

# HTC® Hero Software Upgrade Instructions



*WARNING: Installing this software will erase your current user data. Software upgrade needs to be executed on a Windows PC. Please see instructions below for details.*

## The software upgrade posted below provides several key enhancements for your HTC Hero:

- Upgraded OS to Android 2.1 Éclair
- Includes enhancements to Sense UI
- Includes picture messaging support (messaging package recommended)
- Includes enhanced corporate e-mail support
- Includes a variety of minor bug fixes

**IMPORTANT – Back up your data before you begin.**  
This software update will **delete** all information from your device.

## Please read the following important notes before starting the upgrade:

It is necessary to ensure that you back up your information before proceeding with this update.

### Calendar and Contacts

- If you are syncing your device with your Google account, log into the Gmail service and verify your data is up-to-date
- If you are syncing your device via HTC Sync, log into your PC and verify your data is up-to-date
- If you are syncing your device via Exchange Activesync, log into your Exchange account and verify your data is up to date
- If you are using another backup solution, verify the data is up to date with that solution

### Messages

Messages **will be deleted** with this software update.

You can back up messages by forwarding them to an e-mail address.

- Open the **Messaging** application
- Tap and hold on the desired message
- Tap **Forward**
- Enter an e-mail address then tap **Send**

### Applications

Applications **will be deleted** with this software update.

A list of downloaded applications is available in Android Marketplace, My Downloads. You will need to re-download the desired applications after this update completes.

### Pictures, Video, Music, Media, and other files

Pictures, video, music, and other media saved on the microSD card **will not be affected** by this update.

## Getting Started

Before you run the ROM Update Utility (RUU), make sure you have done the following:

- Backed up the data on your device
- Disabled the standby or hibernation mode of your PC
- Closed all running applications on the PC
- Set aside approximately 25 minutes to allow the device to update
- Charged the battery to at least 30%

## Installation instructions

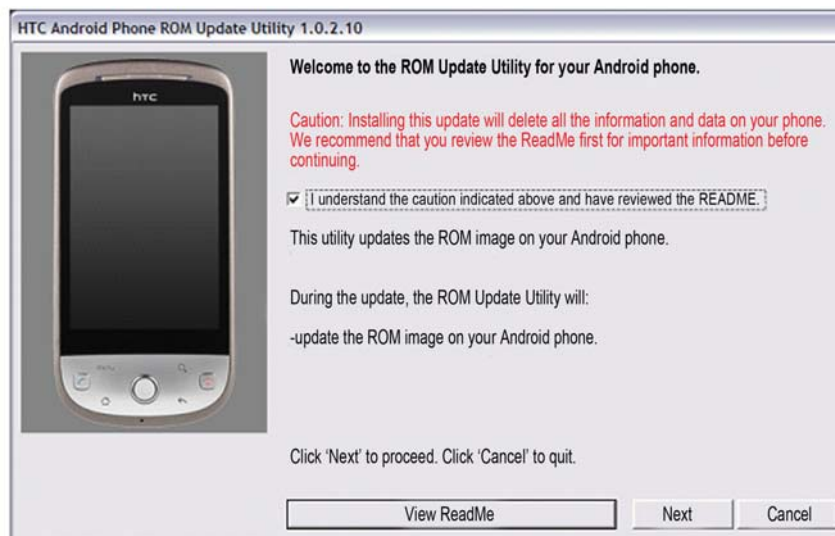
1. Download and install the HTC Sync software
2. Download the update file for the HTC Hero
3. HTC upgrade files are available on this web site: <http://nteloswireless.com/support/htchero2.1/>
4. Connect your HTC Hero to your PC using the supplied USB cable
  - a. In the upper left corner of your HTC Hero you will see the HTC Sync and USB Connected icons
  - b. If the HTC Sync application appears on the screen of your PC, you may simply dismiss the wizard by pressing the Cancel button
5. Run the RUU update file for the HTC Hero by double clicking on **RUU\_Hero\_C\_nTelos\_2.44.581.1\_signed\_release.exe**
6. Follow the on-screen prompts to install the update for your HTC Hero

**WARNING:** During the upgrade process, do not attempt to make/receive calls, press any buttons on your device or disconnect the device from the USB cable as this will stop the update and your device may be rendered inoperable.

