



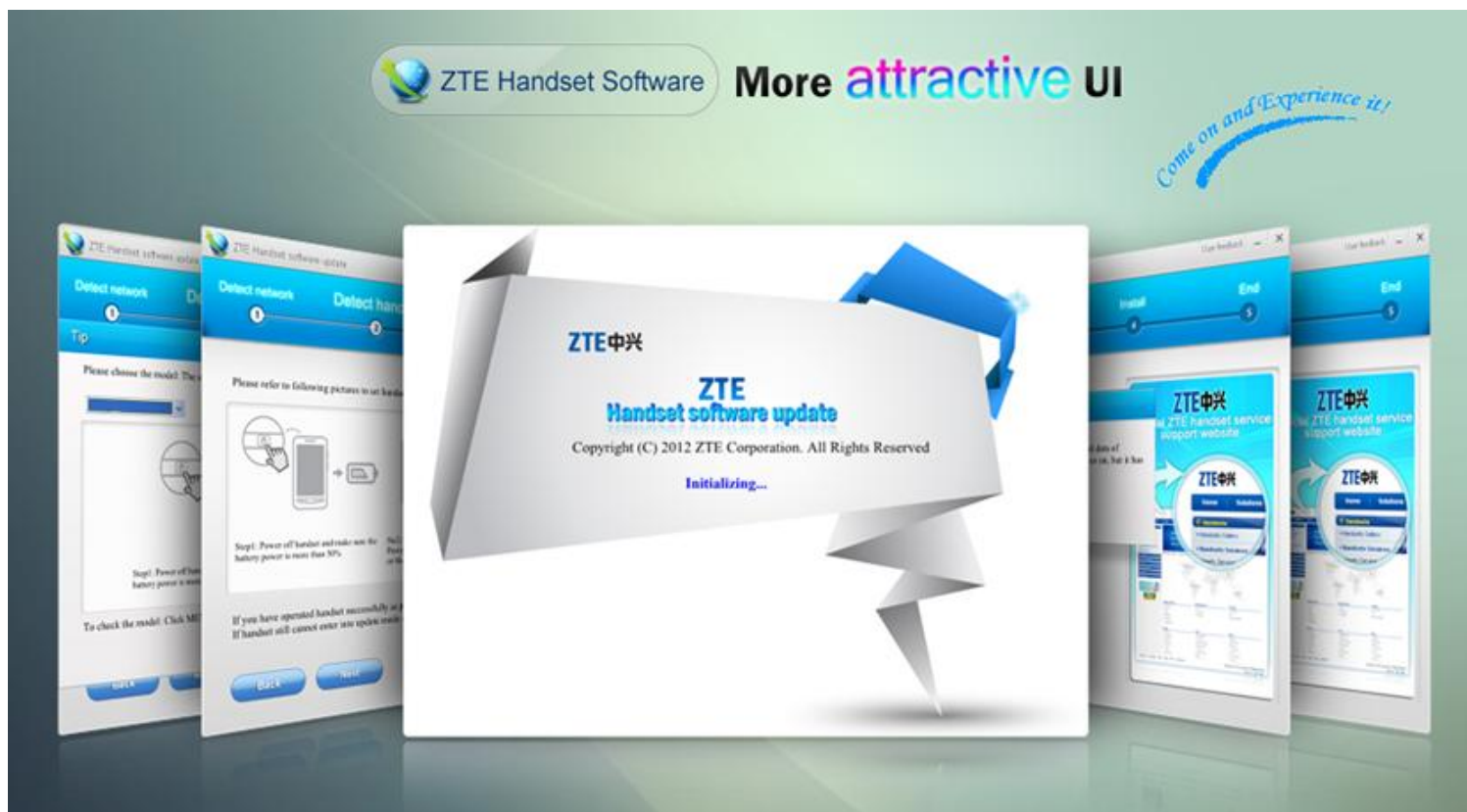
# Introduction of ZTE Handset Online Upgrade tool (V1.0 version)

