

HTC Hero Android 2.1 Software Update

NOTE: THIS IS AN OPTIONAL SOFTWARE UPDATE PROVIDED BY HTC TO UPDATE YOUR HERO FROM ANDROID 1.5 TO ANDROID 2.1.

IMPORTANT DISCLAIMER:

ALL PERSONAL DATA (CONTACTS, EMAILS, APPLICATIONS, CUSTOMIZATIONS, BOOKMARKS, ETC) WILL BE DELETED FROM THE DEVICE DURING THE UPDATE PROCESS. PICTURES, VIDEO AND MUSIC WILL REMAIN SAFE ON YOUR MICROSD CARD. GOOGLE AND EXCHANGE EMAIL, CONTACTS AND CALENDAR ENTRIES CAN BE RESTORED VIA SYNC AFTER THIS UPGRADE. POP AND IMAP EMAIL ACCOUNTS AND EMAIL SETTINGS INCLUDING LOGINS AND PASSWORDS WILL BE DELETED AND MUST BE BACKED UP AND RESTORED. MAKE SURE YOU HAVE BACKED UP YOUR PERSONAL DATA BEFORE CONTINUING WITH THE UPGRADE. WE ARE NOT RESPONSIBLE FOR ANY PERSONAL DATA LOST DURING THIS UPGRADE.

The update process consists of 6 simple steps and takes approximately 30 minutes:

- 1) Confirm your computer meets the necessary computer requirements. A computer is used to download and install the upgrade on your HTC Hero.
- 2) Before you begin, prepare your computer and HTC Hero for the upgrade process
- 3) Backup your personal data on your Hero using the free 30 day trial version of the MyBackup Android app. Pictures, Video and Music will remain safe on your microSD card.
- 4) Download and install HTC Sync.
- 5) Download and install the HTC Hero Android 2.1 Update (RUU)
- 6) Restore your personal data using the free 30 day trial version of the MyBackup Android app.

STEP 1. Confirm that your computer meets the necessary computer hardware and operating system requirements:

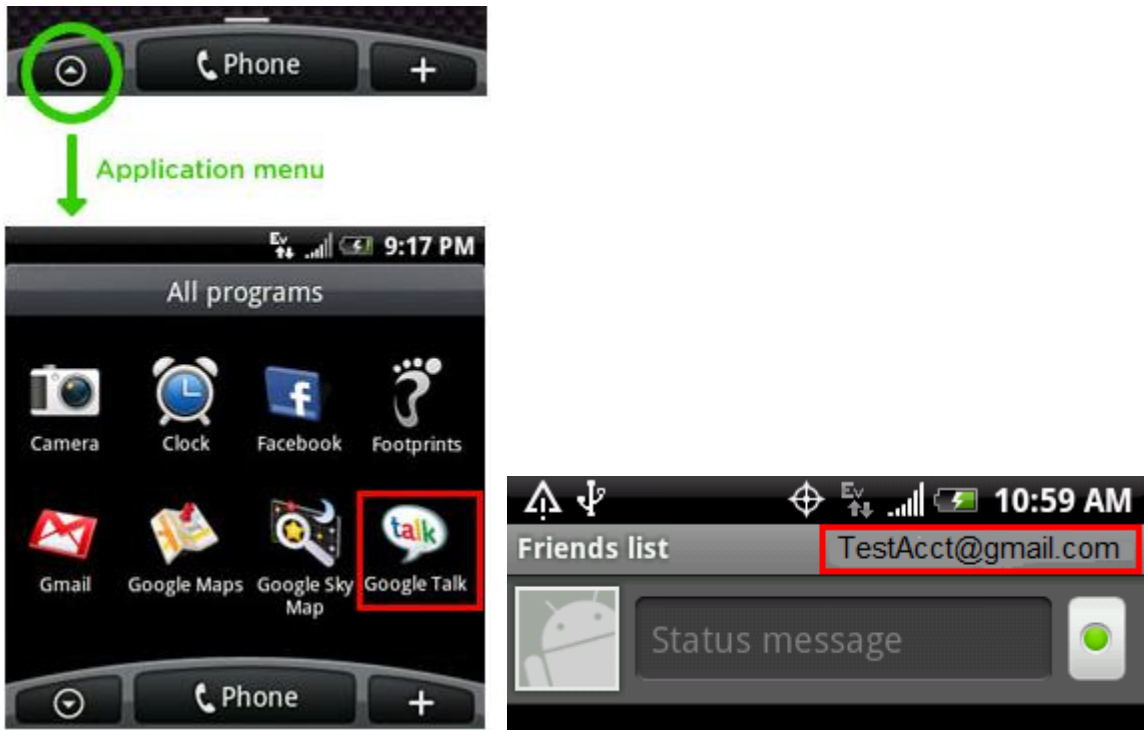
- 1 GHz or higher processor clock speed recommended
- 512 MB of RAM or higher recommended
- 50 MB of available free hard disk space
- 1 USB Cable 2.0 is required (provided in box at purchase, this USB cable is also used as a power cable with your HTC Hero wall charger)



- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7
- Internet connection

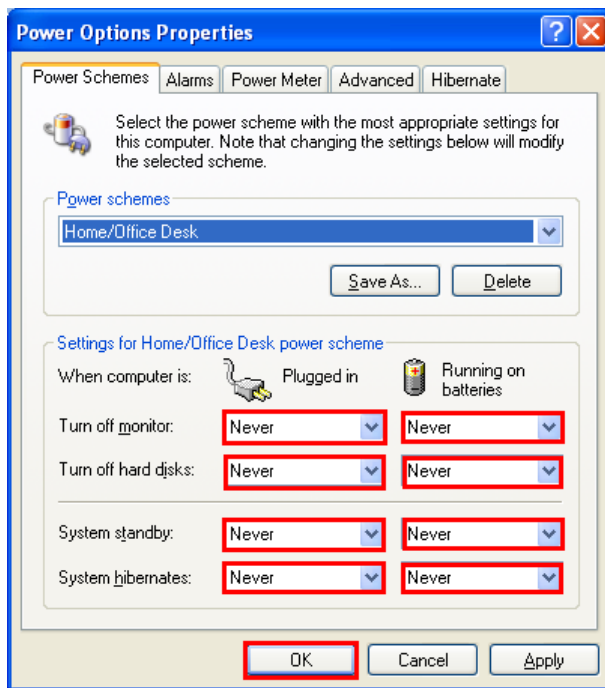
STEP 2 - Before you begin, prepare your computer and HTC Hero for the upgrade process



1. Allocate approximately 20 to 30 minutes for this upgrade process.
2. On your Hero, launch Google Talk and write down the email address being used for Google account. **You will need this after the upgrade** to sign back into your phone to access Gmail, Android Market, Google Talk, etc. Also make sure that you have your password. You can verify your Google login and password by signing in to Gmail on a computer at <http://www.gmail.com>. Here you can also see your Hero Gmail, Calendar, and contacts there that Google has backed up online. These will be safely stored online during the upgrade and can sync back down to your Hero once you log back in using this same Google account login.

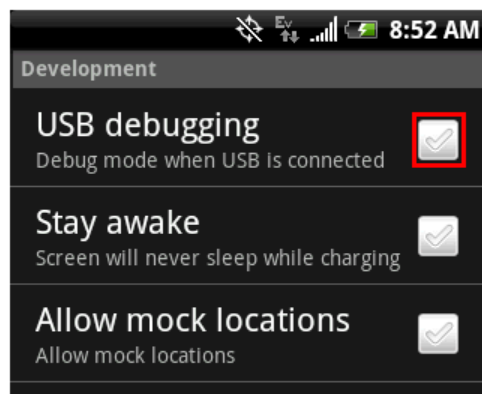


My Google Email Login is: _____

3. Disable Standby/Sleep/Hibernation modes on your PC (located in the Start > Control Panel > Power Settings). This prevents the upgrade from being stalled due to the computer going to “power down” or “sleep” mode. See the settings below. You can change these back once the upgrade has been completed.

