



HTC Hero 2.1 Software Update | 06.25.2010

WARNING: Installing this software will erase your current user data. 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 enhanced corporate email support
- Includes a variety of minor bug fixes
- MMS capabilities (for supported networks)

Please read the following important notes before starting the upgrade:

Before you proceed, please confirm that this software upgrade is a newer version than what is currently loaded on your device. If it is the same version and your device is operating normally, there is no need to reload the software. To determine what version is running on your device navigate to Home > Menu > Settings > About phone and tap on Software Information. If your software version number is lower than the version listed in the package, you should proceed with this upgrade.

IMPORTANT – Back up your data before you begin

This software update will delete all information from your device. 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

Text and picture messages

Text and picture messages will be deleted with this software update. You can back up text and picture messages by forwarding them to an email address.

- Open the Messaging application
- Tap and hold on the desired text or picture message
- Tap Forward
- Enter an email address then tap Send

Applications

Applications will be deleted with this software update. You will need to re-download the desired applications from the Market 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
- Standby or hibernation mode of your PC has been disabled
- Close 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. Install the HTC Sync software on your PC if it is not already installed. This software was included in your HTC Hero gift box. (The minimum required HTC Sync version is 2.0.28. Note: HTC Sync versions can be downloaded from the www.htc.com site.)
2. Download the update file for the HTC Hero
3. Connect your HTC Hero to your PC using the supplied USB cable
 - If the HTC Sync application appears on the screen of your PC, you may simply dismiss the wizard by pressing the Cancel button
4. Run the RUU update file for the HTC Hero
5. 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!

If you have a problem with the connection between your device and PC be sure to check the connection type in your device. This can be done in the device via Settings menu-> Connect to PC. Ensure that "HTC Sync" is selected.

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