

# How to request a wireless BlackBerry Device Software upgrade on the BlackBerry 8350i smartphone

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## Environment

- BlackBerry® 8350i Smartphone
- BlackBerry® Device Software 4.5 or later

**Warning:** This maintenance release is only available wirelessly to 8350i devices provisioned from a BES (BlackBerry Enterprise Server) and in Wi-Fi coverage. If you do not have a corporate email account on your device or do not have access to Wi-Fi coverage, please follow the directions to upgrade using either Desktop Manager or the WebSL tool.

You will be unable to use the BlackBerry smartphone or make emergency calls for up to two hours during the installation process.

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## Overview

Complete the following steps:

1. Connect your 8350i to either a wall charger, or powered USB cable.
2. On the BlackBerry smartphone, click **Options**.
3. Click **Advanced Options**.
4. Click **Wireless Upgrade**.
5. Click **Next**.
6. Click **Check for Upgrades**.
7. Select a wireless BlackBerry Device Software upgrade package.
8. Click **Next**.

**Note:** To customize the wireless BlackBerry Device Software upgrade package, click **Customize**.

9. Click **Start Download**.

10. Click **Upgrade Now**.

**Note:** To schedule a time to install the BlackBerry Device Software, click **Schedule Upgrade**. Click **Upgrade Now** again.