

Firmware Upgrade

SD Card Method

This process requires a micro SD card up to and including 16GB capacity.

- * Request the latest firmware for your specific H21 from the support department
- * Copy the firmware files to a blank micro SD card. The firmware files must be uncompressed (unzipped) before copying to the SD card. There are many files in the 'flash' download. All must be copied to the SD card for the installation to be successful.
- * Power off our H21.
- * Install the SD card into the H21. Note that there is a slide lock for the SD card door inside the battery compartment that must be unlock before the door will open. It is recommended to lock this door during the upgrade process. when properly inserted the contacts on the SD card will be facing the front of the device.
- * Insert a battery with at least 30% charge and close the battery door. Both the slide and turn lock must be engaged for the upgrade to proceed.
- * Make sure the H21 is not connected to the AC adapter or to a PC via USB.
- * While holding the keys <capture>, <right scan> and <volume down> press and hold the power key.

The capture key is on the right side of the phone with an icon of a camera on it. The right scan key is just above the capture key. The volume down key is the portion of the double-button on the left side of the phone that is closest to the left scan key.

- * It takes only a second for the firmware upgrade screen to load. This is a black screen with bluish text. It takes only a minute or two for the firmware upgrade to complete.
- The process is done when you see the following text on the screen. This will be spelled out very large at the bottom of the screen.

Download

OK

- * Using the stylus press the reset switch on the left side of the device. If the device does not reboot automatically simply press te power key at the top of the device.
- * 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