

Thunderbolt by HTC Software Upgrade



Overview

To help you with the mandatory system update for your Thunderbolt by HTC, this page contains the following information:

- System Update Instructions
- System Update while You Are Roaming

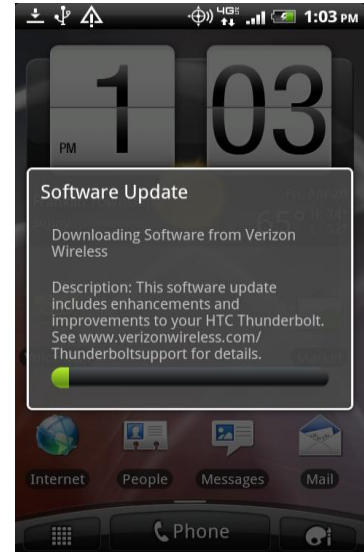
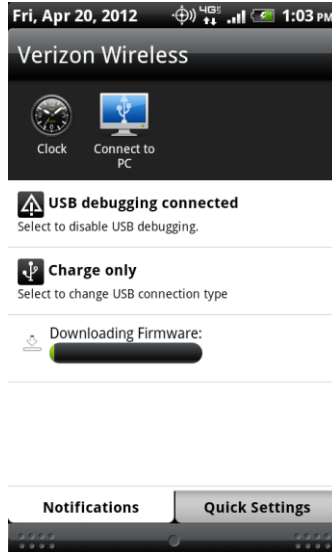
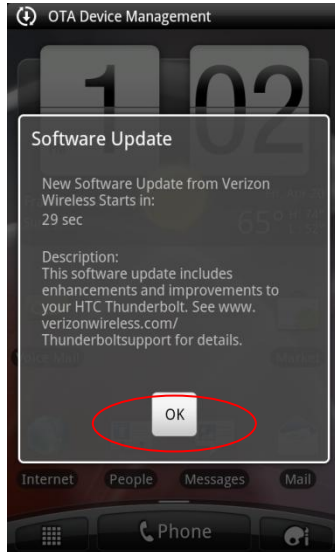
Here are a few hints to make the process quick and easy:

- It will take you approximately 15-20 minutes to download the software, depending on network conditions.
- Once you download the software, the next step is to install it onto the device. Installation should take up to 10-20 minutes additional. Keep in mind that during the installation you will be unable to make or receive calls, including emergency calls.

Note: The size for this software upgrade is 61.079MB.

System Update Instructions

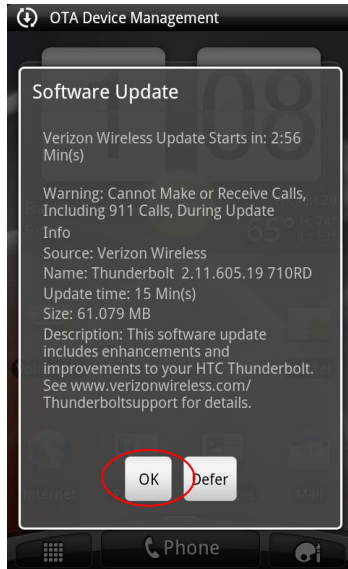
1. You will be notified that a system update is available on your device. Touch **OK** and the download will begin.



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2. Touch **OK** and the software update will begin. Installation will begin immediately. The device will reboot 3 times then enter system without setup wizard.



3. Users can check the status of their software or check for new software updates by going to Settings > Software update > Status or Check new.

System Update While You Are Roaming

1. If you are roaming you will not receive a system update notice. You will need to be in an area where Wi-Fi is available. Enable Wi-Fi on your device. Connect to Wi-Fi and wait for the update notice to appear.
2. To enable Wi-Fi on your device, go to "**Settings**" > "**Wireless & networks**". Touch "**Wi-Fi**" to enable.

If the system update fails to install, you will get an error screen. However, this only means the software did not install properly. Remove and re-insert the battery and power the device back on. The device will power back on with original software and will prompt you once again to install the system update.

If the update fails again, please visit www.verizonwireless.com/contactus .