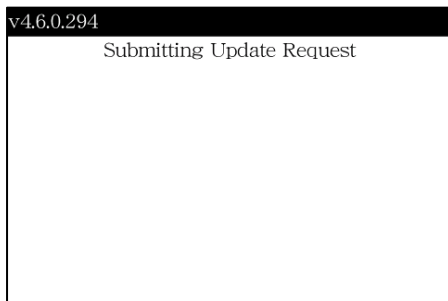


6. Click "Continue".

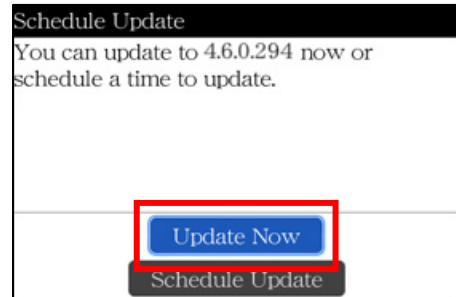
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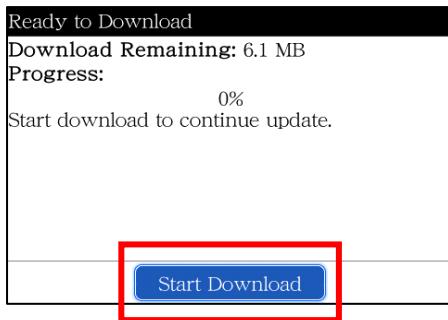
7. An update request is submitted.
 *Please wait and do not perform any operations.



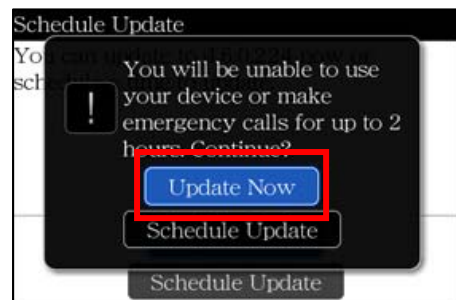
10. Click "Update Now".



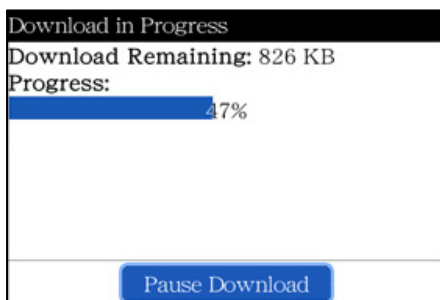
8. Click "Start Download".
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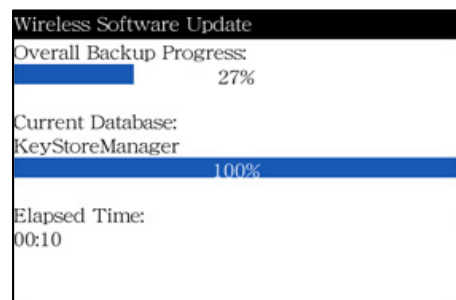
11. Click "Update Now".



9. Software is downloaded.
 *Please wait and do not perform any operations.



12. User data is backed up.
 *Please wait and do not perform any operations.



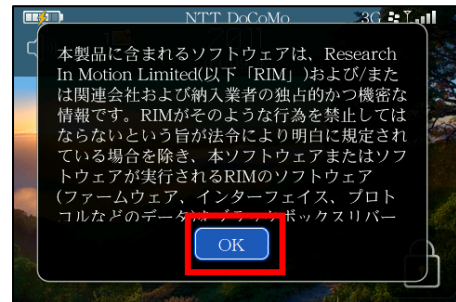
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- ④Patching OS
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- ⑥Restart
- ⑦Linking Java
- ⑧Restart

16. Confirm the displayed details and click "OK".

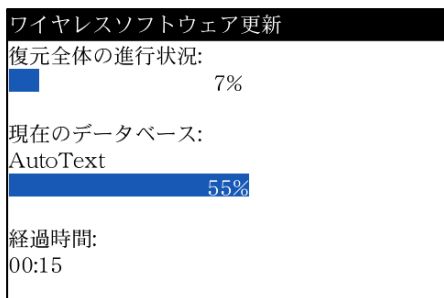
*Japanese screen will display for this item.



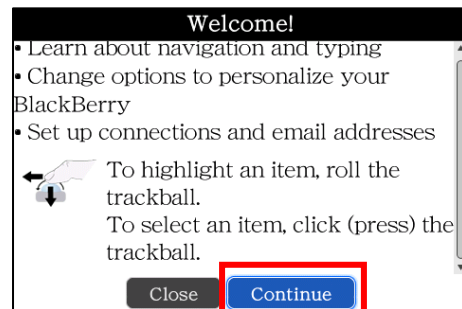
14. User data is restored.

*Please wait and do not perform any operations.

*Japanese screen will display for this item.



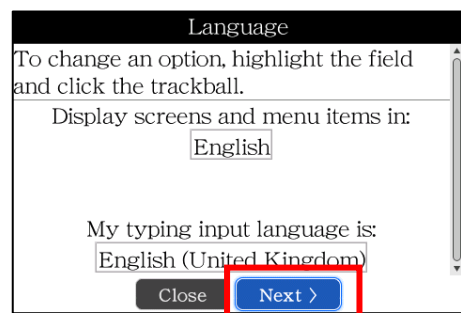
17. Confirm the displayed details and click "Continue".



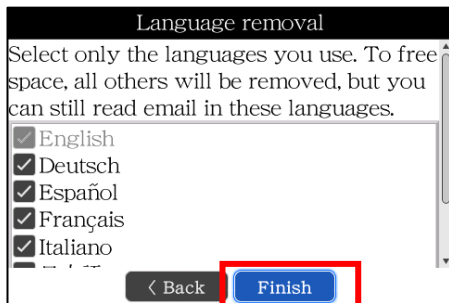
15. Click "OK".



18. Select Display Language and Input Language then click "Next".



19. Select languages to be left on device and click "Finish".



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