

HTC Dream Required Software Update

OVERVIEW

THIS IS A CRITICAL SOFTWARE UPDATE PROVIDED BY HTC TO ENABLE 911 CALLING ON YOUR PHONE.

You will be compensated automatically for this inconvenience with a credit of one month of data fees.

BEFORE YOU BEGIN:

1. Allocate approximately 20 to 30 minutes.
2. Disable Standby/Sleep Mode on your PC.
3. Ensure that your Dream has a battery level of at least 50%:
4. Make sure your laptop is connected to the power source or battery is at least 75% charged.
5. **Backup your personal data: All personal data (contacts, applications, photos, bookmarks, etc) stored on the device will be lost after the update process. There are also 3rd party applications on Android Market place to back up your applications and personal data.**
6. Do not interrupt the ROM software update process.
7. Turn off Debugging
 1. Press Menu
 2. Select Settings
 3. Select Applications
 4. Select Development
 5. Uncheck USB debugging

Hardware Requirements

- 1 GHz or higher processor clock speed recommended
- 512 MB of RAM or higher recommended
- 50 MB of available free hard disk space
- 1 USB Cable 2.0 is required

System Requirements – Supported Operating Systems (PC)

- Windows XP
- Microsoft Windows Vista

System Requirements – MAC Operating System

- **Not currently supported**

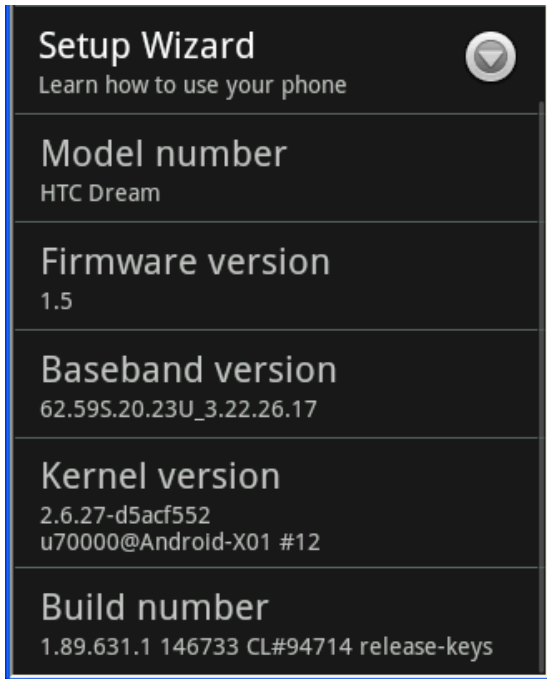
If your system does not meet the above requirements or you are using a MAC please contact Rogers at www.wireless.rogers.com

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VERIFY CURRENT SOFTWARE ON YOUR DEVICE

1. Press Menu button
2. Select Settings
3. Select About phone
4. Scroll down to Build Number.

Refer to the image and note the Build Number version listed. If you have the same Build Number version there is no need to update this software.



DOWNLOADING THE SOFTWARE

1. Go to www.rogers.com/techsupport
2. Select HTC from the Brand drop down and Select Dream from the Model drop down
3. Download the following software and save it to your PC.
 - a. HTC Sync
 - b. HTC Dream ROM Update Utility (RUU) January 2010
4. Navigate to the folder where you download the software to and unzip both.

INSTALLING HTC SYNC

1. Navigate to the folder where you unzip the HTC Sync

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2. Double Click on the Install.exe file to install it to your PC.
(Please close all running programs and temporarily exit your anti-virus program when you install the HTC Sync)
3. Follow the prompt to complete the installation.
 - a. Select your language and press Ok.
 - b. Click Next to continue.
 - c. Read the license agreement, select I accept the terms of the license agreement and press Next.
 - d. Click Next to accept the default installation and press Next
 - e. Click Install to begin the installation
 - f. The wizard will take a few minutes to install software. Click Finish to complete.