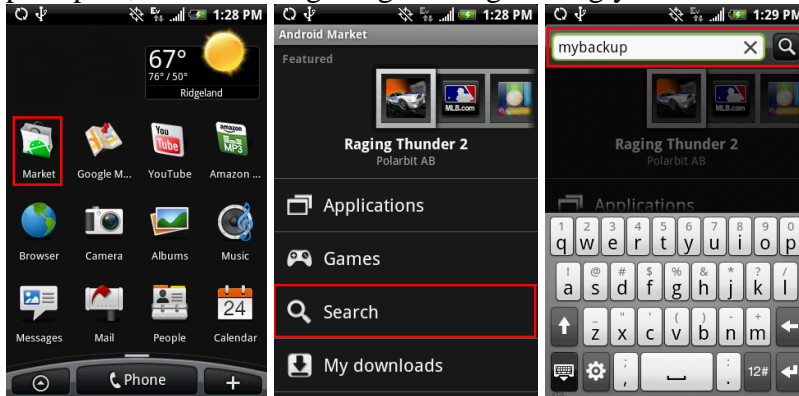


4. Ensure that your HTC Hero has been charged to a battery level of at least 50%
5. If using a laptop computer, make sure your laptop is connected to the power source or battery is at least 75% charged
6. Turn off Debugging on your HTC Hero (if it is)
 - o Press the Home button 
 - o Press the Menu button 
 - o Select Settings
 - o Select Applications
 - o Select Development
 - o Uncheck USB debugging

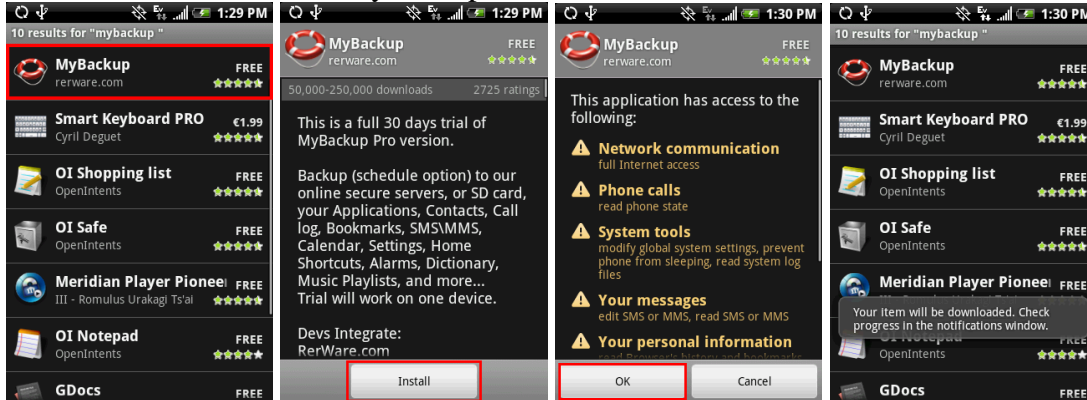



STEP 3 - Backup your personal data on your Hero using the free 30 day trial version of the MyBackup Android app

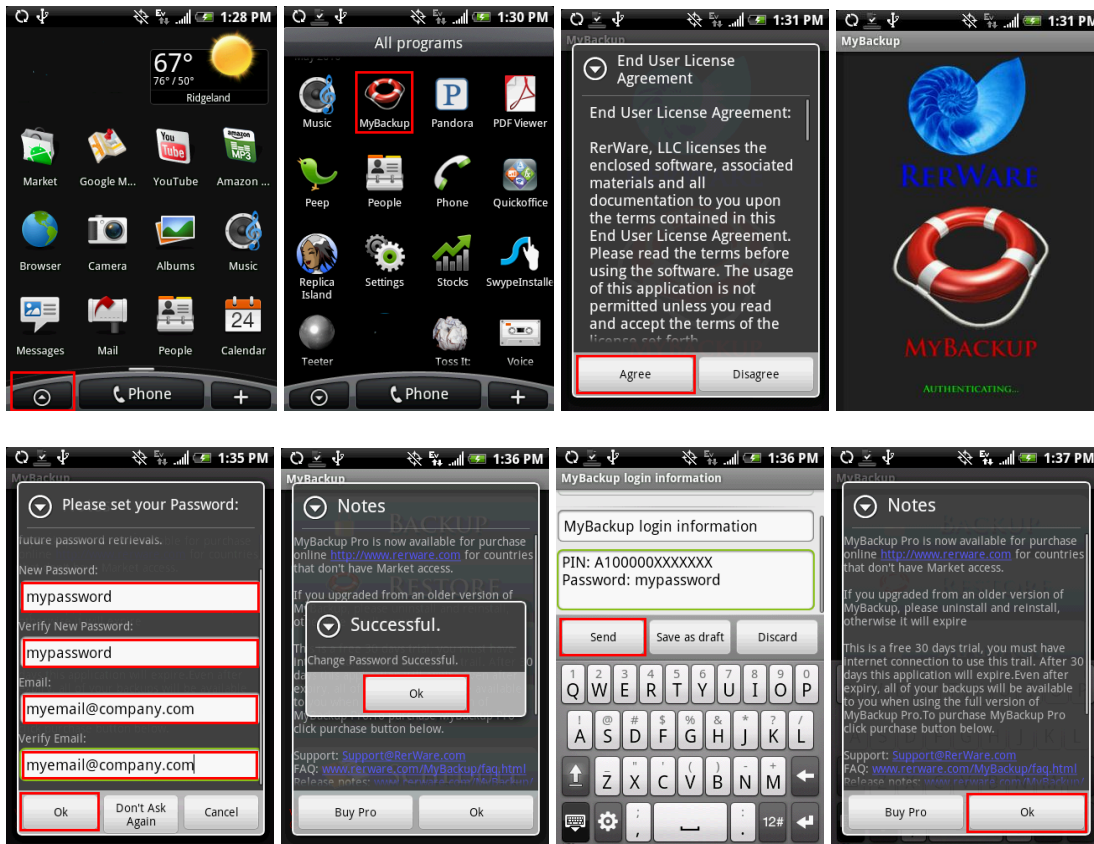
- 1) In the Android Market app on the Hero, search for "MyBackup" from Android Market. If you are prompted, create a Google login or login using your current Google login.



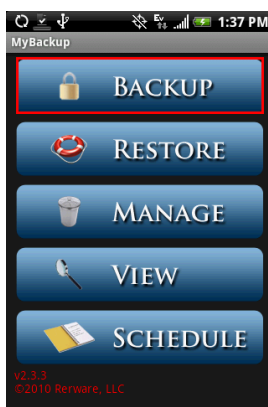
- 2) Install the Free version of MyBackup



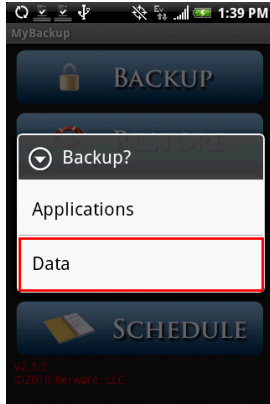
- 3) Press the Home key  on the Hero and then the up arrow in the bottom left of the screen to bring up “All programs”, and select MyBackup, agree to the end user license, enter and confirm both your password and email address. These are used to for password retrieval in the event you lose your password, and for online login if you choose to backup your information online. MyBackup will email you your PIN and password. A notification will also appear regarding the Pro version for MyBackup should you decide to purchase the full version after the 30 day trial.



