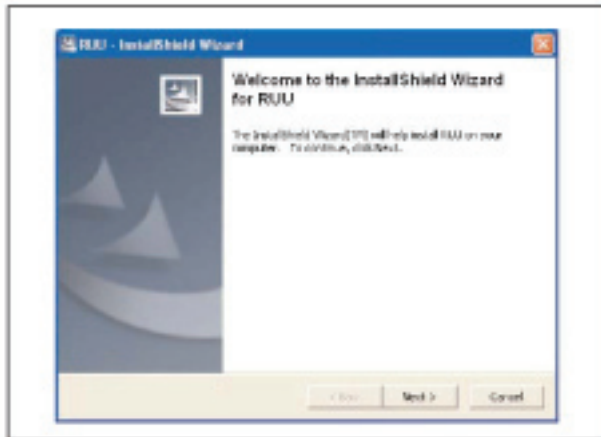


Software installation guide



Step 1

Download the file from the site to your PC [eg.xx_xxxx_xxxxx_xxx_xxxx.Ship.exe] to the computer hard drive (Note: please do not download or run directly to / from your mobile device over the internet as this will be very slow, you will loose your connection and the device will crash.The upgrade must only be performed from a PC device via a Sync cable/cradle once the file has been downloaded to the PC locally).

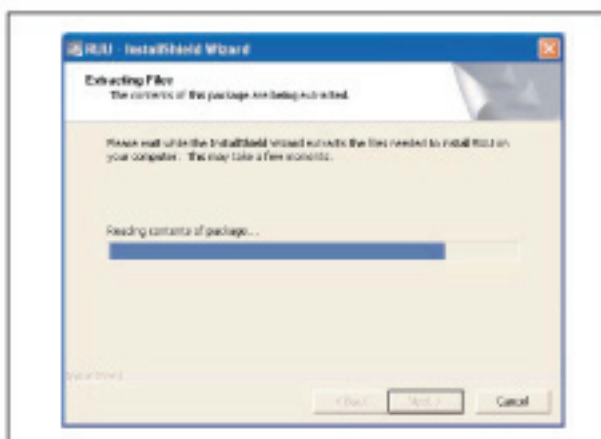
Note: ensure the device is docked/connected to the cable and ensure both the power cable and USB Sync cables are plugged in.

Turn on the device and wait until it powers up.

Start Active Sync to ensure the Sync connection has been made - you can just login as 'guest' if you like, by pressing cancel when it asks for a partnership, this should leave the device in 'guest mode'.

Instructions for customers who have data on their device can be found directly on the site. Ensure all customer data, settings or additional applications are backed up onto your PC prior to upgrading the new ROM build via Active Sync.

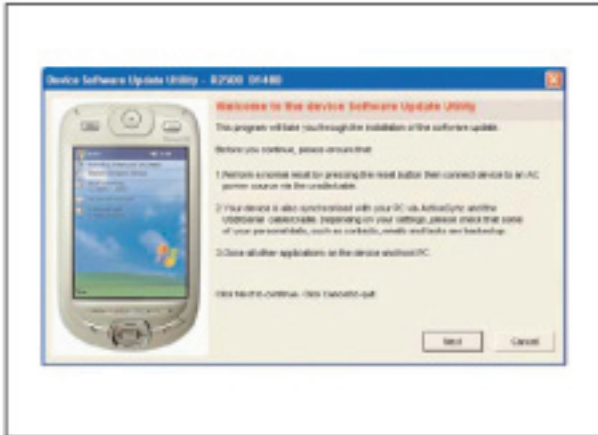
Once the file has been downloaded to the PC to start the installation process, double click on the installer file name [eg. xx_xxxx_xxxxx_xxx_xxxx_Ship.exe].



Step 2

You will then see the progress bar.

Software installation guide



Step 3

This screen will appear. Check the instructions and press continue to progress.



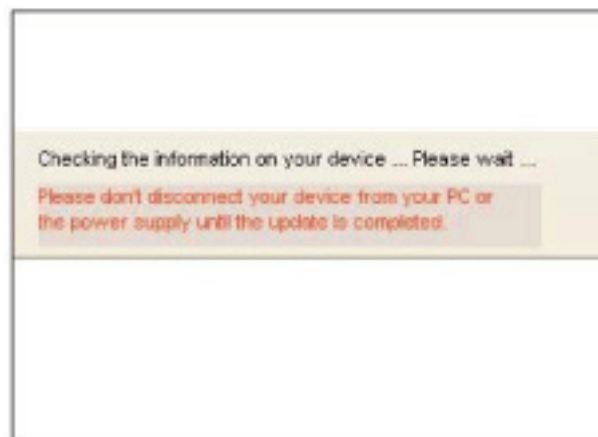
Step 4

You will then see this screen.



Step 5

Hit the update button.



Step 6

You will then see this screen.

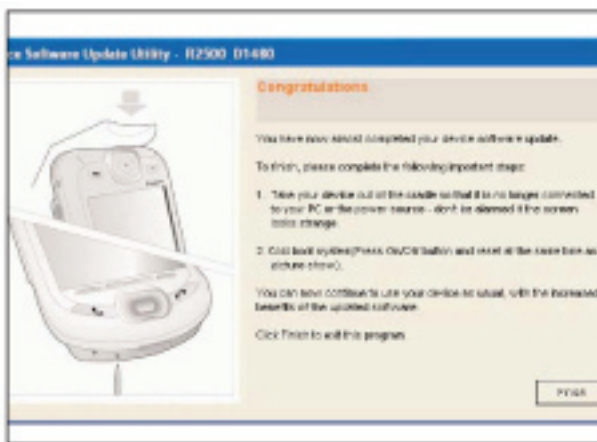
The screen on your PDA will go grey, don't worry it is preparing to update.

Software installation guide



Step 7

The updating sequence will take approx 20 minutes to complete - so make a coffee.



Step 8

Follow the onscreen instructions carefully.

Completion

Once 100% complete, the screen will confirm a successful upgrade.

The device should automatically reset itself and go through the startup sequence again on it's own.

Initially this usually takes some time [up to 5 mins].

Notes

All devices need to be turned on whilst they are attached to the USB cable or in the Sync cradle for this to work. Software must be downloaded first from the site then run via the Sync cable to the device.

Only reboot at the end of the upgrade.

If the device gets stuck for any reason, i.e. sits on 19% for 20 mins without moving, then cancel the upgrade by removing the device from the USB cable/ cradle and start again. The upgrade process should instruct the user to progress through a 'recovery' sequence to remove the battery and restart the upgrade process, just follow the instructions.