

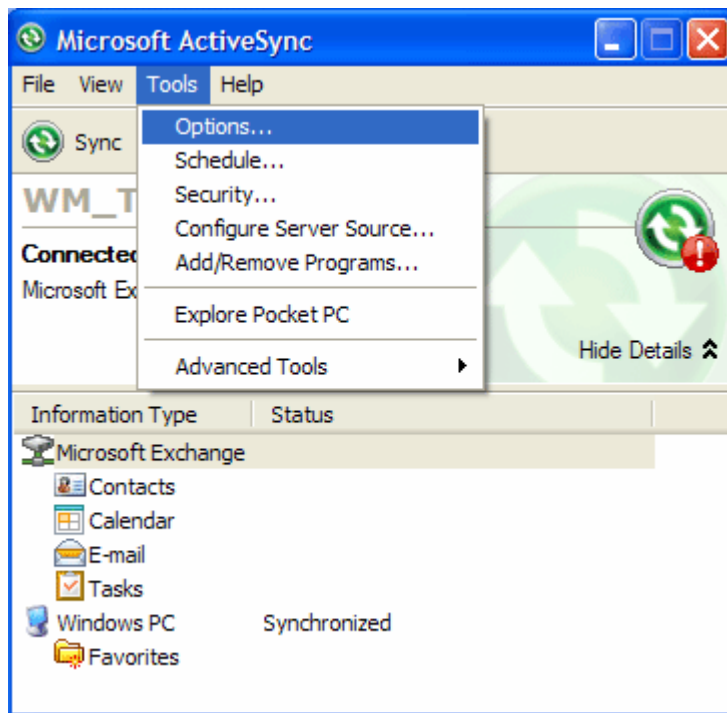
Backing up/Restoring your personal data on your HTC Touch Diamond

Before updating the software on your HTC Touch Diamond, you need to be aware that doing so will permanently delete all of your personal info including but not limited to: settings, files, contacts, calendar, emails, ringtones, pictures/videos, and 3rd party applications. If there is information on your device that you would like to retain, you will need to create a backup copy on your desktop PC **prior** to installing the new software on your device.

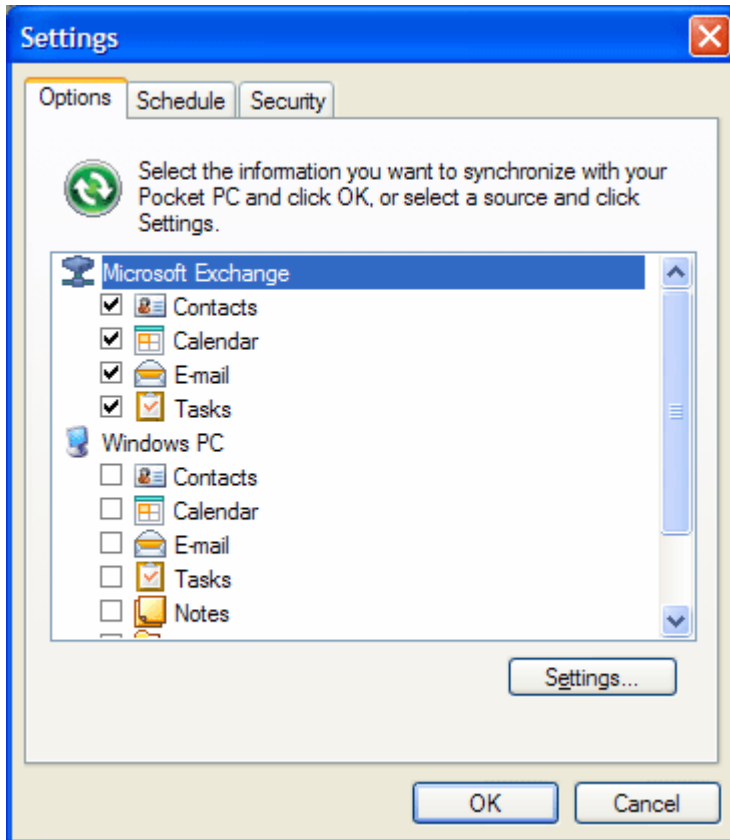
Backing up your PIM's to your PC using Activesync:

To back up your **Email, Calendar, Contacts, and Tasks** to your PC before updating your device software:

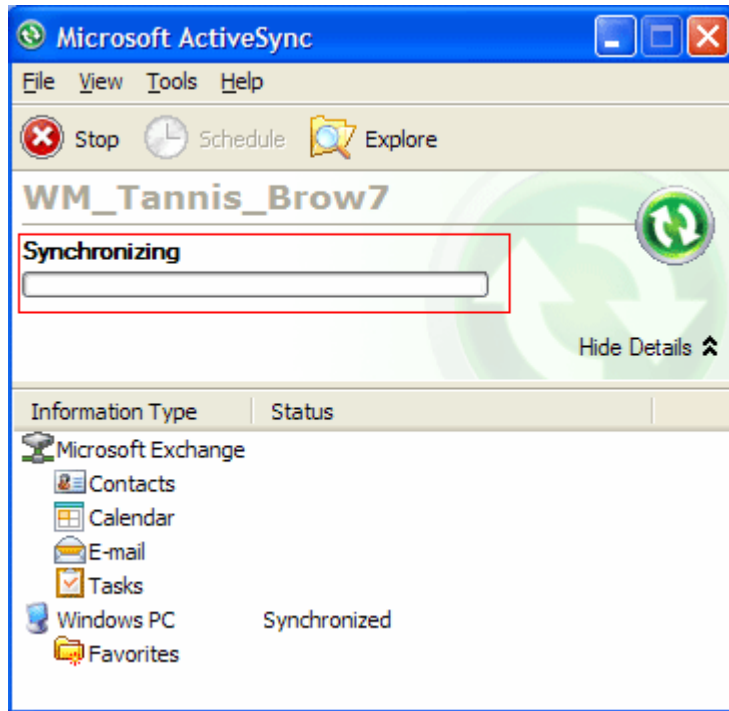
1. Connect your device to your PC with the USB cable.
2. Open Activesync (if it does not automatically open)
 - Once Activesync is open, it will automatically start looking for changes and then attempt to sync
3. Interrupt the sync by clicking on **Stop**.
4. Go to **Tools > Options**



5. Select the items to be synced.



6. Tap **OK** and your syncing will begin.



7. Once the sync has completed, all of the items that you selected will be both on your desktop PC and Device (until the new software is loaded).

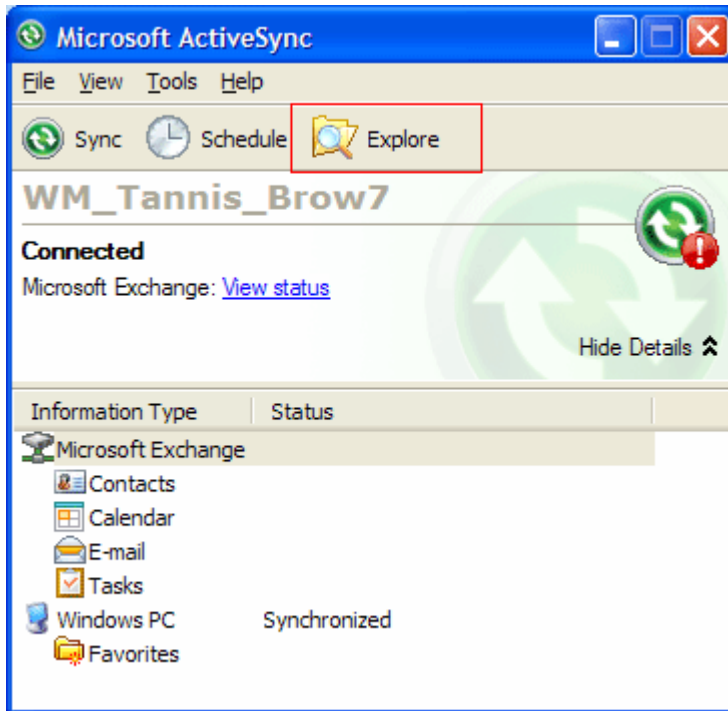
Backing up your Pictures, Music, Ringtones, Games and other files using Activesync:

The general sync that you just completed will **only** sync the items that are listed (and checked) under Options and this may not cover everything that you have on your device. If you have pictures, music, ringtones, games, and other files saved in the main memory of your device, they will need to be backed up separately. To back up these items, you will need to locate them on your device (could be stored in My Music, My Ringtones, My Documents and other folders) and copy them to your desktop.