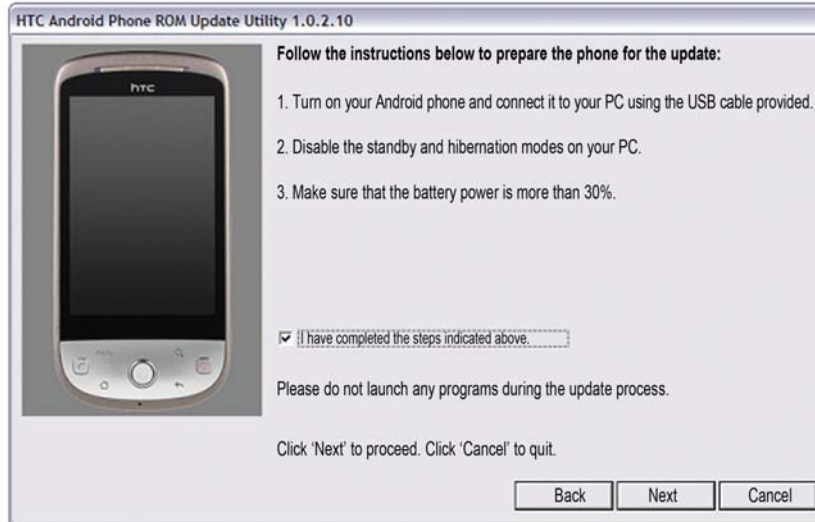
A. The next screen will be “Preparing Setup”



B. Check box where it states “I understand the caution....” after reviewing the ReadMe information and then click “Next”



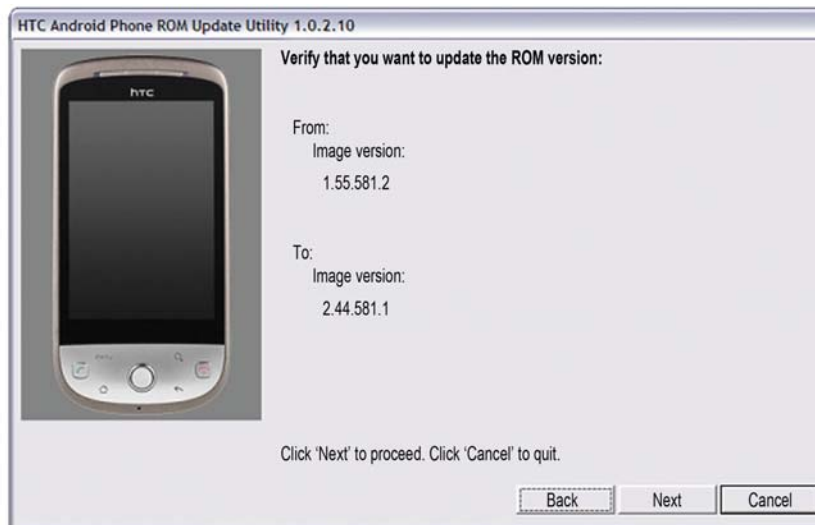
C. Check box stating “I have completed the steps indicated above” after reading steps 1-3, then click ”Next”