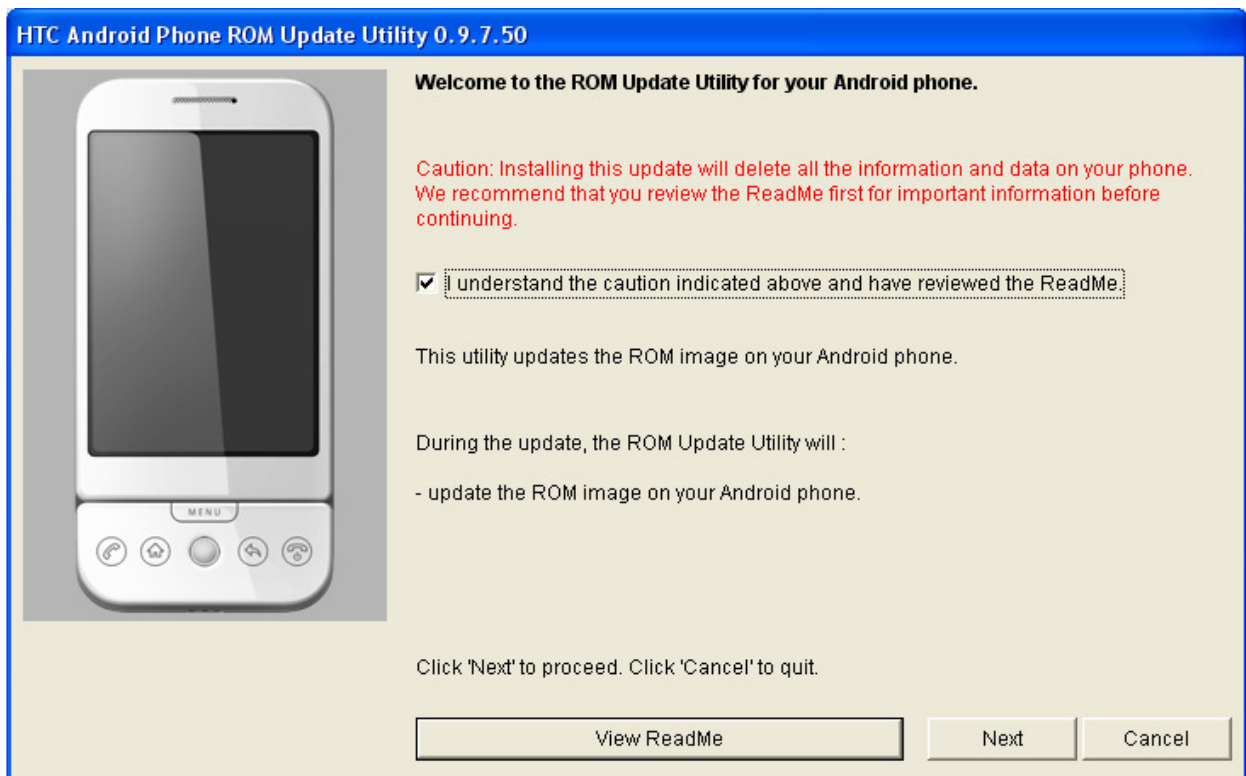
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UPDATING THE DREAM SOFTWARE

IMPORTANT NOTE:

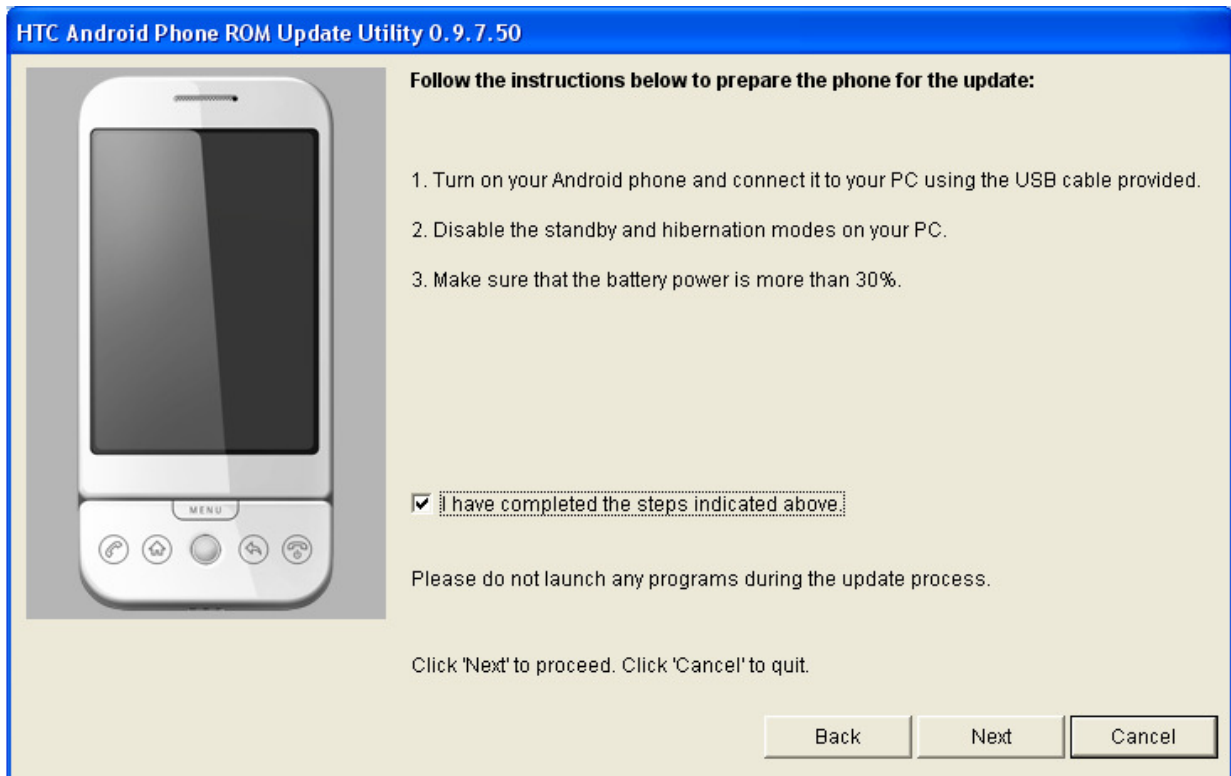
All personal data (contacts, applications, photos, bookmarks, etc) will be deleted from the device during the update process. There are also 3rd party applications on Android Market place to back up your applications and personal data.

1. From your PC, launch HTC Sync
2. Connect you Dream device to your PC using the USB cable.
(if the phone is not connected to the PC there will be a sync failure)
3. On your phone, check Notifications on the status bar for the icon to confirm if HTC Sync recognizes the phone.
4. Navigate to the folder where saved the ROM Update Utility (RUU)
5. Double Click on the Install.exe file.
6. On the **Welcome Screen**, click **Next** to begin the ROM software update installation.
7. On the next screen, follow the listed instructions in the dialog box first. When you are done, click Next to proceed.

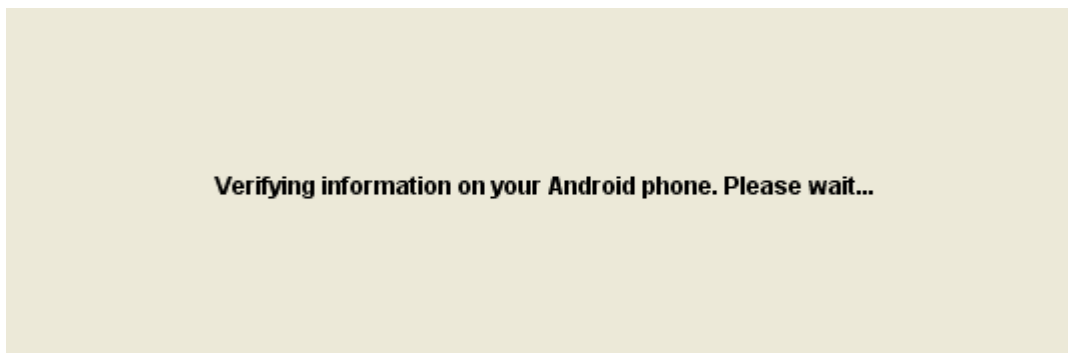


Note: You should read and follow all the instructions listed before clicking **Next**.