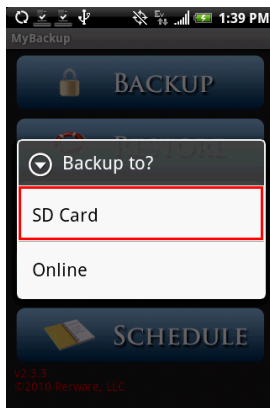
- 4) Select "Backup" from the MyBackup window to begin the backup process



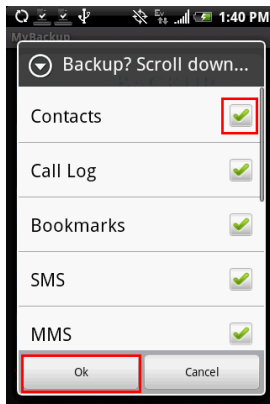
- 5) Select "Data". (If you choose to repeat this backup/restore process and backup apps, remember that only some apps can be backed up. However, all apps can be reinstalled from the Android Market after the upgrade, including prior purchased apps without having to repurchase each paid app as long as you sign back into Android Market with your same Google login ID.)



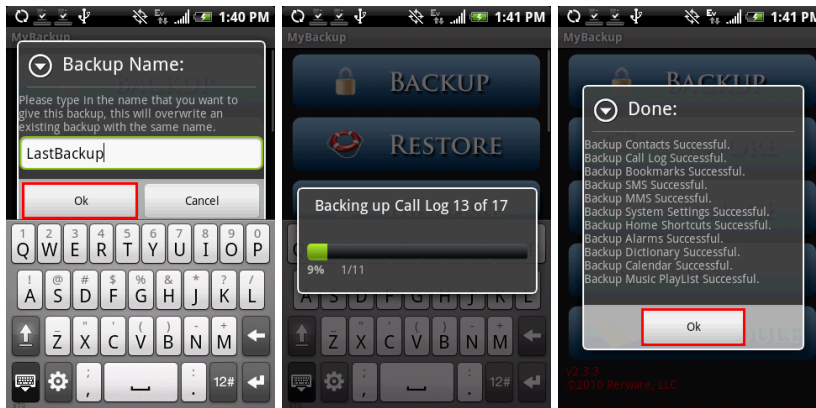
- 6) Select "SD Card". If your SD card is full, you can backup your data online, but the process will be slower.



- 7) Select each item you wish to backup: contacts, call log, bookmarks, sms, system settings, home shortcuts, alarms, dictionary, calendar and music playlist.



8) Name the backup set or leave the default name of "LastBackup".



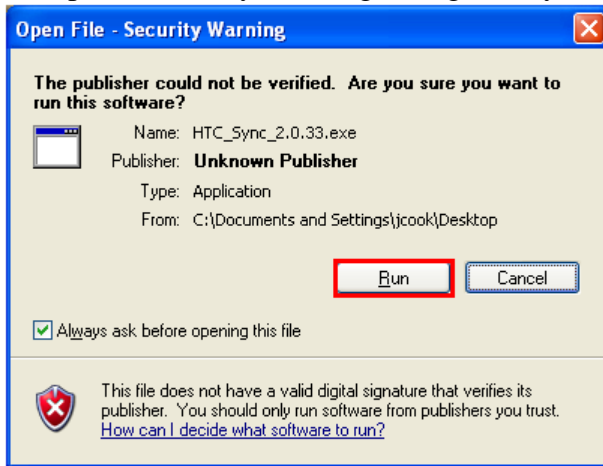
9) Click OK when prompted. Your personal data from your HTC Hero is now backed up.

STEP 4 - Download and install HTC Sync

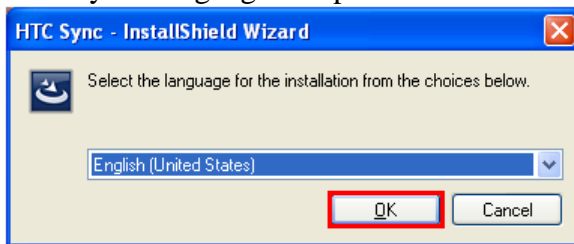
1. Download HTC Sync and save to your PC. Download from the following link:
http://dl4.htc.com/setup_3.0.5557.exe
- 2.
3. Double Click on the HTC_Sync_X.X.XX.exe file to install it to your PC
 - o Close all other running programs on your PC and temporarily exit your anti-virus program before you install the HTC Sync



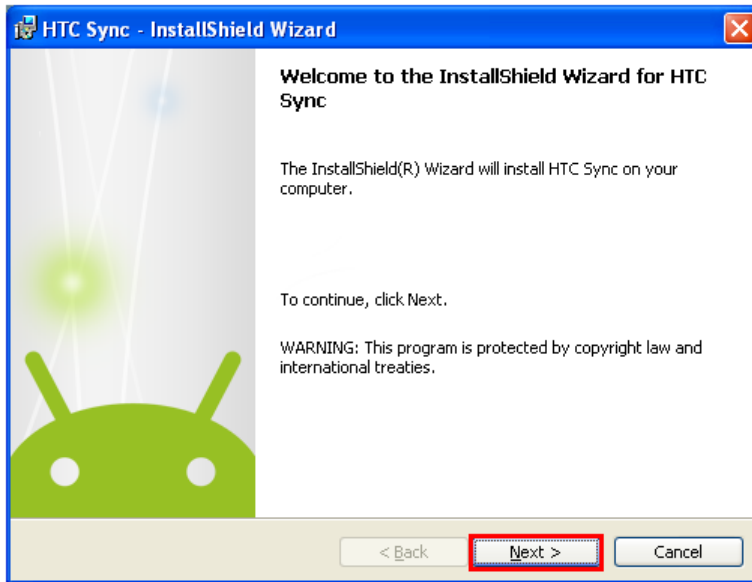
- o Accept the Security Warning dialog box by clicking Run



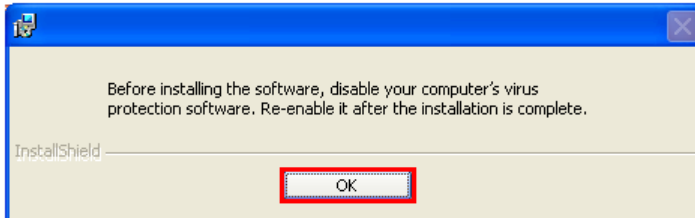
4. Follow the prompts to complete the installation
 - o Select your language and press **Ok**



