

Upgrade Guide

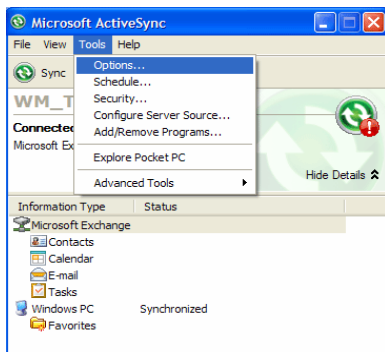
Step 1: Backing up your personal data on your HTC Touch Pro

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. If you do not backup your information you 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.

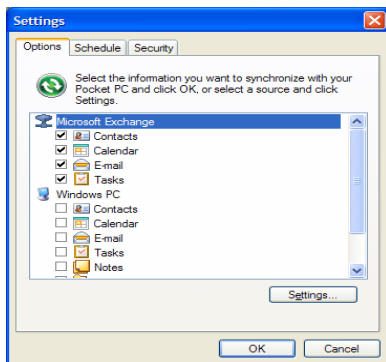
Backing up your PIM data to your PC using Activesync:

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

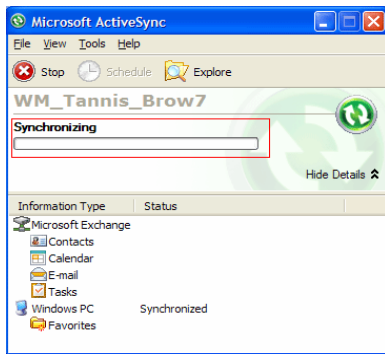
1. Connect your device to your PC with the USB cable.
2. Open Activesync (if it does not automatically open)
 - Once Activesync is open, it will automatically start looking for changes and then attempt to sync
3. Interrupt the sync by clicking on **Stop**.
4. Go to **Tools > Options**



5. Select the items to be synced.



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



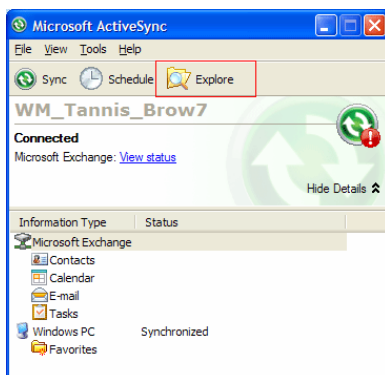
7. Once the sync has completed, all of the items that you selected will be both on your desktop PC and Device (until the new software is loaded).

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 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 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**.



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).

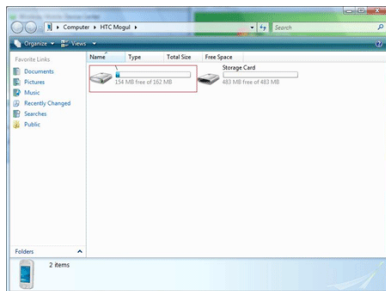
- Once **Windows Mobile Device Center** is open, it will automatically start looking for changes and then attempt to sync; interrupt the sync by clicking on the **Stop Icon**.



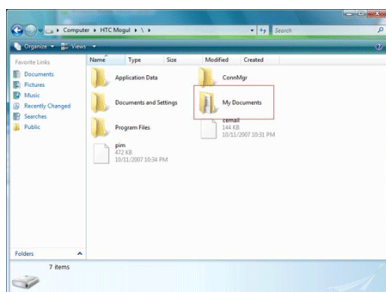
- Select **File Management > Browse the contents of your device**.



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



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



- 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.

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

Step 2: Upgrade Software on your device

From your computer, run the ROM Update Utility (RUU) to install the new software on your device.

The upgrade process takes up to 25 minutes. It is recommended that you close all programs on your PC prior to starting the update program and do not open any applications or files while the update is in process. All personal data stored on the device will be lost. Make sure you save all pictures, videos, and important files to your PC prior to performing the update process.

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



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

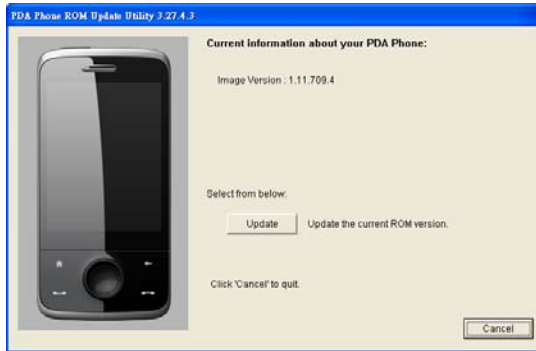


Note: You should read and follow all the instructions listed before clicking **Next**.

- 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.



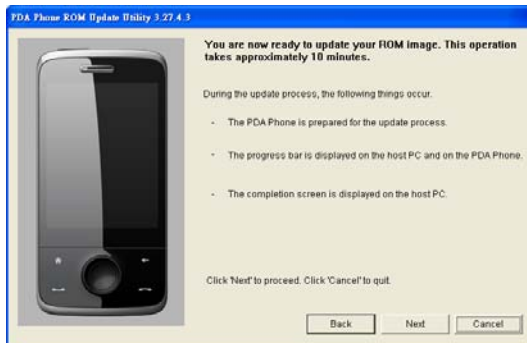
- Current information about the device, such as the model ID, image version and language will then be displayed. Click **Update** to proceed.



- 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.



- 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.

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



Go to section 3 to Restore your personal data back to your Mobile Device using ActiveSync (Windows Mobile Device Center, if you are running Windows Vista). (Optional)

Step 3: Restoring your personal data on your HTC Touch Pro

Your software upgraded on the device has been completed. You are now ready to reload all of your personal data that you backed up in step 1.

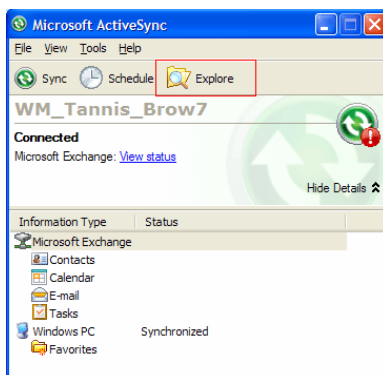
Restoring the device using Activesync:

Restoring PIM data:

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.

Your personal data has now been restored.

Restoring the device using Windows Mobile Device Center:

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 data:

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



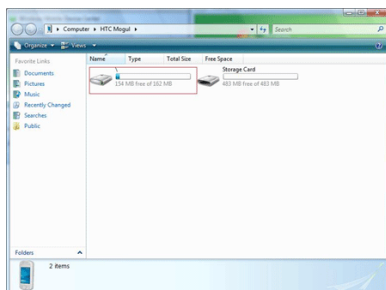
4. Once set up is complete, run a sync and all of your PIM information will be loaded back onto your device.

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 personal data has now been restored.