

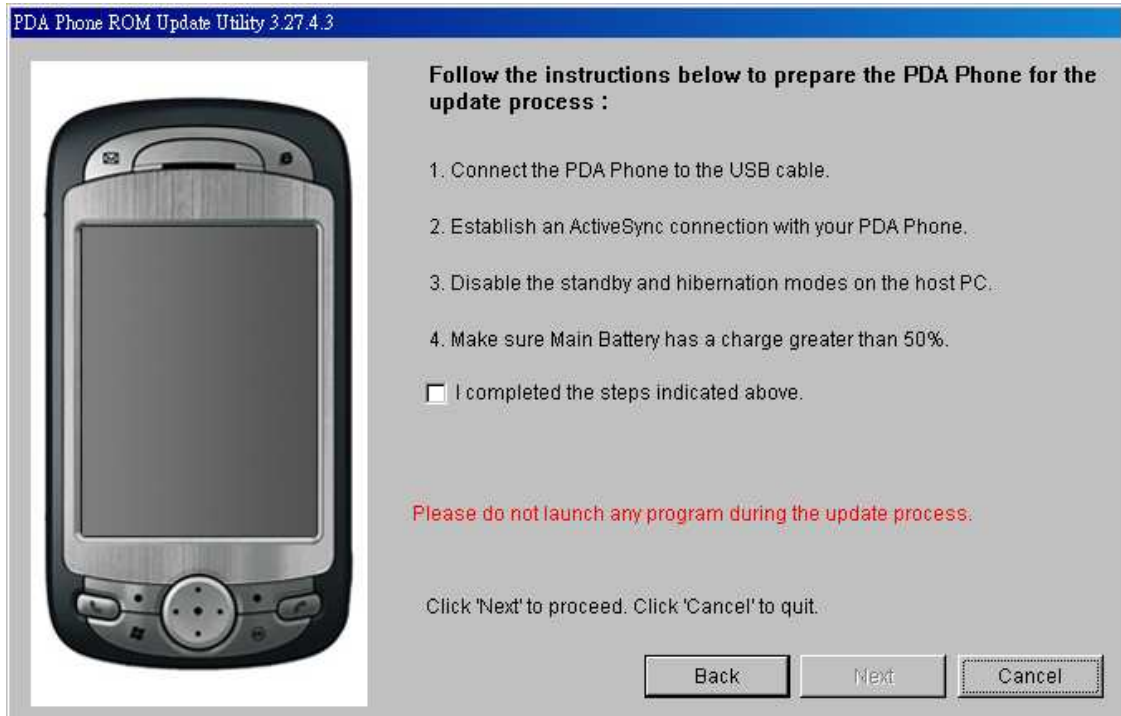
HTC P4000 (TELUS) Software Installation

Note: Before running the RUU, back up any personal data from the Mobile Device to the computer first using ActiveSync.

1. On the **Welcome Screen**, click **Next** to begin the ROM update installation. Note that you are required to check the box indicating that you understand the caution and have reviewed the Readme.

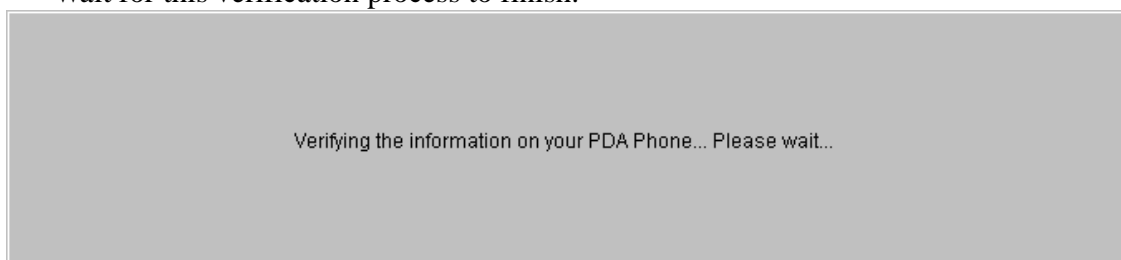


2. On the next screen, follow the listed instructions in the dialog box first. When you are done, click **Next** to proceed.