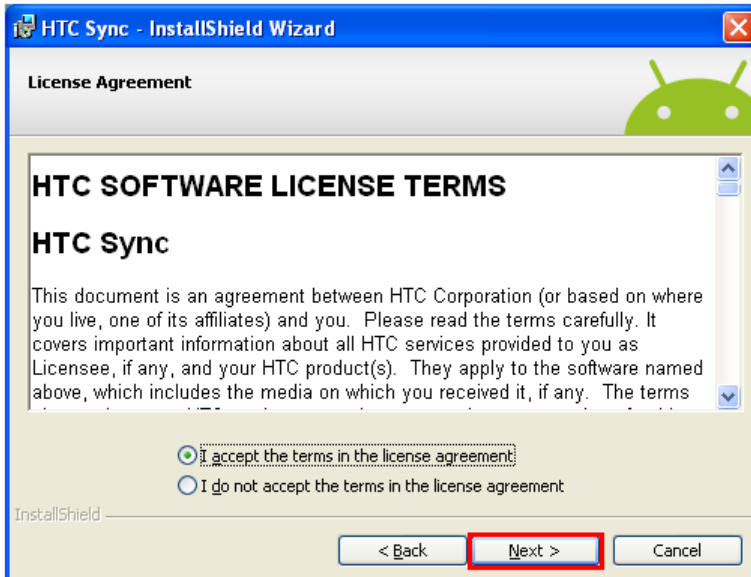
- Click **Next** to continue



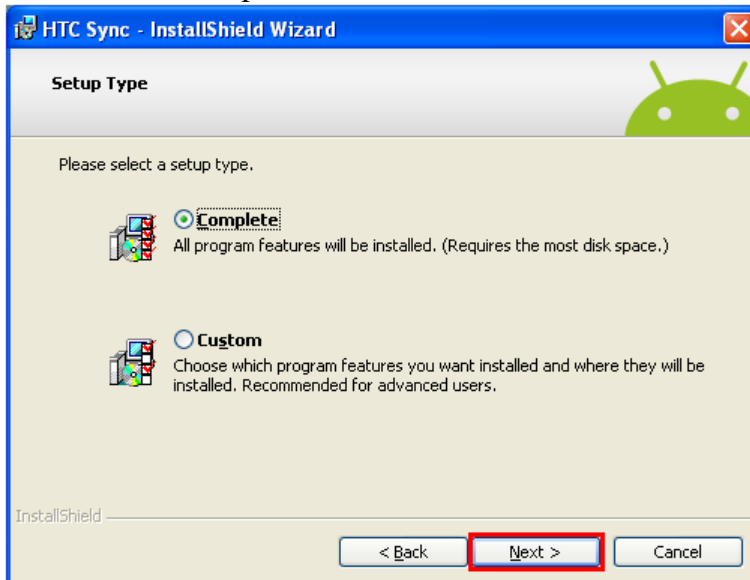
- Disable your computer's virus protection software and click OK



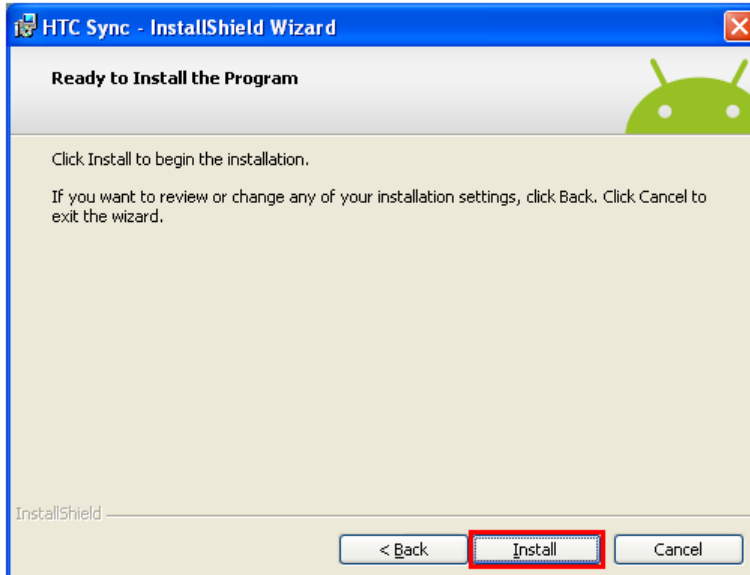
- Read the license agreement, select **I accept the terms of the license agreement** and press **Next**



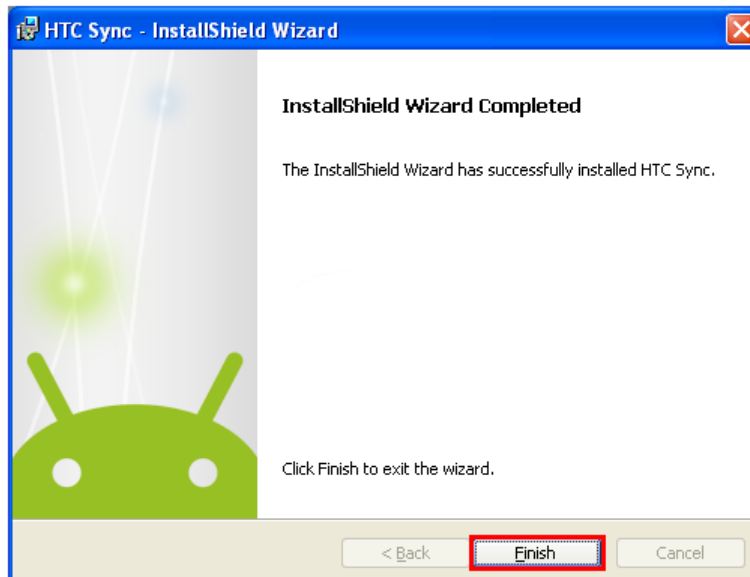
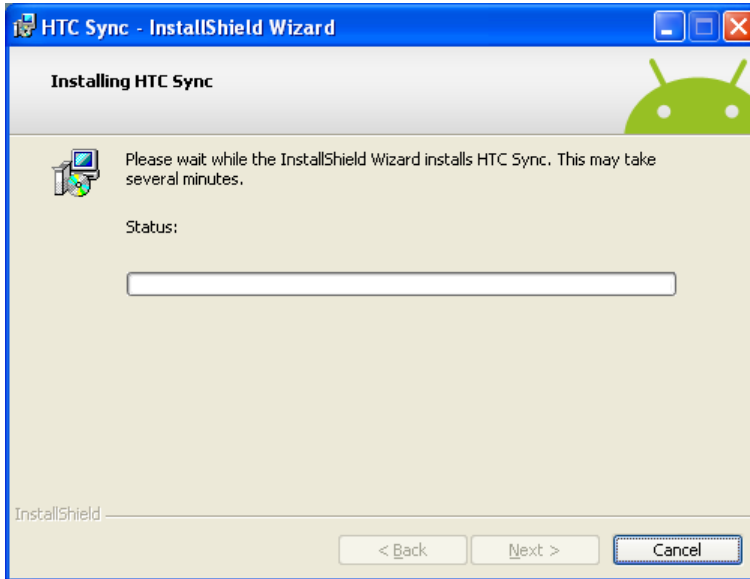
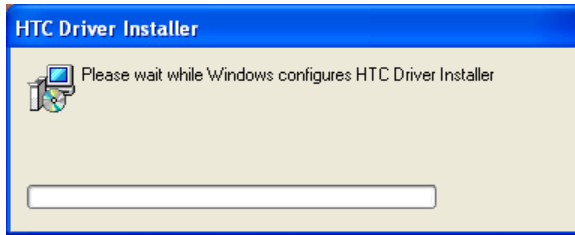
- Click **Next** to accept the default installation



- Click **Install** to begin the installation



- The wizard will take a few minutes to install software. Click **Finish** to complete



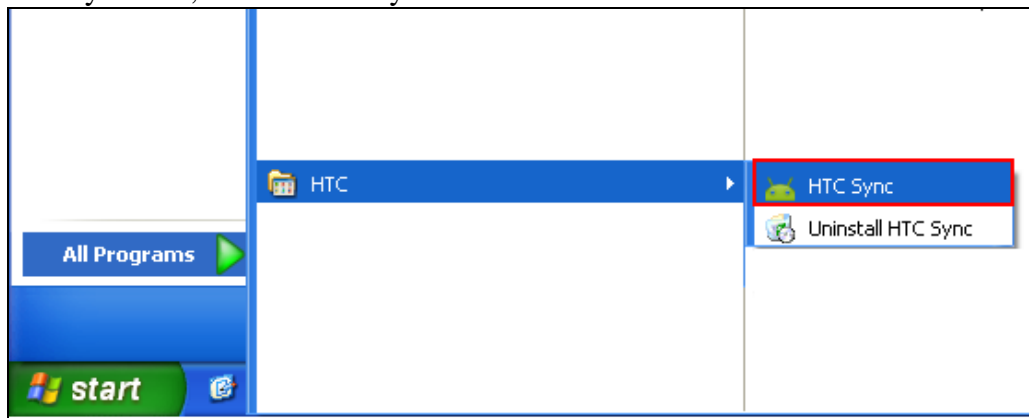
STEP 5 - Download and install the HTC Hero Android 2.1 Update (RUU)