26-Sep-2012

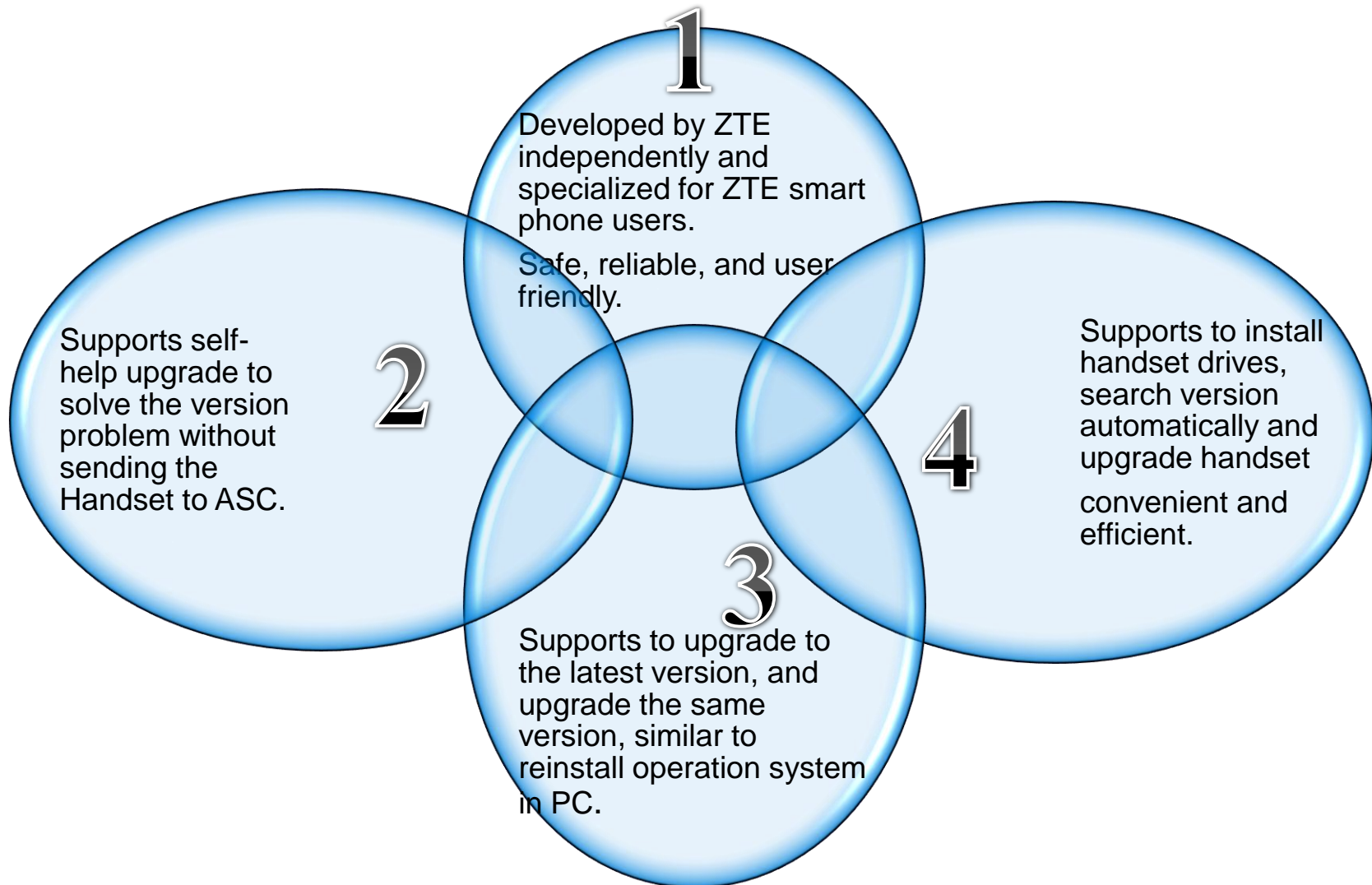
*Bringing you closer*

# 1. Introduction of ZTE Handset Online Upgrade Tool

The handset online upgrade tool is developed by ZTE independently for ZTE smart phone users. After installed in PC and connected with network, the tool will search the handset version automatically and upgrade the handset. The tool supports Windows XP /VISTA /WIN7 32 and 64 bits operation systems, but not for MAC system.