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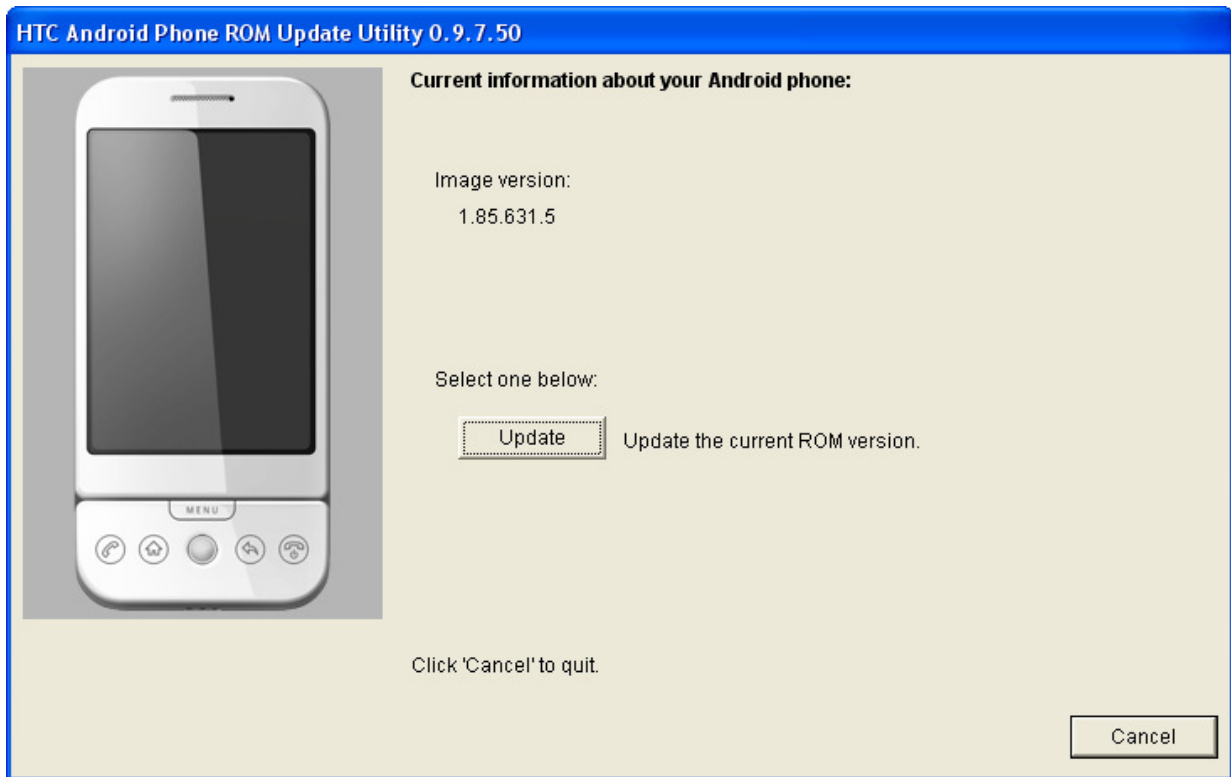
The following message will then be displayed, indicating that the utility is verifying and acquiring information about the device in preparation for the update process. Wait for this verification process to finish.