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1. Download the HTC Hero Android 2.1 Update (RUU) and save to your PC. **Download Link** - http://pcdphones.com/downloads/980-adr6250_2-1_mr_cellularsouth-zip

2. From your PC, launch HTC Sync



3. Connect your Hero device to your PC using the USB cable (if the phone is not connected to the PC there will be a sync failure)



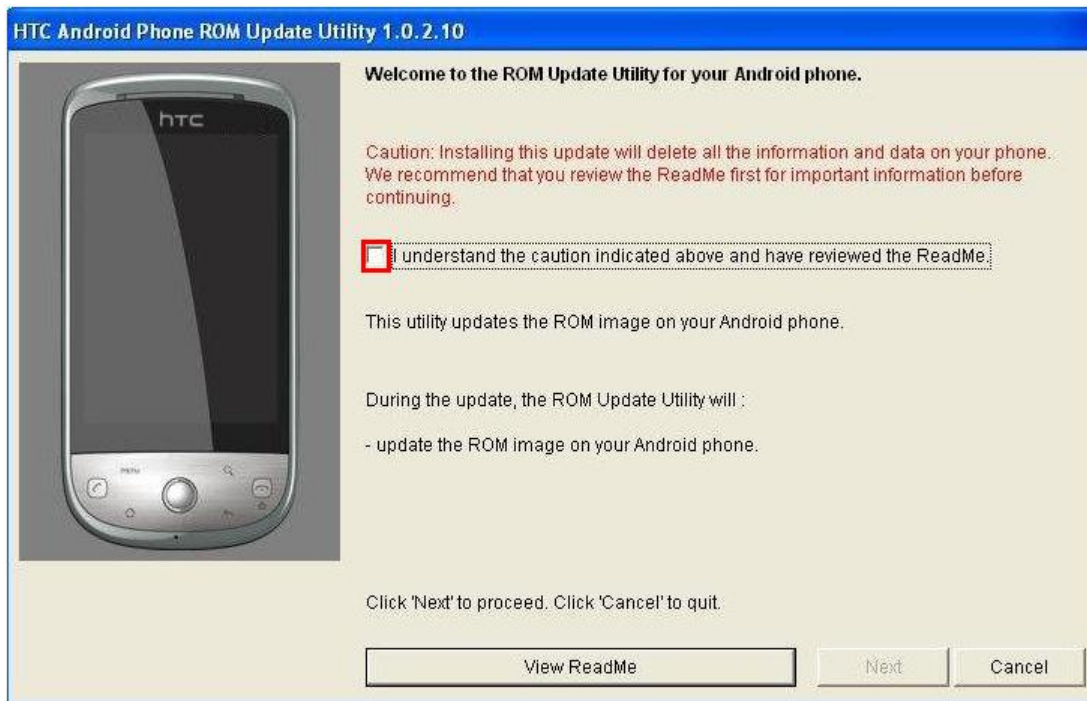
4. On your Hero, check the top notifications on the status bar for the icon to confirm if HTC Sync recognizes the phone, you will see this appear:



5. On your PC, navigate to the folder where you saved the ROM Update Utility (RUU)
6. Double Click on the RUU_Hero_XX.exe file
7. Accept the Security Warning dialog box by clicking **Run**



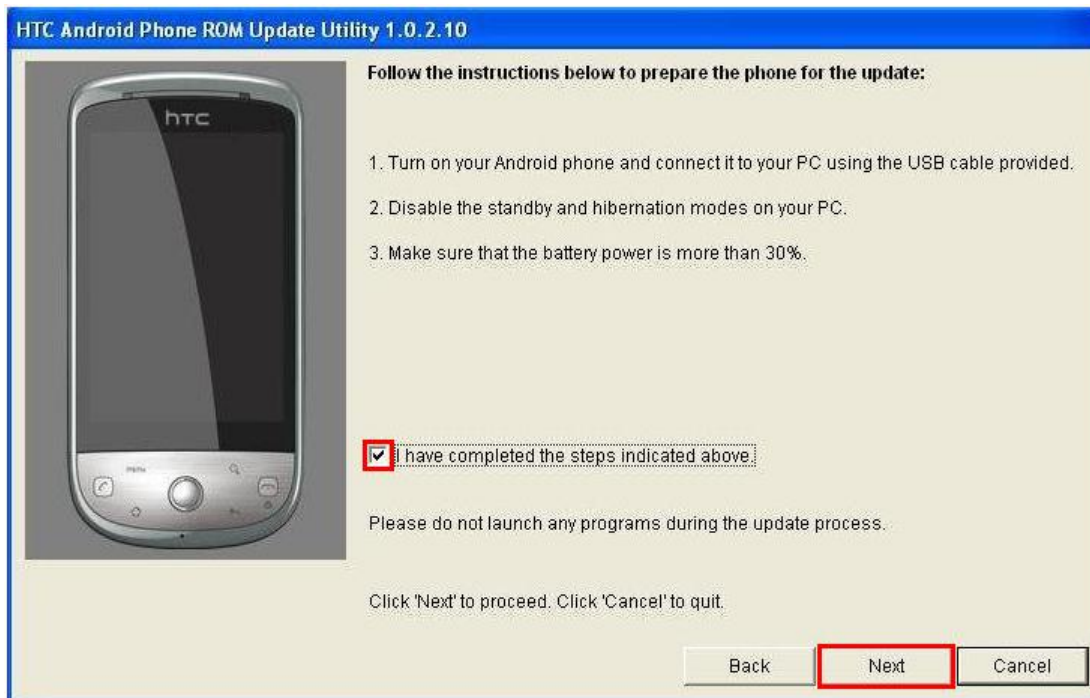
8. On the **Welcome Screen**, read the message in the dialog box, check the acknowledgement box and then click Next to begin the ROM software update installation



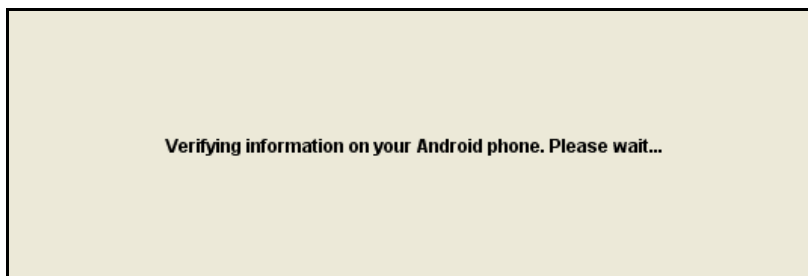
9. On the next screen, read and complete the steps shown in the dialog box first and the select **Next**.



