



How to Upgrade your CVW HTC Hero to the new 2.1 Software

WARNING: Installing this software will erase your current user data. See instructions below.

BEFORE Beginning the Upgrade Process, it is very important that you take the following steps:

1. **Confirm that this software version is a newer version** than what is currently loaded on your HTC Hero handset. To do this, turn on your Hero, then go to: **Home > Menu > Settings > About phone** and tap **Software Information**. If your software version number is lower than 2.36.556.1, proceed with this upgrade. If it is the same version and your device is operating normally, there is no need to upgrade. Do not proceed.
2. **Locate and write down all usernames, passwords, and settings for applications and features that you use on your Hero handset. You will need to re-enter all of these to access your purchased apps, email, and Facebook accounts.** This includes the following, if used:
 - Google™ email address, username, password (used for Gmail™, Android Market, Google Talk™, etc.). If you have forgotten your Google email account information (used for accessing the apps market and Gmail), you can find it by launching the Google homepage on your PC. From there you may reset your password using the security questions you originally set up.
 - Copper Valley Internet email address, username, password
 - Exchange ActiveSync email username, password, and settings
 - Facebook username and password
3. **Back Up the Data and Applications (Apps) from your Phone to your MicroSD card.** This software upgrade will delete all information from your device including apps, contacts, email settings, text messages, call history, wallpaper, and ring tones. If you want to preserve any of these items, you must back up your information first. **Note that if you skip this step, you will lose all of the data and apps** that you have not saved to your MicroSD card. CVW recommends the following steps to back up your data (restoration instructions are included at the end of this document).
 - a. Turn on your Hero handset and Go to the Android Market and open it.
 - b. Search for the “My Backup” app. Install the FREE version of “MyBackup”
 - c. Go to All Programs > MyBackup and Accept the end user license.
 - d. Choose “Don’t Ask Again” when prompted to enter email address and password.
 - e. Select “OK” to install FREE My Backup App. (Or you may select “Buy Pro” if you wish to pay \$4.99 for the extended My Backup App.)
 - f. Select Backup from the menu; Choose Data; Choose SD Card (You can choose Online if your SD card is full, the back up may take a bit longer).
 - g. Select each item you want to back up or tap on “Check All” at the bottom of the page.
 - h. Name the backup file (you may also leave the default name as “Last Backup”).
 - i. Click OK. At this point, your personal data from the Hero is backed up. (May take up to 10 minutes to backup all data.)

Now, you will follow similar steps to back up your Applications (Apps).

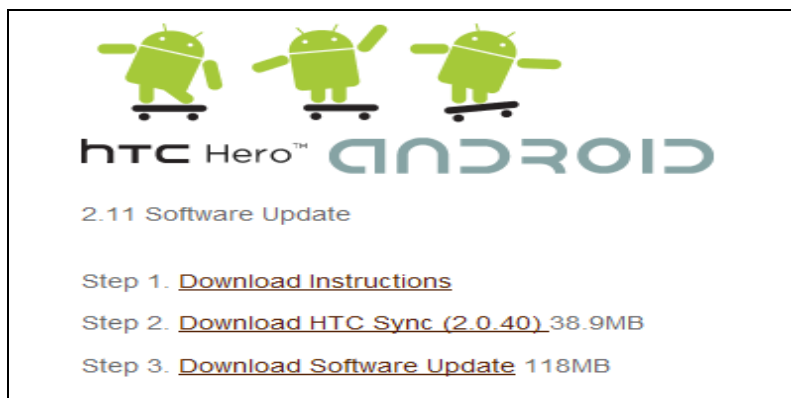
- a) Open My Backup Application.
- b) Choose “My Backup”; Choose Applications; Choose “SD Card” (You can choose “Online” if your SD card is full, the back up may take a bit longer).
- c) Select each application you want to back up or select “Check All”.
- d) Name the backup file (you may also leave the default name is you wish).
- e) Click OK. At this point, your applications are backed up (this may take 5-10 minutes).
- f) **Note that none of your PURCHASED apps will be backed up using this method. Instead, these apps are automatically saved to your Google account. You will reinstall them once you log into the Market after the Upgrade.**
- g) Note: Pictures, video, music, and other media saved on the microSD card will not be affected by this update.

4. **Disable the “Standby” or “Hibernation” mode** of the PC you will use for this upgrade.
5. **Close all running applications on the PC** you will use for this upgrade.
6. **Set aside approximately 1 hour** to allow the device to update and restore your apps. For customers with many apps, time required to re-install apps may be longer.
7. **Charge your HTC handset battery to at least 30%.** Do not attempt this install if your battery is any lower than this.

Installation instructions

For your convenience, CVW has created quick links to the tools listed below that you will need to successfully upgrade your Hero.

1. Go to <http://www.cvinternet.net/Pages/Support/Android.php>.



2. Click Step 2 “Download HTC Sync (2.0.40) link.
3. Choose “Save”. Then, Choose “Run”.
4. Follow the Install Wizard instructions to install the HTC Sync onto your PC. Click Finish.
5. Now, go back to the CVW Android Page on our website and click Step 3 “Download Software Update” link.
6. Choose “Save”. Choose “Run”.
7. Follow the prompts and instructions that appear on your PC screen (you will be prompted to connect your Hero handset to the PC using the data cable that came with your handset). **WARNING: During the Upgrade process, DO NOT attempt to make/receive calls, press any buttons on your Hero handset or disconnect the Hero from the USB cable as this will stop the update and your device may be rendered inoperable!**

TIP: If you have a problem with the connection between your Hero and your PC be sure to check the connection type in your Hero. This can be done in the handset by going to Settings>Menu>Connect to PC. Ensure that “HTC Sync” is selected.

TIP: HTC Sync will work with the following operating systems: Windows XP Service Pack 2 (SP2) or higher, Windows Vista or Windows 7.

CONGRATUATIONS! You have now completed your upgrade! Now, it’s time to Re-install Apps and Restore you Data from your Back-up.

1. **Reset the Clock to the Alaska Time Zone.** Go to Menu key>Settings>Date & time>unselect Automatic>Select time zone>Alaska>recheck Automatic
2. **Restore Your Email Accounts.** Originally, your Gmail account was added to your phone when you entered your information into the Android Market. With the 2.1 upgrade you are now able to add more than one Gmail account on your phone. To add another Gmail account go to:
 All Programs > Gmail > Menu > Accounts > Add Account
 To add an internet or Exchange account go to:
 All Programs > Choose POP/IMAP for internet
 A. Mail accounts or Exchange for an Exchange account.
 B. Enter in the correct information for your account.
 To add other email accounts go to:
 All Programs > Mail > Menu > More > New Account

3. Restore Data and Apps that were backed up using the My Backup App (described above).

- a) Go to Google Market.
- b) You will need to “Sign In” using your prior Gmail account username and password. **(If you do not do this, or you have forgotten your Gmail username/ password- you will be unable to restore what you’ve already backed up!** You may always set-up a new Google account and password for later applications, etc.)
- c) Find and install the free version of My Backup App.
- d) Select “Restore”. Choose “From SD Card” (if you backed up to the SD card). Choose “Data”
- e) Select Data to be restored.
- f) Select “Restore” again.
- g) Choose “Apps”.
- h) Choose “From SD Card” (if you backed up to the SD card)
- i) The My Backup app will go through each free app that was backed up and ask you if you want to re-install it. Reinstall the apps you wish to have access to on your Hero.

Congratulations! You are ready to use your Upgraded Hero!
Contact Customer Service for additional assistance if needed at 835-2231 or 822-3551.