

## AT&T Tilt Software Installation

### Before Running the ROM Upgrade Utility

Before you run the ROM Upgrade Utility (RUU), make sure you check and do the following first:

1. USB sync cable is connected to the computer.
2. The standby and hibernation modes are disabled on the computer.
3. All running applications on the computer have been closed.
4. USB sync cable is connected to the phone to establish an ActiveSync/Windows Mobile Device Center connection with the computer.
5. Do not interact with your device unless instructed to do so.

### General Procedure on Installing the ROM Update

1. Back up your personal data from the phone to your computer using ActiveSync/Windows Mobile Device Center or the built in Sprite Backup utility if you want to ensure you don't lose any of your data.  
**Note:** If using the Sprite Backup utility, be sure to copy the backup file to your PC or a Storage Card for later retrieval.
2. On your computer, run the ROM Update Utility (RUU) to install the ROM update to your phone. (The next section provides a detailed procedure on how to install the ROM Update).
3. Restore your personal data back to your phone using ActiveSync/Windows Mobile Device Center or the built in Sprite Backup utility. (Optional)

### How to Install the ROM Update

Understanding of the RUU installation process by Help Desk personnel is very important! If done incorrectly, the update may render the device inoperable. HTC recommends hands-on practice with the installation process for Help Desk personnel to better understand any installation problems users may have.

**Note:** Before running the RUU, back up any personal data from the phone to the computer first using ActiveSync/Windows Mobile Device Center or the built in Sprite Backup utility!

**Vista users ONLY:**

1. Download the RUU file to your PC.
2. Use **File Explorer** to locate the file.
3. Once the file has been located, right-click the file and select "**Run as Administrator**" followed by "Allow". Once that is complete, the below steps will walk you through the update.

**Installation steps for Windows OS including XP** (after using the above steps to access the RUU file):

1. On the **Welcome Screen**, click **Next** to begin the ROM update installation.

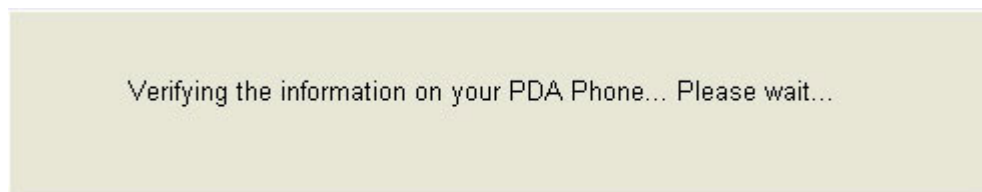


2. On the next screen, follow the listed instructions in the dialog box first. When you are done, click **Next** to proceed.