Note: You should read and follow all the instructions listed before clicking **Next**.

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



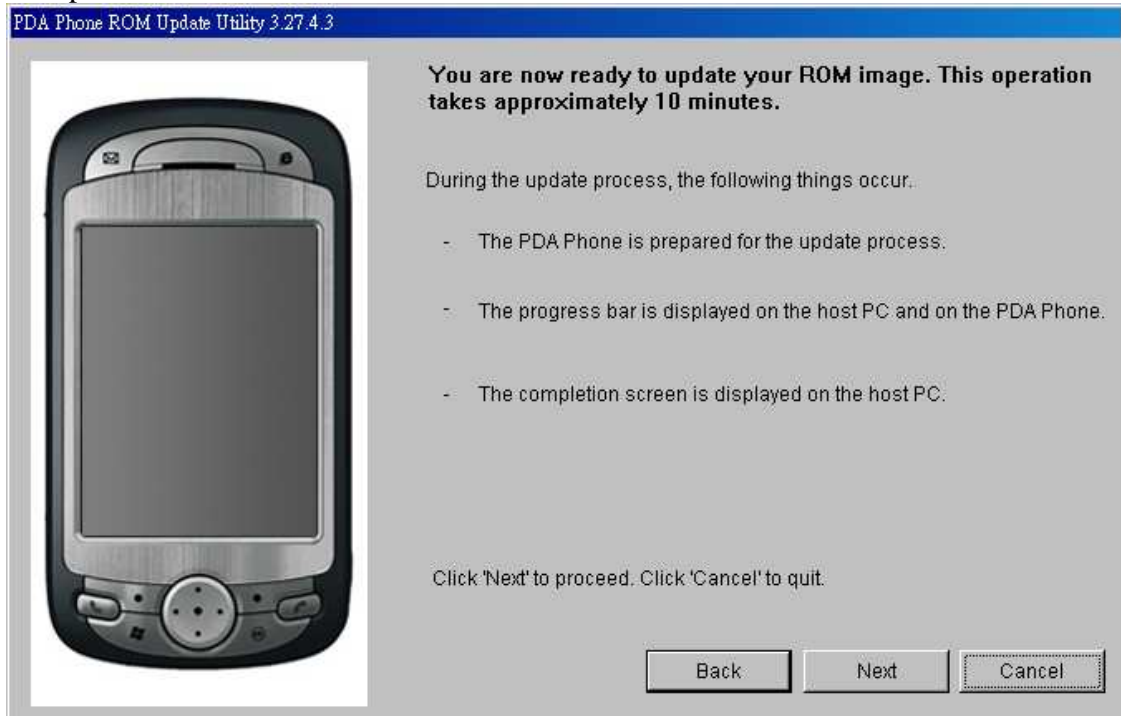
4. Current information about the device, such as the model ID, image version and language will then be displayed. Click **Update** to proceed.



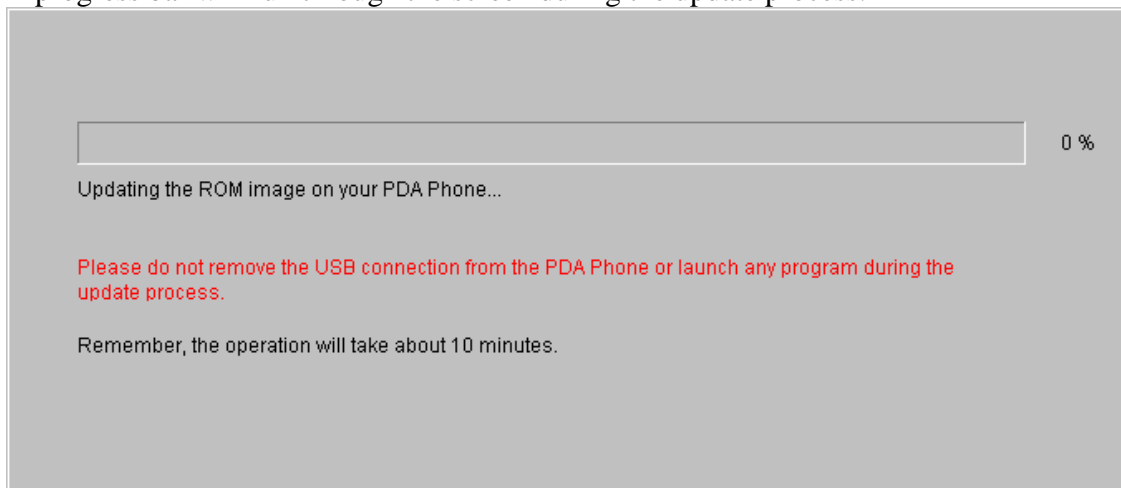
5. Below the device information, information about the new ROM update will then be displayed. If you are certain that you want to install the Mobile Device with the new ROM update, click **Next** to proceed.