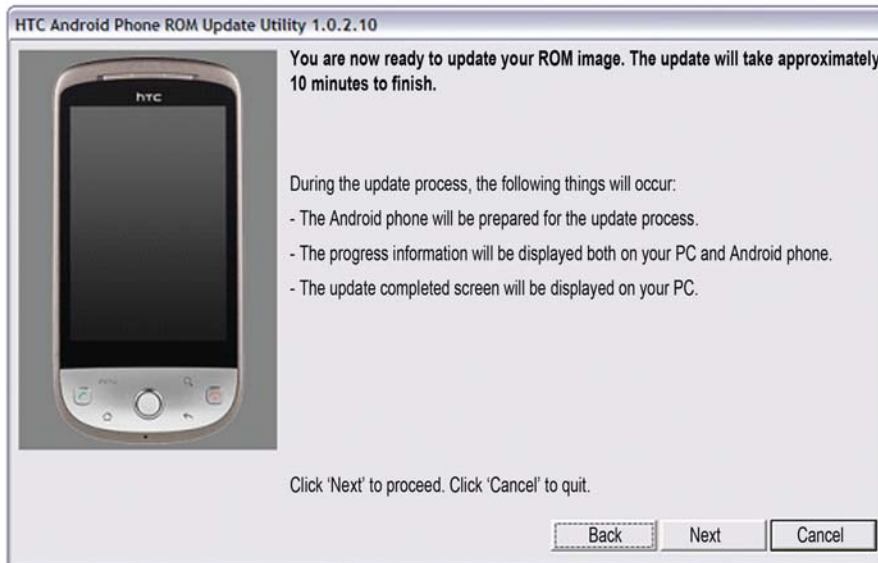
D. Select “Update”



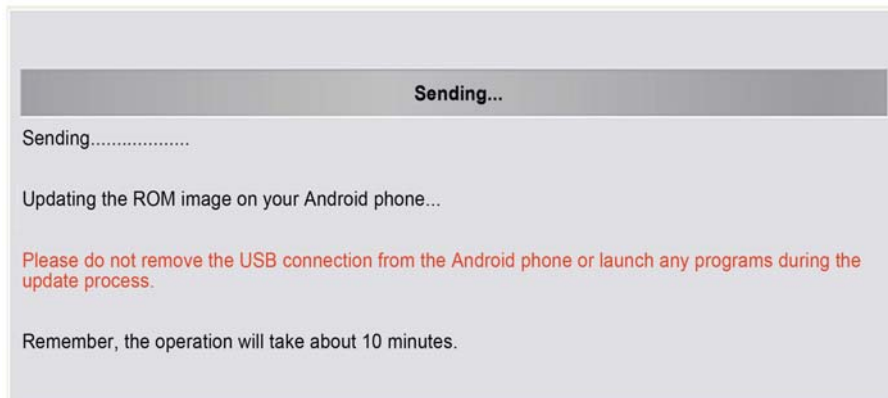
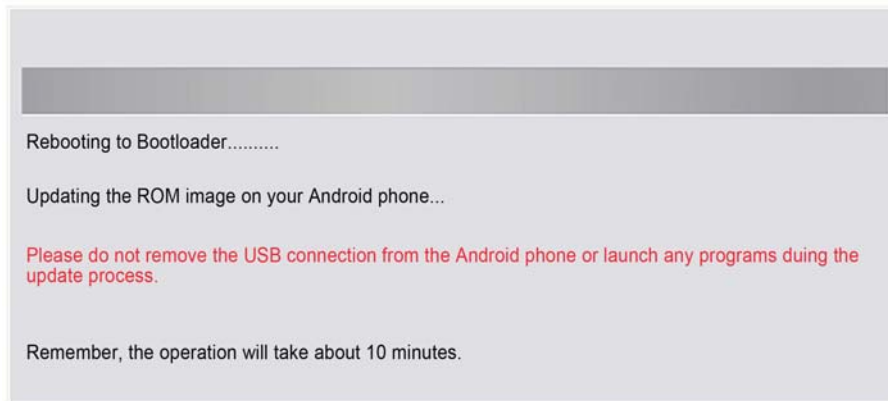
E. Select “Next”