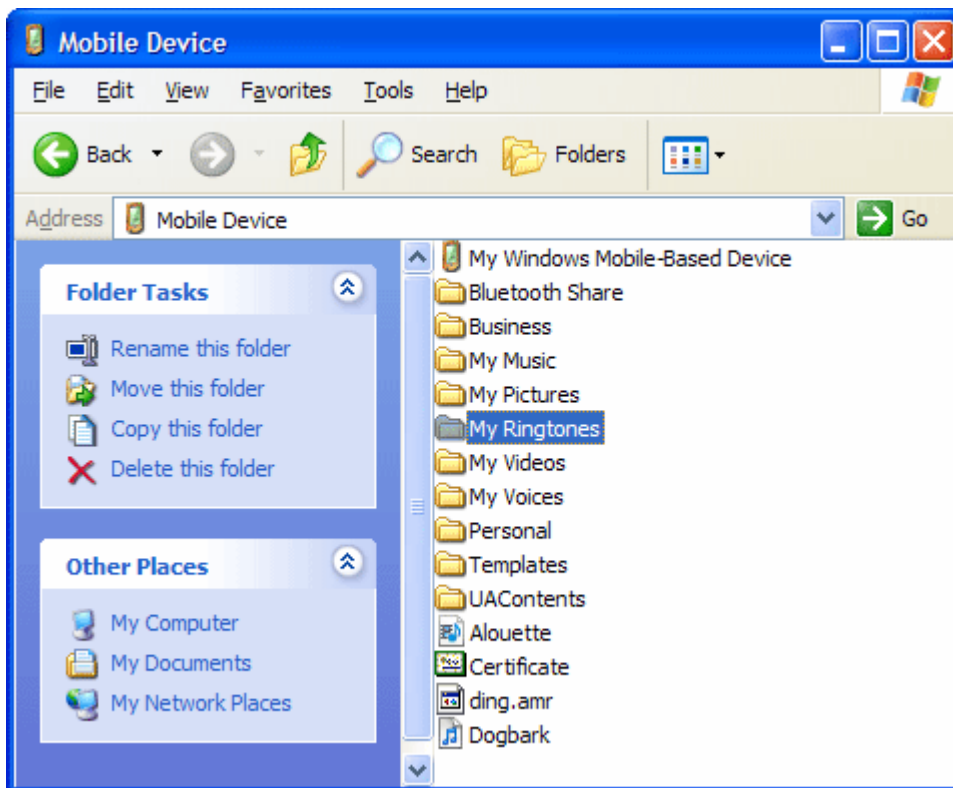
Creating a Backup of add-ons from the device:

1. Create a folder (or folders) on your PC to store the files in.
2. Connect your device to your PC with the USB cable.
3. Open Activesync (if it does not automatically open).
4. Once Activesync is open, it will automatically start looking for changes and then attempt to sync.
5. Interrupt the sync by clicking on **Stop**.