3. Information about the device, such as the current Image version will then be displayed. Click **Update**

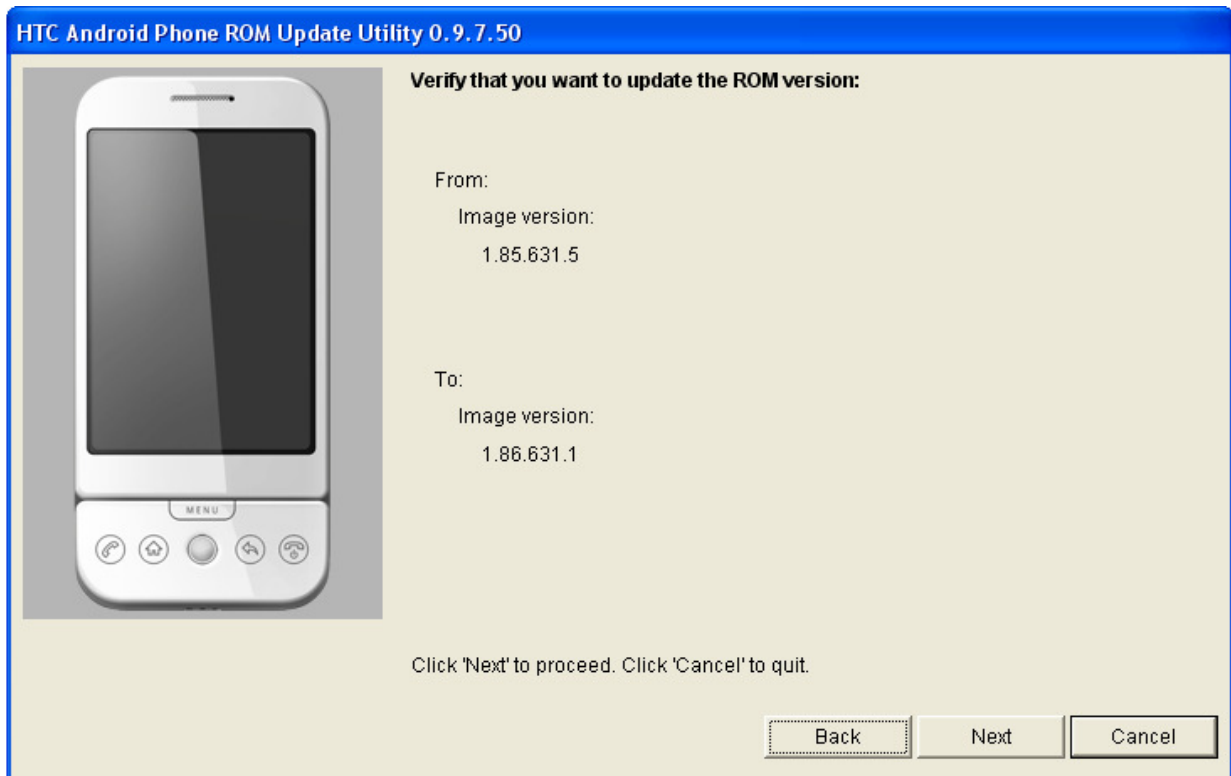
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to proceed.