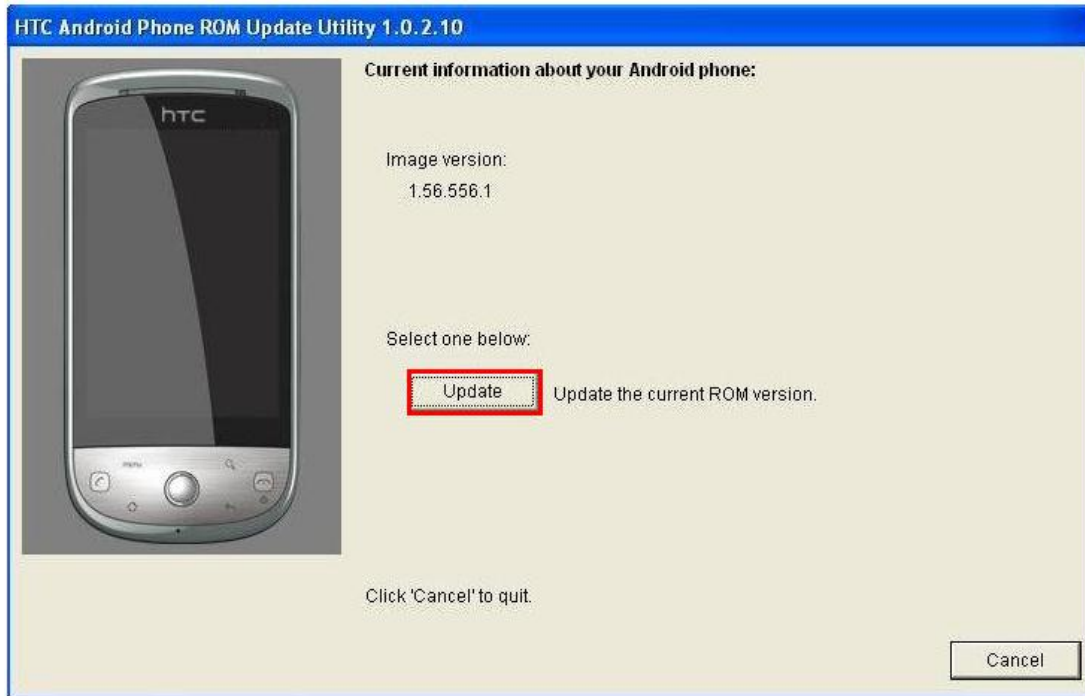
10. You will see a confirmation screen appear, check the box to indicate you have completed all of the steps indicated.



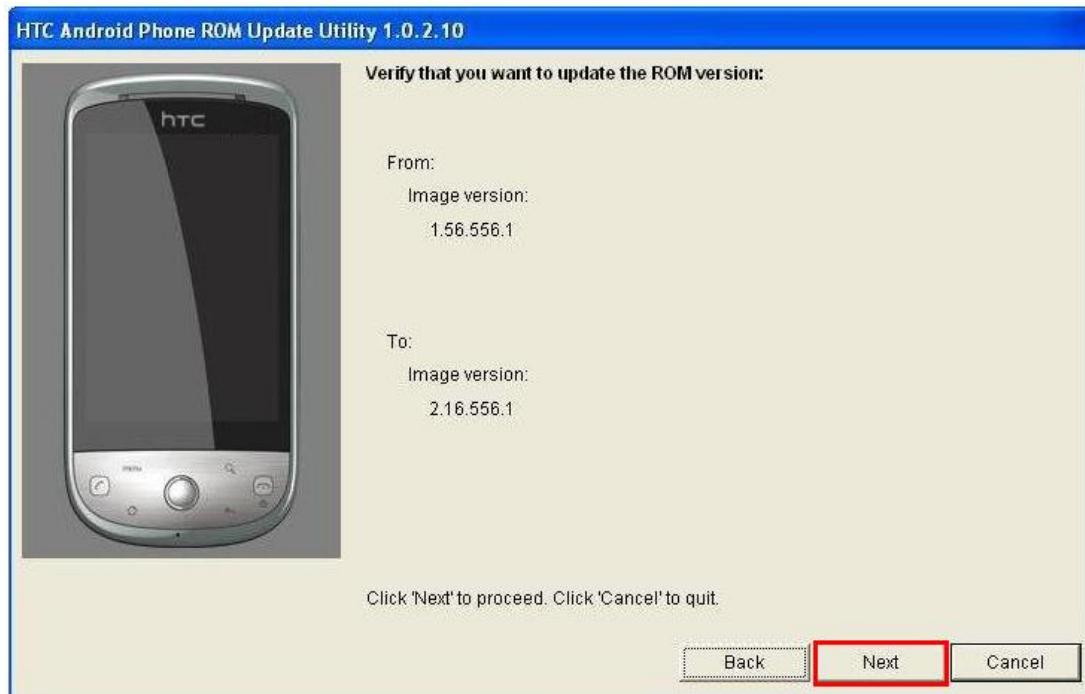
11. The following message will then be displayed, indicating that the utility is verifying and acquiring information about the device in preparation for the update process. Wait for this verification process to finish.



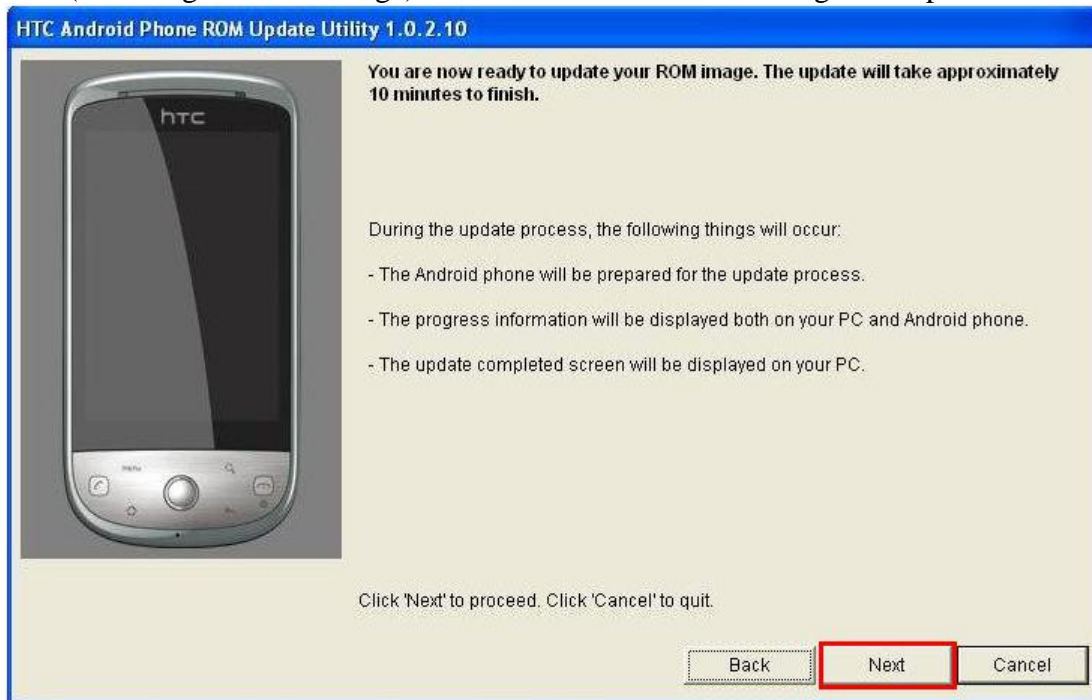
12. Information about the device, such as the current Image version will then be displayed. Click **Update** to proceed.



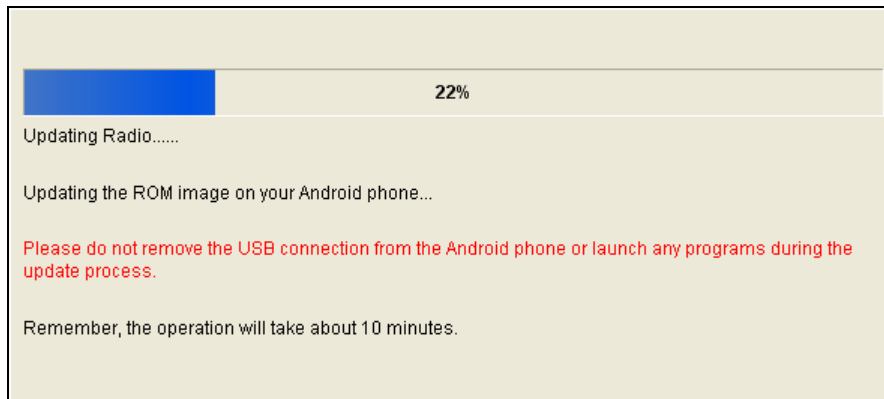
13. Below the device information, information about the new ROM software update will be displayed. Click **Next** to proceed.