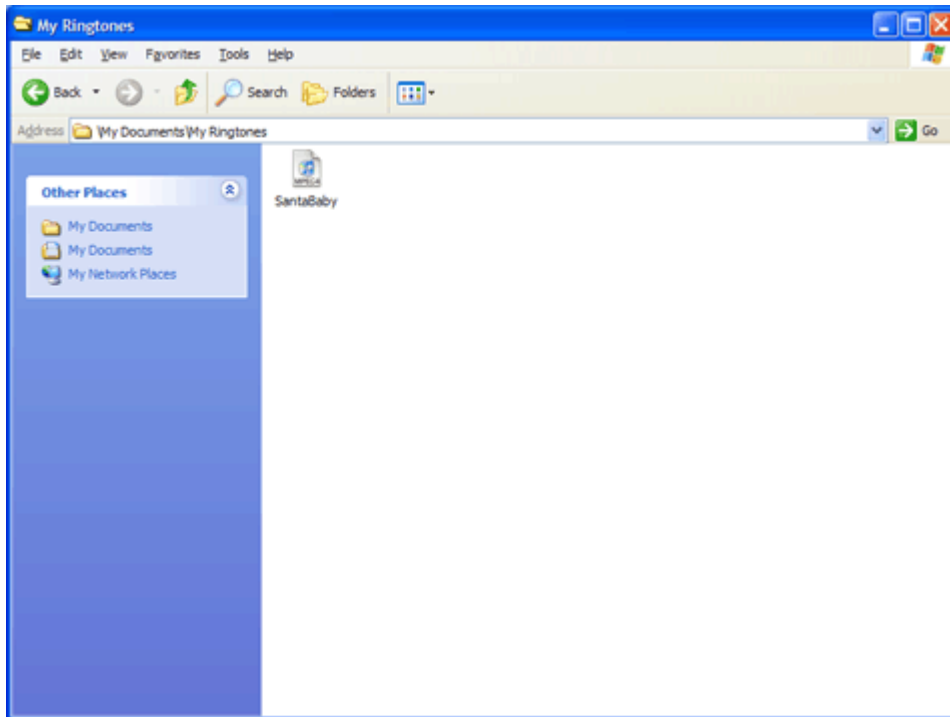
6. In Activesync, click on **Explore**.



7. Open one of the folders that houses your files (for example, My Ringtones).



8. Locate the file.



9. Drag and drop the file from that folder into the folder that you created on your desktop PC.
10. Continue this process until you have located and copied all of your files to your PC.

Note: There are more folders found in the **Windows Mobile Based-Device** folder that you may want to check for files as well. You may also want to take note of where the files were located for the restore process.

Additional Note: Data stored on the "Internal Storage" area of your device will not be overwritten by the upgrade process. However, it is highly recommended that you make up backup copies of this data as an additional safety measure.

You are now ready to install the updated software on your device.

Restoring the device:

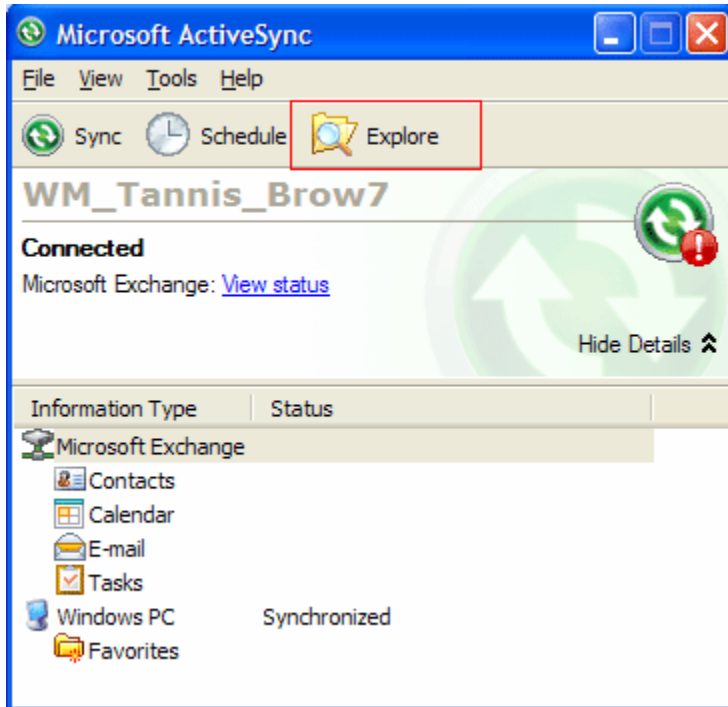
After you have backed up all of your files, installed the new software on your device and are ready to reload all of your personal info.