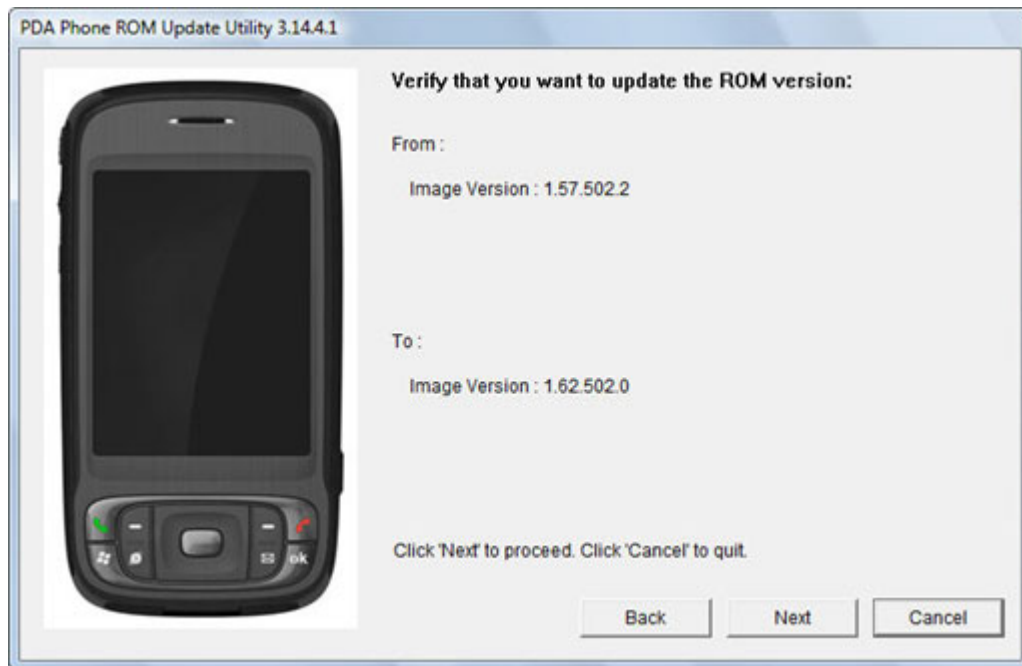


**Note:** You should read and follow all the instructions listed before clicking **Next**.

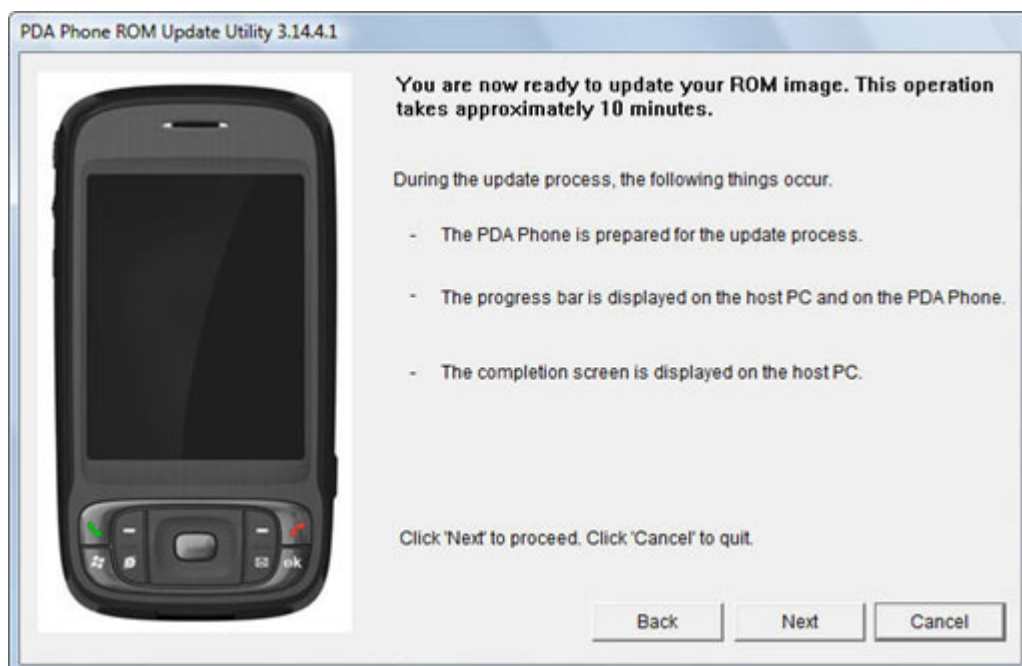
3. The following message will then be displayed, indicating that the utility is verifying and acquiring information about the device as preparation for the update process. Wait for this verification process to finish.



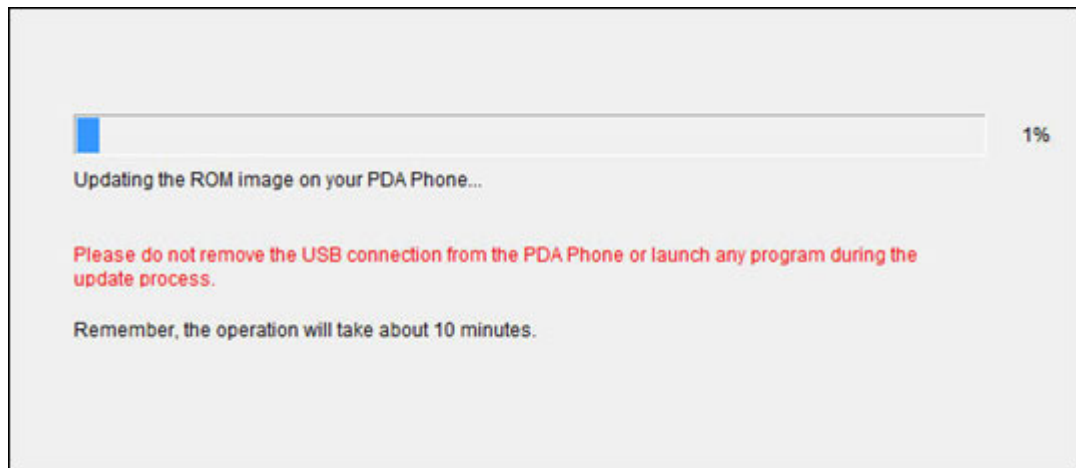
4. Current information about the device, such as the model ID, image version and language will then be displayed. Click **Update** to proceed.
5. Below the device information, information about the new ROM update will then be displayed. If you are certain that you want to install the phone with the new 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. The device will reboot itself, ask for you to complete the initial setup and then begin the automatic Customization process. Note: In order for the device to function properly, the Customization process must be allowed to complete!



Having trouble installing your ROM update? View the Troubleshooting Guide to find out how to recover from errors and get common installation questions answered.