

Firmware Upgrade

ActiveSync Method

This process requires a Windows PC with either ActiveSync version 4.5 (for XP) or Windows Mobile Device Center (for Vista and 7). Request the latest firmware for your H21 from the support department.

- * Install a battery of at least 30% charge
- * Power on your H21
- * Connect the H21 to the PC via USB cables

Note: it is recommended not to use a USB hub and to connect directly to a USB port on the back of the PC as appropriate

- * Wait for ActiveSync or WMDC to display 'connected'
- * Launch the Firmware Upgrade Utility you requested previously
 - * Check the box on the first screen and select 'Next'
 - * Wait for the Utility to check your USB connection and battery life and then select 'Next'

You may check the box to 'Format extended partition' at your discretion. This does not affect the OS upgrade process, only formats the 'Disk On Chip' portion of the hard drive

- * The Utility will reboot the H21 into a firmware upgrade mode and proceed to upgrade the firmware
- * The 'Cancel' button will change to 'Finish' when the Utility has finished its part of the process.

You must still wait for the H21 to boot to the Windows Mobile Initial Setup dialog before the upgrade is complete.

You may disconnect USB but do *not* power off the H21 or remove the battery for any reason.

- * The firmware upgrade is complete when you see the following text on screen. You will hear two beeps from the H21 while it is loading. On the second you should see this text.

Tap the screen to set up your

Windows® phone