Restoring PIM's:

1. Connect your device to your PC with the USB cable.
2. Open Activesync (if it does not automatically open).
3. Activesync will prompt you to create a partnership; follow the wizard to complete this task.
 - Once the partnership has been created and the sync has run, all of the PIM info that you have on your desktop (and selected for sync in the wizard) will now be loaded on your device.

Restoring Add-Ons:

1. Open **Explore** from within Activesync.



2. Open the backup folder that you created on your PC.
3. Drag and drop the files from your PC back into the folders on your device.
Note: It is recommended that you place the files back into the folders that they were originally copied from.

Backing up your PIM's to your PC using Windows Mobile Device Center:

1. Connect your device to your PC with the USB cable.
2. Open **Windows Mobile Device Center** (if it does not automatically open).
 - Once **Windows Mobile Device Center** is open, it will automatically start looking for changes and then attempt to sync.

3. Click on the Stop icon to stop syncing.



4. Verify/Select the information to be synced by going to **Mobile Device Settings > Change Content Sync Settings**.



5. Select the items to be synced and click on **Save**.

6. Run a sync by clicking on the sync icon:



7. Once the sync has completed, all of the items that you selected will be both on your desktop PC and Device (until the new software is loaded).

Backing up your Pictures, Music, Ringtones, Games and other files using Windows Mobile Device Center:

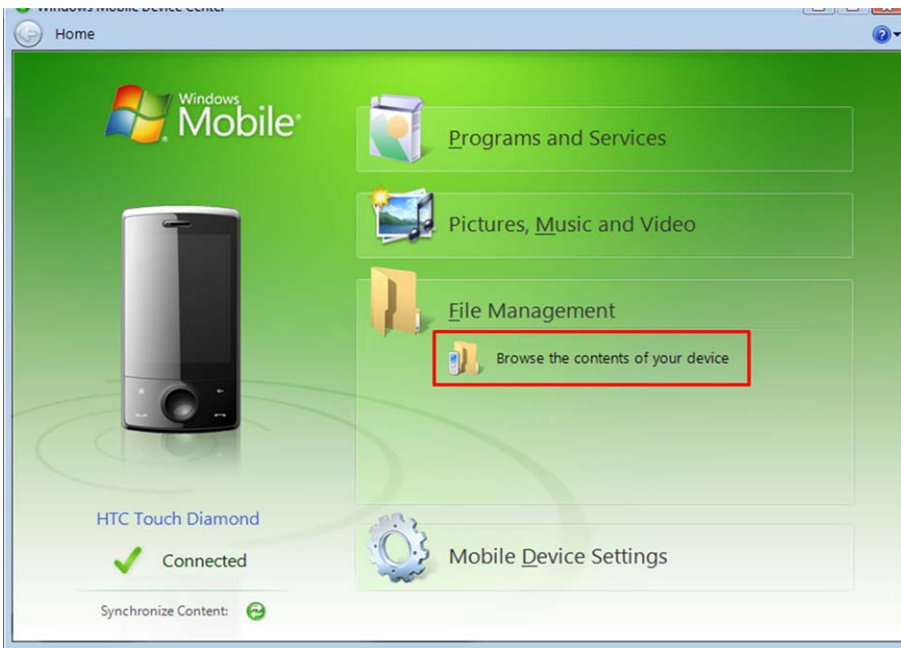
The general sync that you just completed will **only** sync the items that are listed (and checked) under Options and this may not cover everything that you have on your device. If you have pictures, music, ringtones, games, and other files saved on your device, they will need to be backed up separately. To back up these items, you will need to locate them on your device (could be stored in My Music, My Ringtones, My Documents and other folders) and copy them to your desktop.