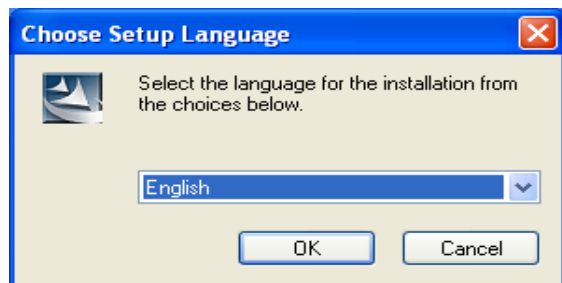
## 2. Why do I choose ZTE Handset Online Upgrade Tool?



### 3. Install and Uninstall Tool

#### ■ Installation

- (1) Double-click  Setup.exe
- (2) Select language(The same as OS by default )



- (3) Follow the steps according to the prompts
- (4) After installation finished, the shortcut icon will appear on desktop automatically.



#### ■ Uninstallation

Method 1:

Click "Start" → "All applications" → ZTE update tool → ZTE Handset online upgrade tool, select uninstall

Method 2:

Uninstall from Windows Control panel, select ZTE Handset online upgrade tool and click "Remove program"

## 4. Upgrade Notices

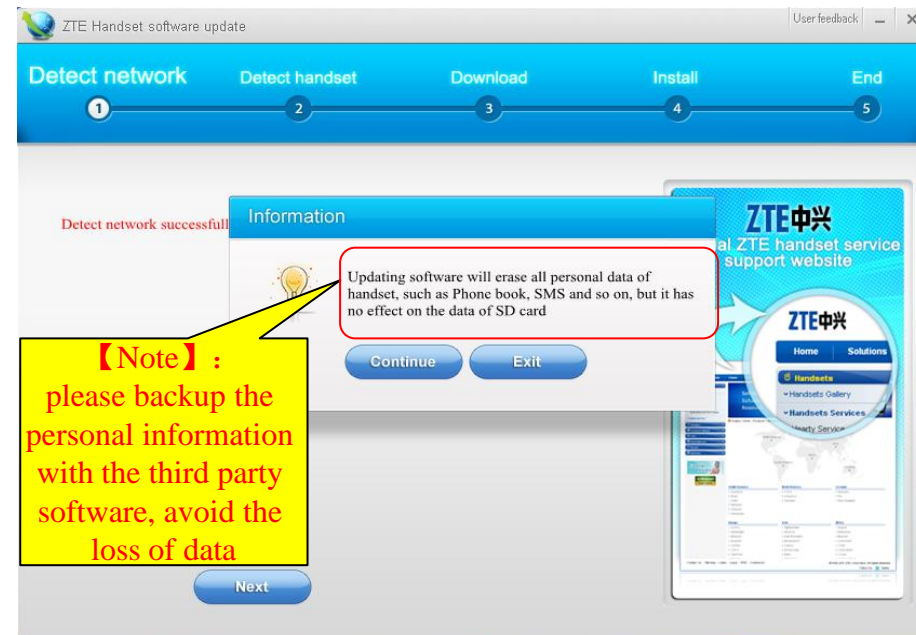
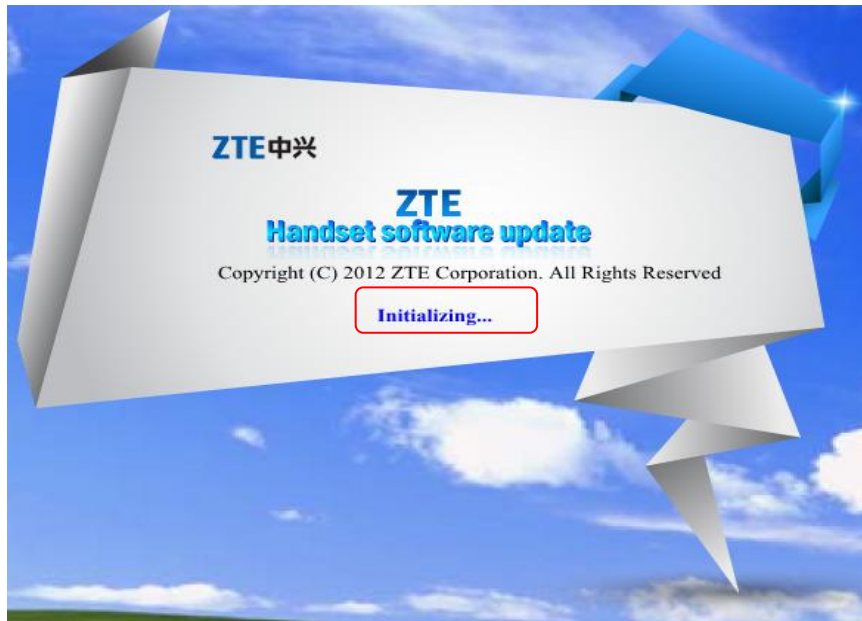
### 【Notice】 Please read carefully before upgrade