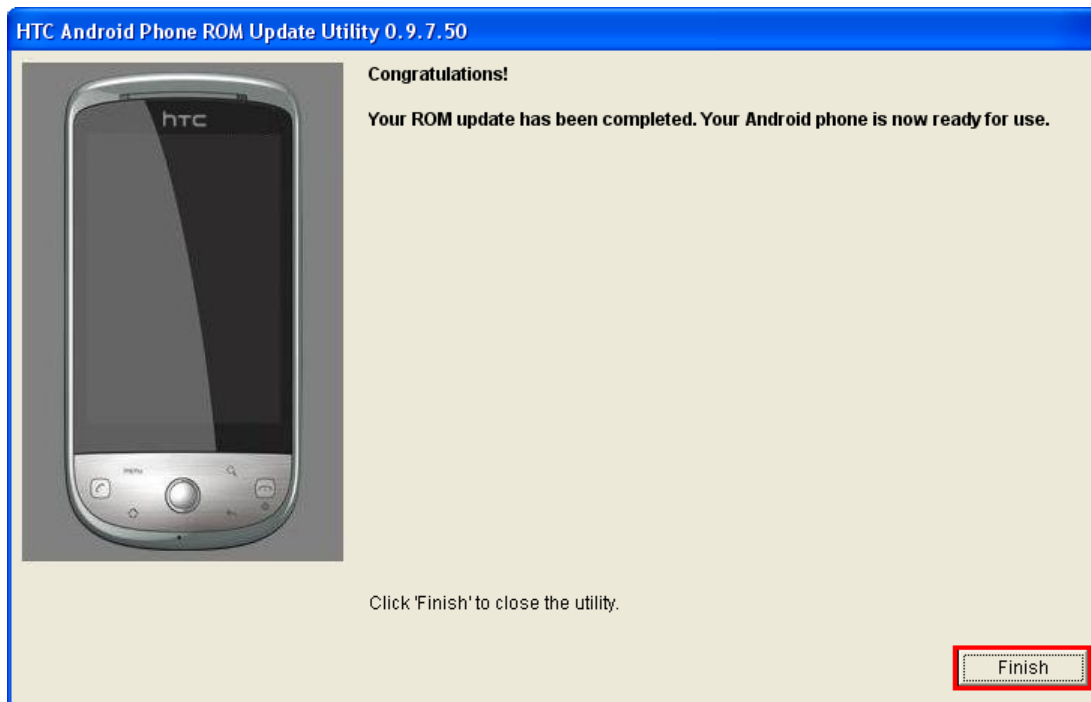
14. A confirmation message will appear and will show the length of time it will take to copy the necessary files (including the radio image) to the device. Click Next to begin the update.



15. A progress bar will run through the screen during the update process. **Do not interrupt the ROM software update process.** In the middle of the ROM software update process, the progress bar may stop running. This is normal, as the RUU is adjusting itself to complete the update process automatically.



16. When you see the screen below, the update is complete. Click Finish to exit the RUU upgrade utility.

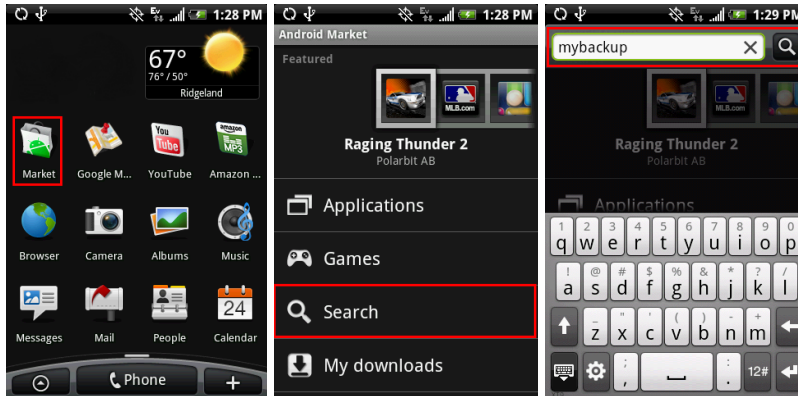


17. Your device will reboot. This will take a few minutes. Once the reboot is complete (indicated by displaying the Home screen), you can then configure your device for use.

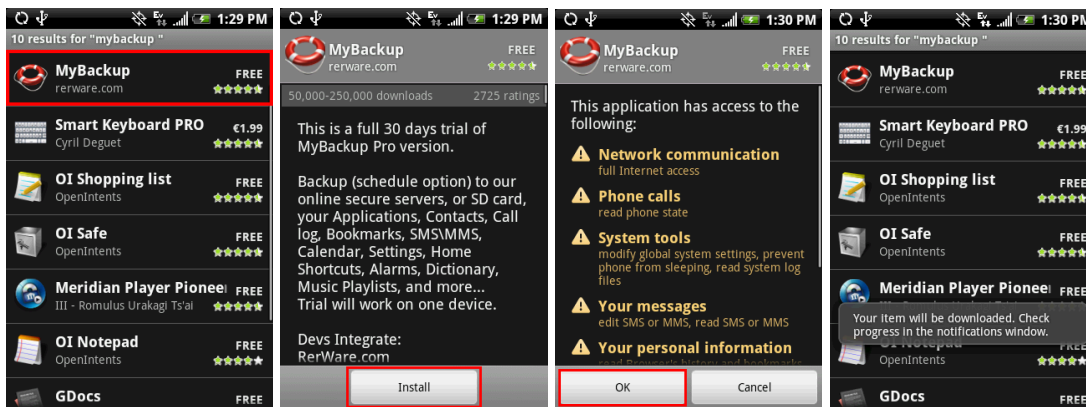
18. Select the Android Market or the Gmail app and enter your original Google/Gmail login you wrote down when preparing for the upgrade in Step 1. This will sync your Google contacts/calendar/gmail back to your Hero and also allow you to enter the Android Market to download MyBackup again to restore your personal data.


STEP 6 - Restore your personal data using the free 30 day trial version of the MyBackup Android app

