

HTC HERO 2.1 UPGRADE

The software upgrade 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

Any device received after July 6, 2010 will not need the upgrade. If you are unsure of when you received your device, verify the device software version by navigating on the device to **Home > Menu > Settings > About phone** and tap on **Software Information**. If your software version number is 2.1 and your device is functioning properly, there is no need to continue. If your version is lower than 2.1, then you should proceed with this upgrade.

You have 2 choices to upgrade your device.

1. Complete the upgrade from home.
2. Complete your backup at home, and then bring your device to the NWMC office or one of our agent locations to finish the upgrade.

The upgrade will clear the device contents.

MICROSOFT EXCHANGE CUSTOMERS:

- Calendar—Will sync with exchange once device is upgraded.
- Contacts—Will sync with exchange once device is upgraded.
- Text messages—Must forward any messages you want saved to your e-mail address.
- Pictures and Videos—Saved to Memory Card—Remove memory card prior to upgrade.
- Ringtones, Audio— Need to be sure they are saved to the memory card, or you need to move them to the memory card.

ALL OTHER CUSTOMERS:

- Calendar—Must sync with your home computer to back up
- Contacts—Must sync with your home computer or bring to the NWMC office or agent location
- Text messages—Must forward any messages you want saved to your e-mail address.
- Pictures and Videos—Saved to Memory Card—Remove memory card prior to upgrade.
- Ringtones, Audio— Need to be sure they are saved to the memory card, or you need to move them to the memory card.

Items that will be lost due to the upgrade:

- **Applications**—We recommend Downloading “AppBrain” from the Market and SYNC your downloaded applications, if this is not done then your applications will be lost, this is done at your own risk and there are no guarantees this will accurately transfer the applications and/or the data tied to those.
- **Custom Personalization of the device**—No way to back up

2.1 OS UPGRADE INSTRUCTIONS BRINGING YOUR DEVICE INTO THE NWMC OFFICE OR AGENT LOCATION TO HAVE UPGRADED

BEFORE BRINGING YOUR DEVICE IN TO BE UPGRADED:

- **Microsoft Exchange Customers:** Restoration of your calendar and contacts will occur after the upgrade is complete and you sync with Exchange. Do not sync with your computer, or you will see duplicate information.
- **All Other Customers:** You must Sync your device with your computer, as the device is completely cleared. This saves your contacts and calendar. NWMC does not have the ability to back up your calendar, so if this step is not completed, your calendar on your device will be cleared.
- **Back up text messages by forwarding them to an e-mail address.** Text messages will be deleted with the upgrade.
 - Open the **Messaging** application
 - Tap and hold on the desired text or picture message
 - Tap **Forward**
 - Enter an email address then tap **Send**
- **Confirm all ringtones and audio files are saved to your memory card.** If not, save to memory card, or they will be cleared.
- **Pictures and Video store automatically to the memory card, so no need for changes.**
- **Download “AppBrain” from the Market and SYNC your downloaded applications, if this is not done then your applications will be lost.** There are no guarantees this will accurately transfer the applications and/or the data tied to those, but this is an option we are recommending.
- **Make sure that your battery is at least 30% charged.**
- **Remove your memory card from your device.**

When you arrive, NWMC or the agent will back up the following in office, unless you are a Microsoft Exchange Customer:

- **Contacts**

The upgrade will be completed by NWMC or the agent. Please note the upgrade takes at least 25 minutes once it starts, so you may want to leave your device and come back.

All personal customization will be lost with the upgrade.