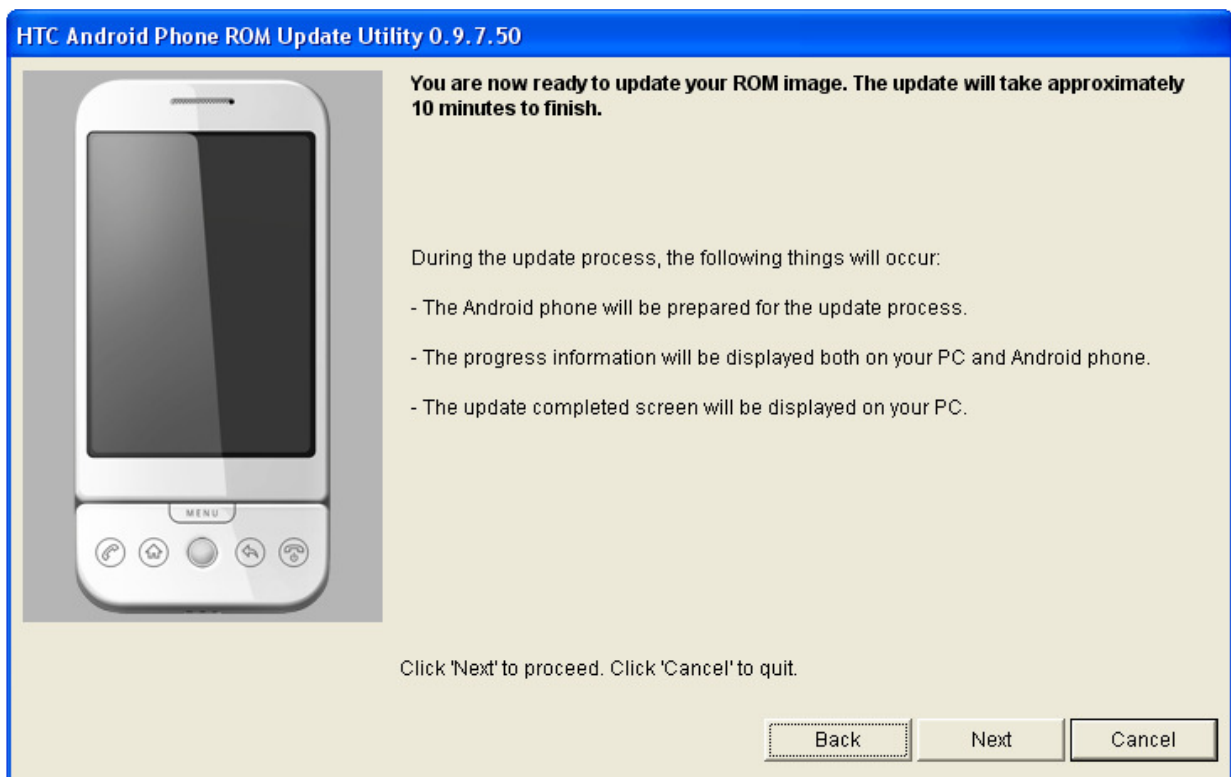


4. Below the device information, information about the new ROM software update will then be displayed. If you are certain that you want to install the new ROM software update on the device, click **Next** to proceed.

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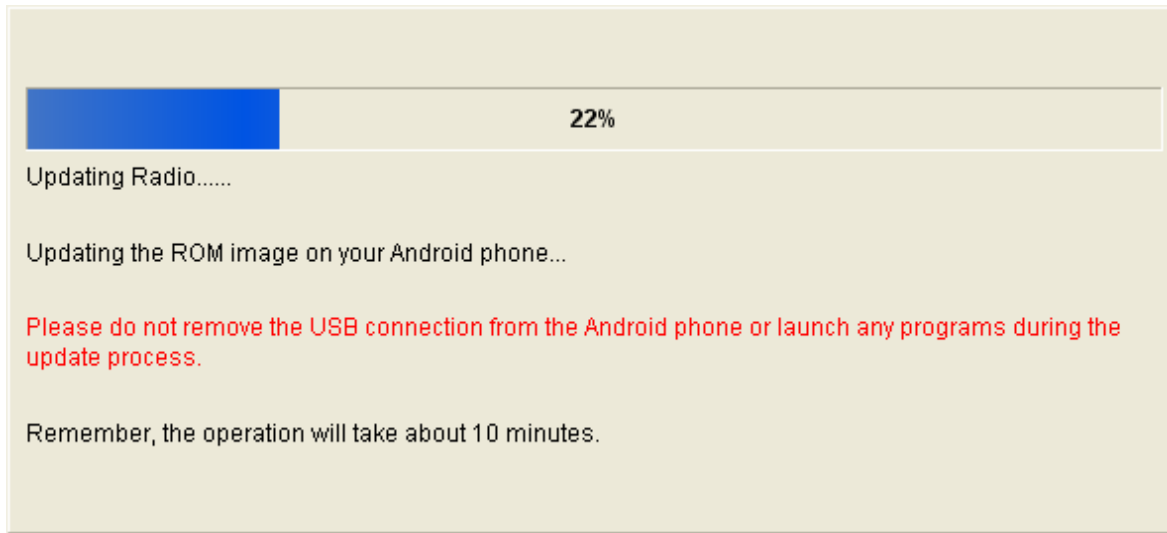


5. A confirmation message will appear and will show the length of time it will take to copy the necessary files (including radio image) to the device. Click **Next** to begin the update.



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A progress bar will run through the screen during the update process.



Note: In the middle of the ROM software update process, the progress bar may stop running. **This is normal**, as the RUU is adjusting itself to complete the update process automatically.

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