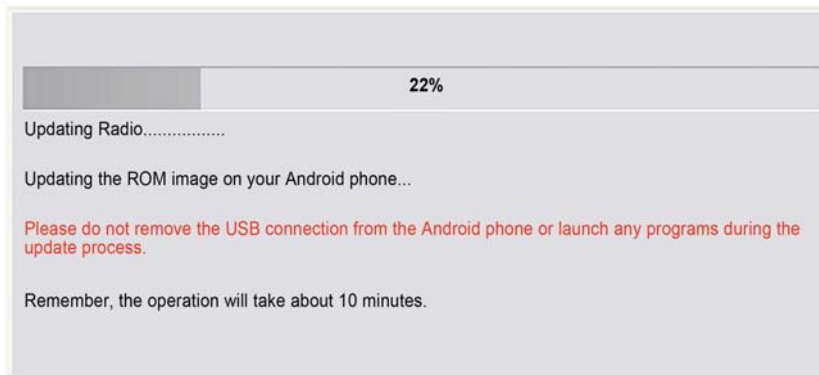
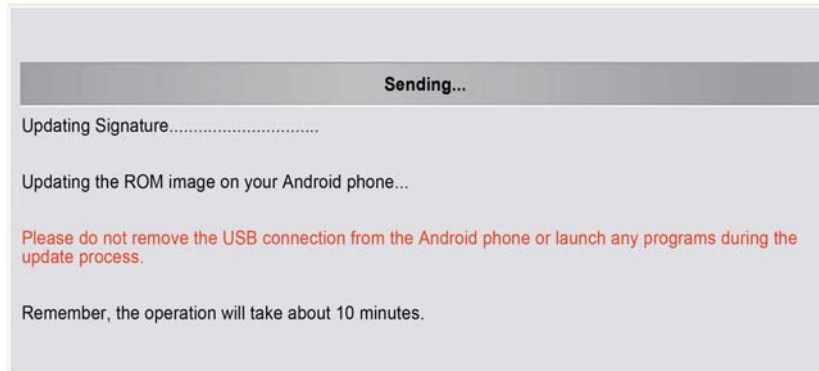
F. Select "Next"



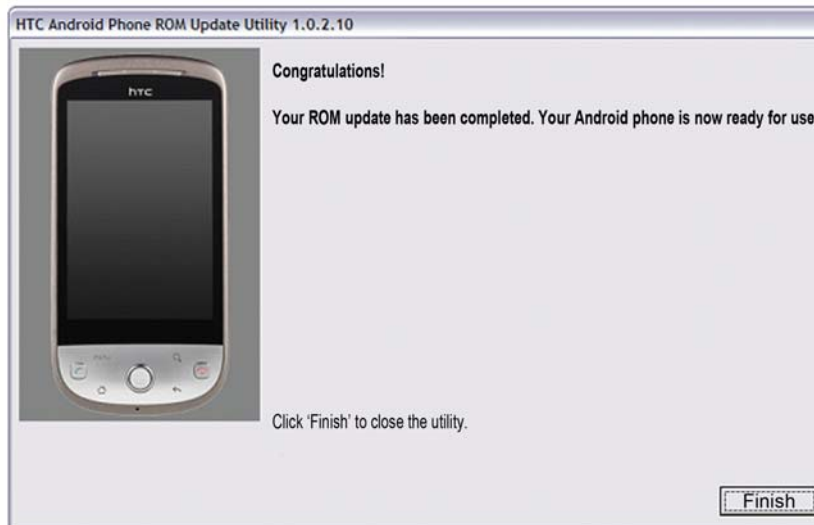
G. The update process will begin...



H. A green bar will show the upgrade progress on the unit.



I. Select "Finish"



J. To complete the update process, run the following procedure on your Hero device

Press Menu; Settings; Privacy; Factory data reset; Reset phone; Erase everything.

The phone will reboot.

**Congratulations! Your HTC Hero is powered by Android™ 2.1**