6. A confirmation message then appears and shows the length of time it will take to copy the necessary files (including radio image) to the device. Click **Next** to begin the update.

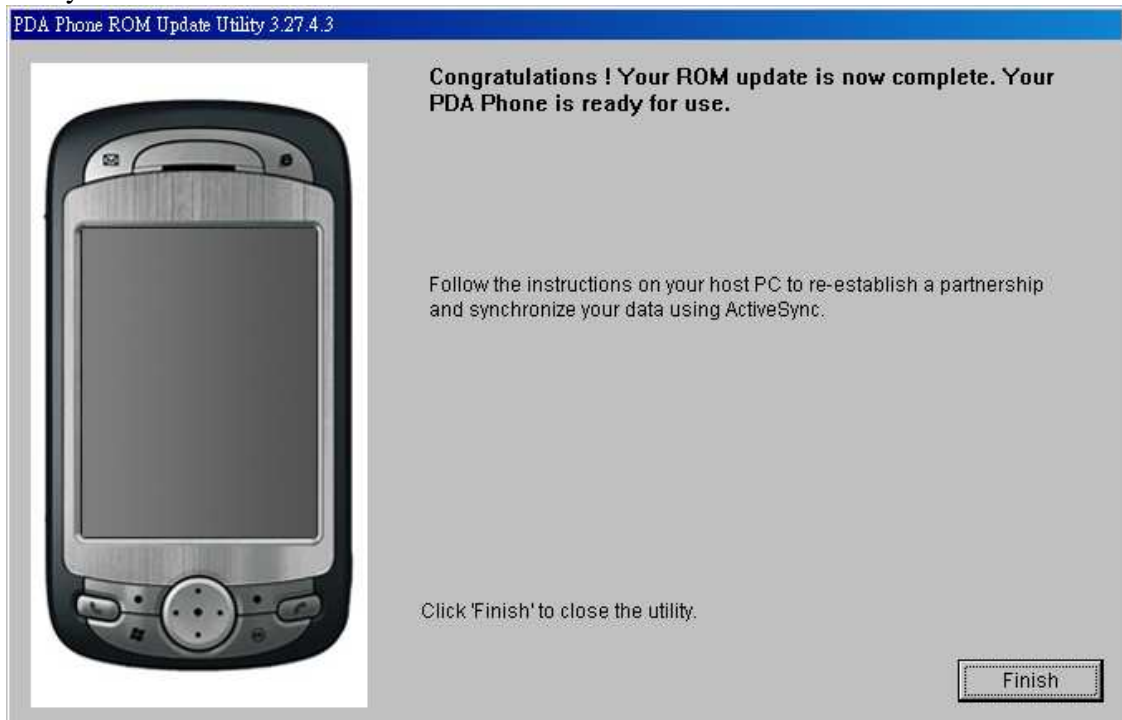


A progress bar will run through the screen during the update process.



Note: In the middle of the update process, the progress bar may stop running. This is normal as the RUU is adjusting itself to complete the update process automatically.

7. When you see the screen below, it means update is complete. Click **Finish** to exit the utility.



8. To finalize the software update, disconnect the USB cable from the device and perform a simple the following steps:

1. Dial *22803 and reprogramming with press the TALK button to place the call.
2. Once connected with the automated phone programming system, listen to the instructions and enter the following:
 - a. Press “1” for English, or “2” for French.
 - b. Then press “1” again to begin the reprogramming.

Allow a few seconds for the reprogramming to complete and the device will reset itself.