- (1) The ZTE handset online upgrade tool can clear user's information ( including contacts, messages, call records, images, personal settings, the third party software installed by yourself and so on) Consequently, you must backup data with the third party software before upgrade, in order to avoid data loss;
- (2) Please ensure the battery be sufficiency(at least 50%);
- (3) The tool is only suitable for ZTE smart phones, supporting version upgrade for the same operator and version, and from lower version to higher version ([see version statement](#)) , but not upgrade for other brands Handset;
- (4) The misoperation during upgrade can cause that you can't power on handset. In case it happens, please contact with:
  - Customer service for devices: **4008809999** (hotline)
  - To consult or make complaints on devices on [ZTE Handset Website](#)



## 5. Tool Operation Guide

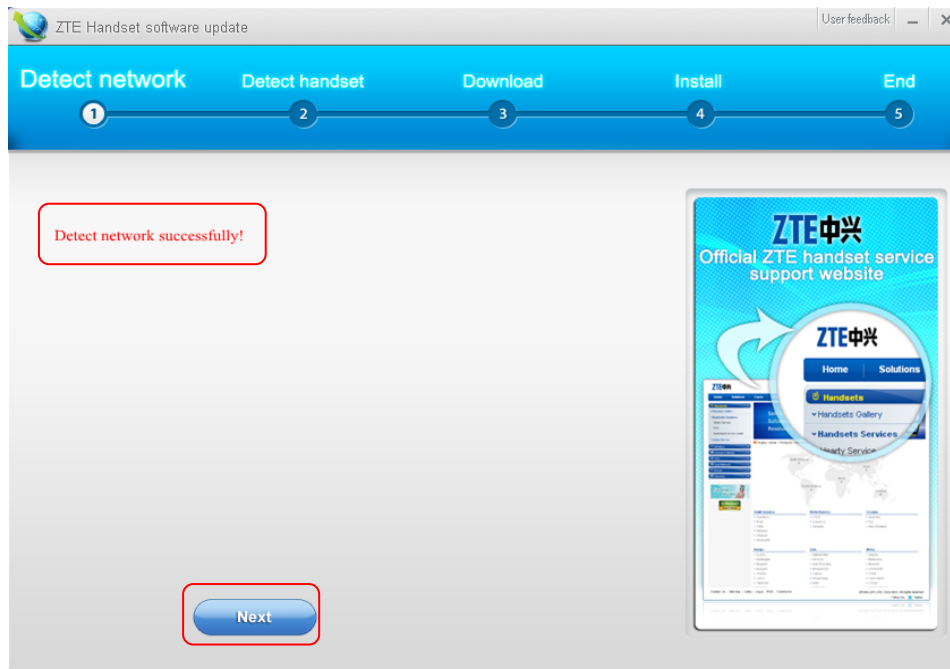
1. Double click the tool to start software initialization, and download the drives of Handset. It takes longer time for the first time, please wait patiently.
2. Detect network and remind backup  
After initialization finished, it starts to detect network and remind to backup personal information. **It is recommended to backup personal information with the third party software to avoid data loss.** After backup finished, click “Continue”.