Creating a Back up of add-ons from the device:

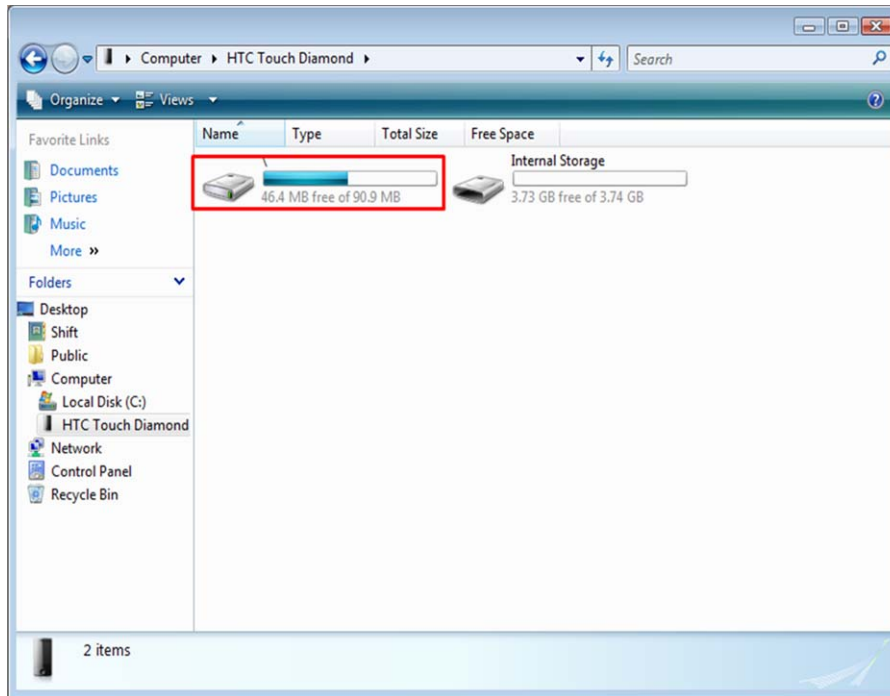
1. Create a folder (or folders) on your PC to store the files in.
2. Connect your device to your PC with the USB cable.
3. Open **Windows Mobile Device Center** (if it does not automatically open).
4. Once **Windows Mobile Device Center** is open, it will automatically start looking for changes and then attempt to sync; interrupt the sync by clicking on the **Stop Icon**.



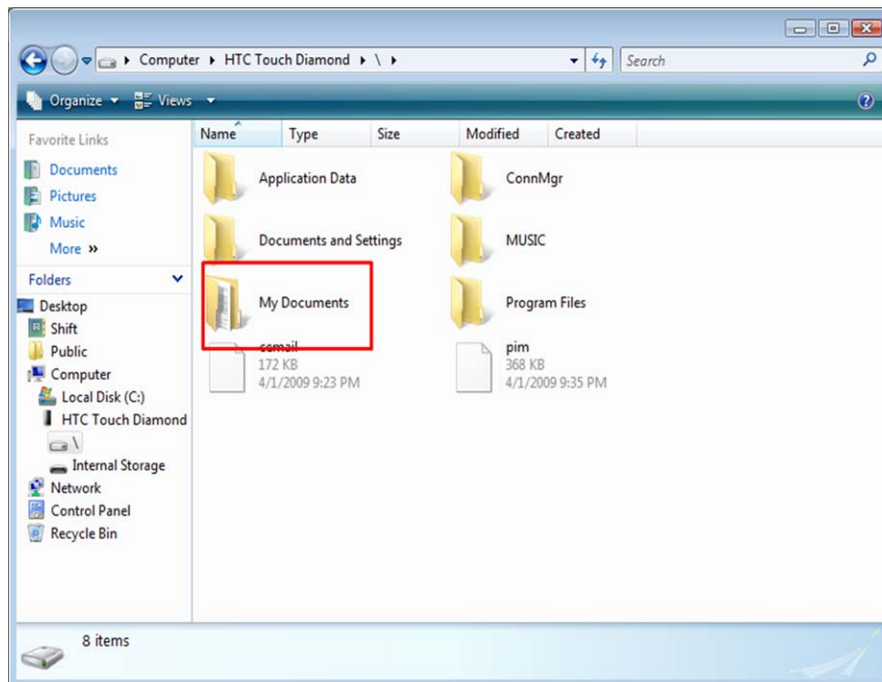
5. Select **File Management** > **Browse the contents of your device**.