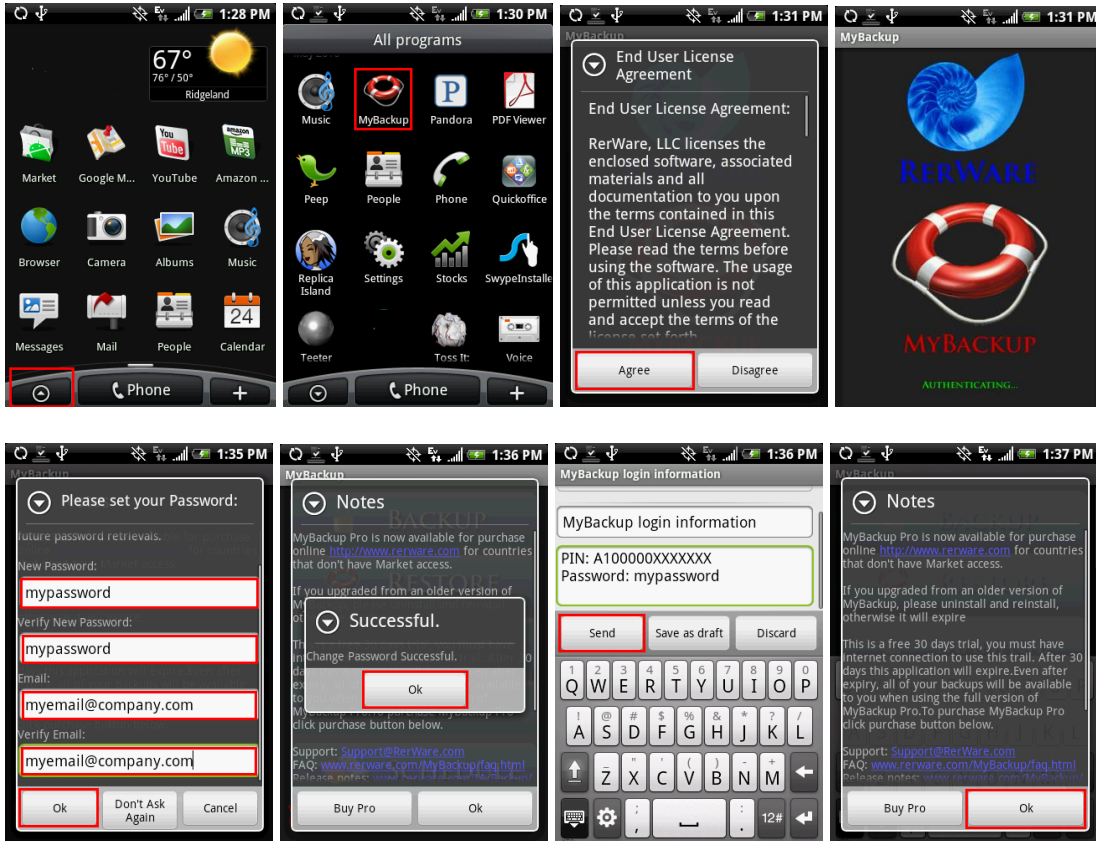
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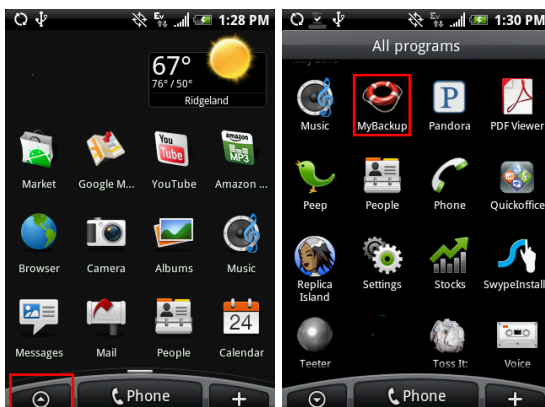
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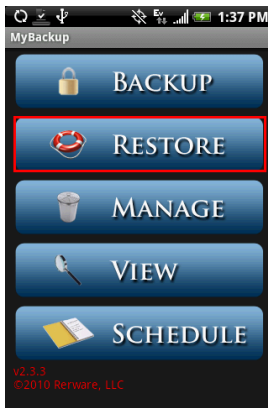
- 3) Press the Home key  on the Hero and then the up arrow in the bottom left of the screen to bring up “All programs”, and select MyBackup, agree to the end user license, enter and confirm both your password and email address. These are used to for password retrieval in the event you lose your password, and for online login if you choose to backup your information online. MyBackup will email you your PIN and password. A notification will also appear regarding the Pro version for MyBackup should you decide to purchase the full version after the 30 day trial.



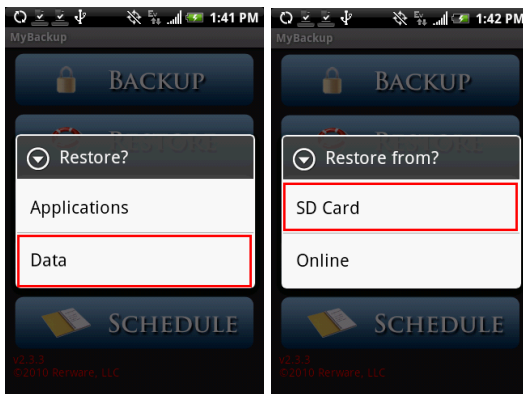
4) Launch MyBackup



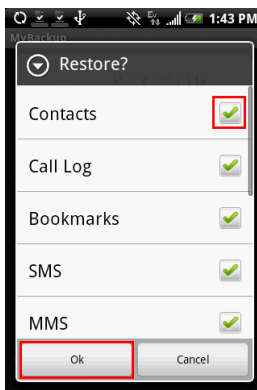
5) Select "Restore"



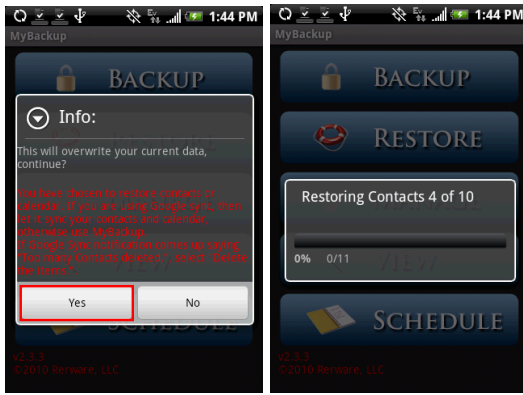
6) Select "Data" and "SD Card"



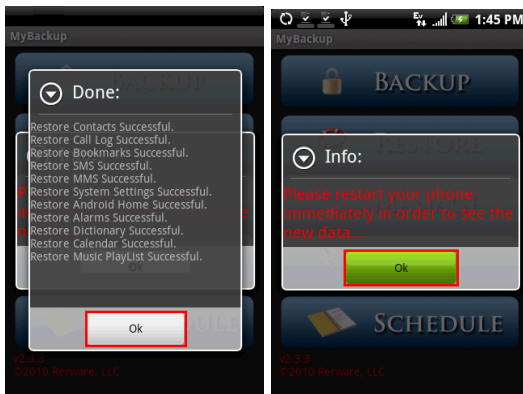
7) Select each item you wish to restore: contacts, call log, bookmarks, sms, system settings, home shortcuts, alarms, dictionary, calendar and music playlist. Then press OK.




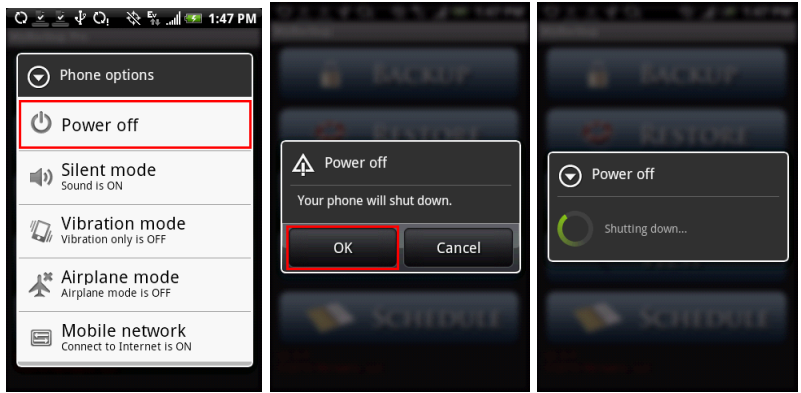
8) Confirm that you wish to overwrite your current data.



9) Click OK to confirm the data restore and the prompt to restart your phone.



10) Restart your Hero for the restored data and settings to take effect. You can do this by holding down the red power button , selecting Power Off, and then confirming power off by pressing OK.



11) Once the phone powers down, power the phone back on by pressing the red power button .