## 5. Tool Operation Guide

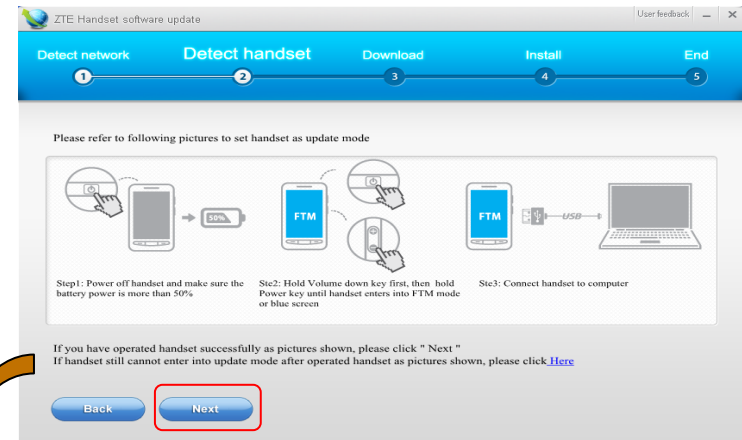
### ■ 3. Ensure network connected

After network detected successfully, click "Next" to continue. **In case of the network failure, [Please refer to FAQ](#)**



### ■ 4. Connect Handset to PC according to the diagram below

Set handset enter into upgrade mode, connect it with PC, and click "Next". **Refer to the diagram below as a common way to enter into ZTE smart phone to upgrade mode,**



**If failed to enter into upgrade mode. [click here](#)**

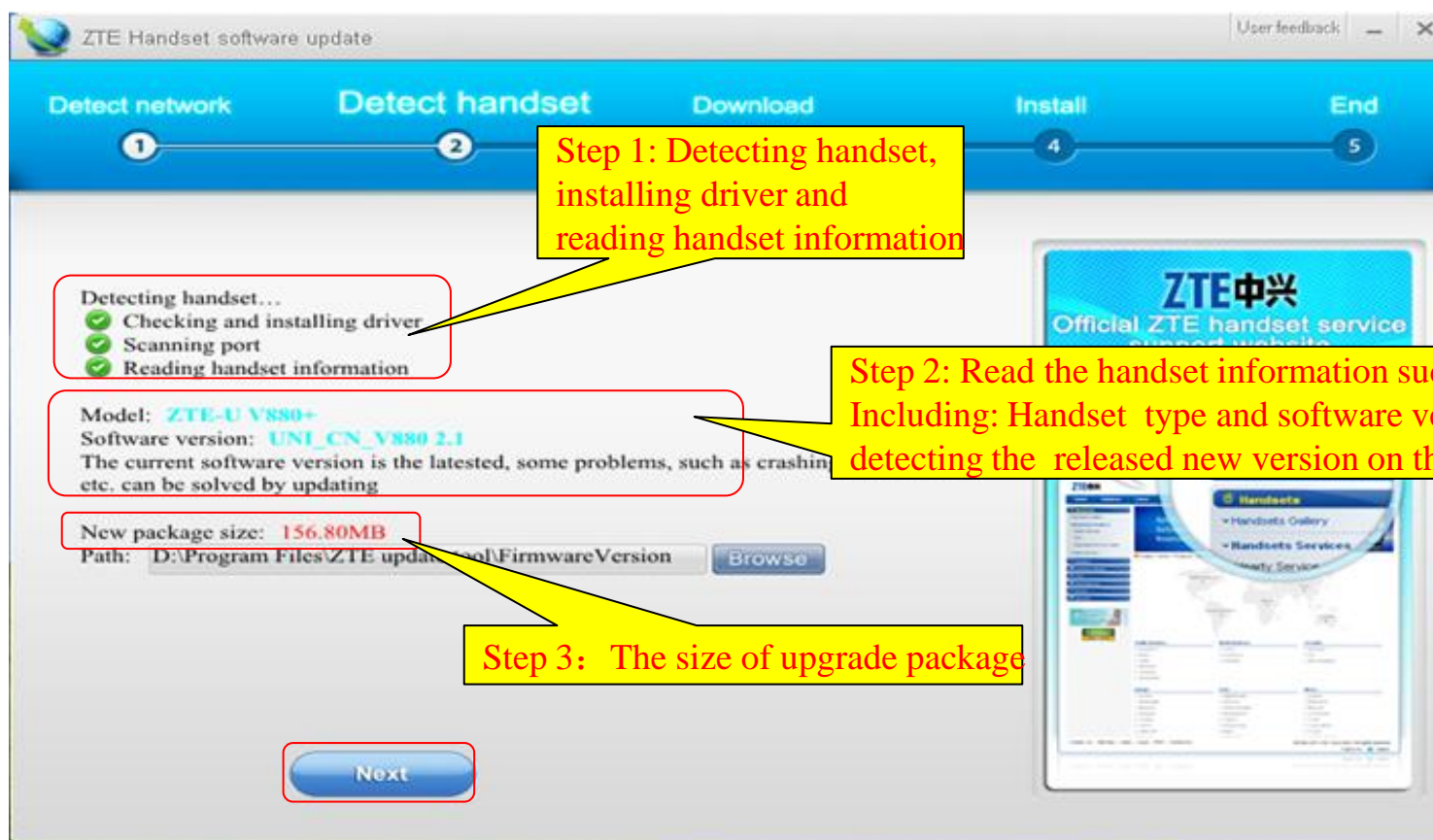
If you have operated handset successfully as pictures shown, please click "Next"  
If handset still cannot enter into update mode after operated handset as pictures shown, please click [Here](#)