6. Double-click to open your **Device** folder:



7. Open one of the folders that houses your files (for example, My Documents to see more folders).



8. Locate a file you would like to save. Drag and drop the file from that folder into the folder that you created on your desktop PC.

- Continue this process until you have located and copied all of your files to your PC.

Note: You may also want to take note of where the files were located for the Restore process.

Note: There are more folders found in the **Windows Mobile Based-Device** folder that you may want to check for files as well. You may also want to take note of where the files were located for the restore process.

Additional Note: Data stored on the "Internal Storage" area of your device will not be overwritten by the upgrade process. However, it is highly recommended that you make up backup copies of this data as an additional safety measure.

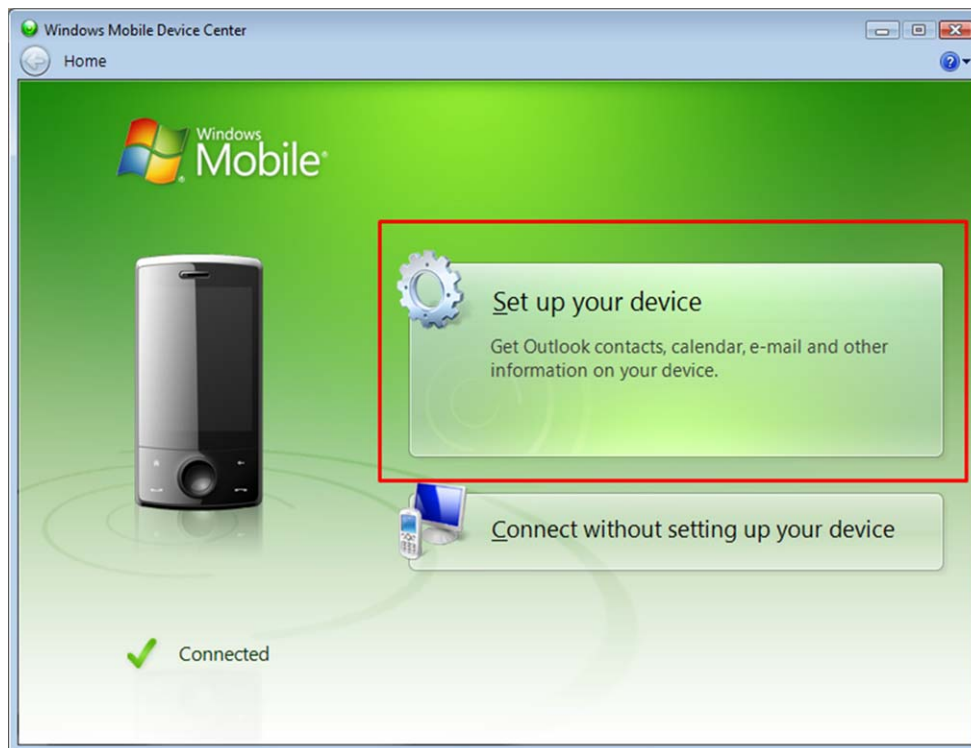
You are now ready to install the updated software on your device.

Restoring the device:

After you have backed up all of your files, installed the new software on your device and are ready to reload all of your personal info.

Restoring PIM's:

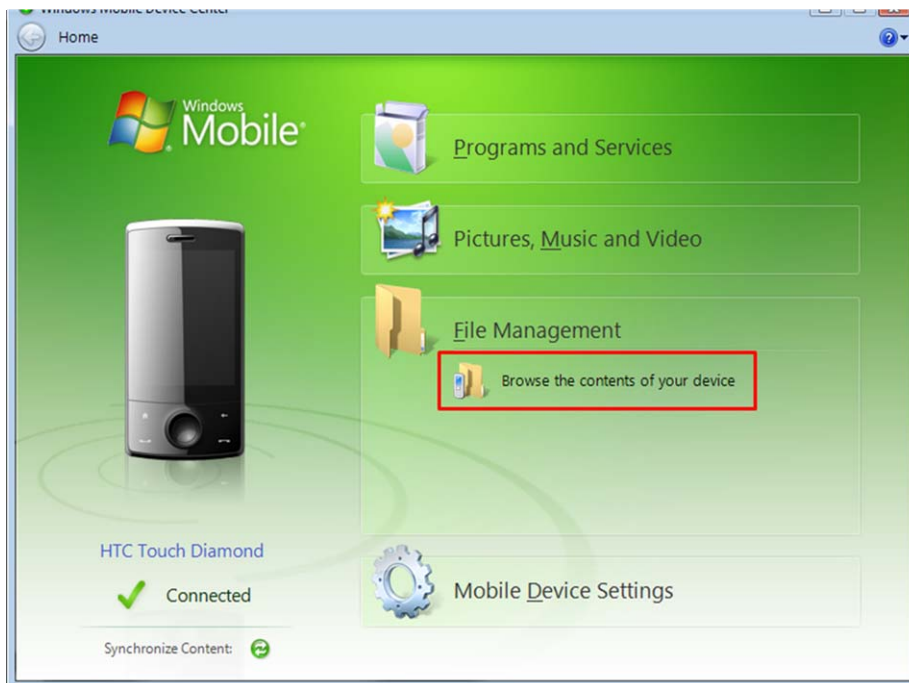
- Connect your device to your PC with the USB cable.
- Open **Windows Mobile Device Center** (if it does not automatically open).
- Select "**Set Up Your Device**" and follow the wizard.



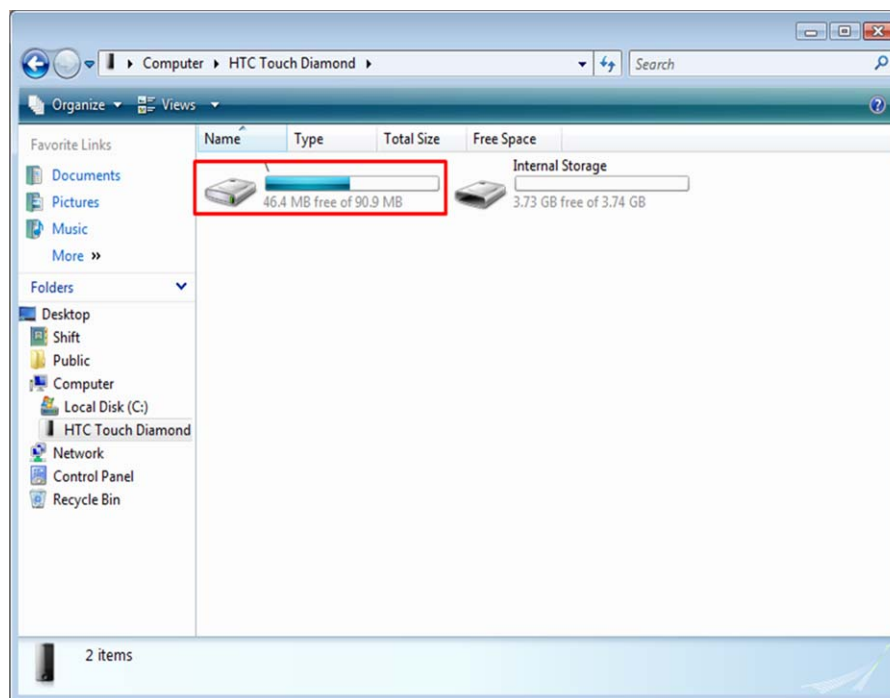
- Once set up is complete, run a sync and all of your PIM information will be loaded back onto your device.

Restoring Add-ons:

1. Go to **File Management > Browse the contents of your device.**



2. Double-Click your **Device** to open:



3. Open the backup folder that you created on your PC.

4. Drag and drop the files from your PC back into the folders on your device.

Note: It is recommended that you place the files back into the folders that they were originally copied from.

Your device has now been restored.