## 5. Tool Operation Guide

### ■ 5. Read handset information

The tool starts to detect the connection between Handset and PC, Handset information and upgrade packages. It takes long time to read the information, please wait patiently. Click “Next” to continue.





## 5. Tool Operation Guide

### ■ 6. Remind to backup again

After information detection finished, the tool reminds you to backup again. If you have backup already, just click “continue”.



### ■ 7. Download upgrade packages

The tool downloads automatically. The download file size, speed and remaining time is displayed in the window. The download time depends on network bandwidth, please wait patiently.



## 5. Tool Operation Guide

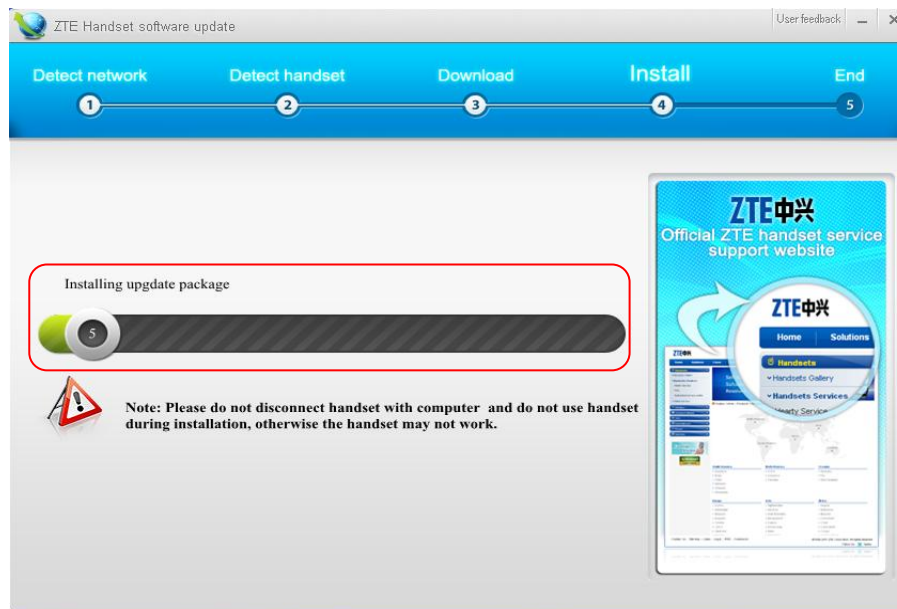
### ■ 8. Install upgrade packages

After download finished, the tool will install automatically. **Notice: never break the connection between the Handset with PC, which can cause that upgrade failed and the phone cannot power on.**

### ■ 9. Upgrade successfully

If it appears successful in the window, upgrade is successfully.

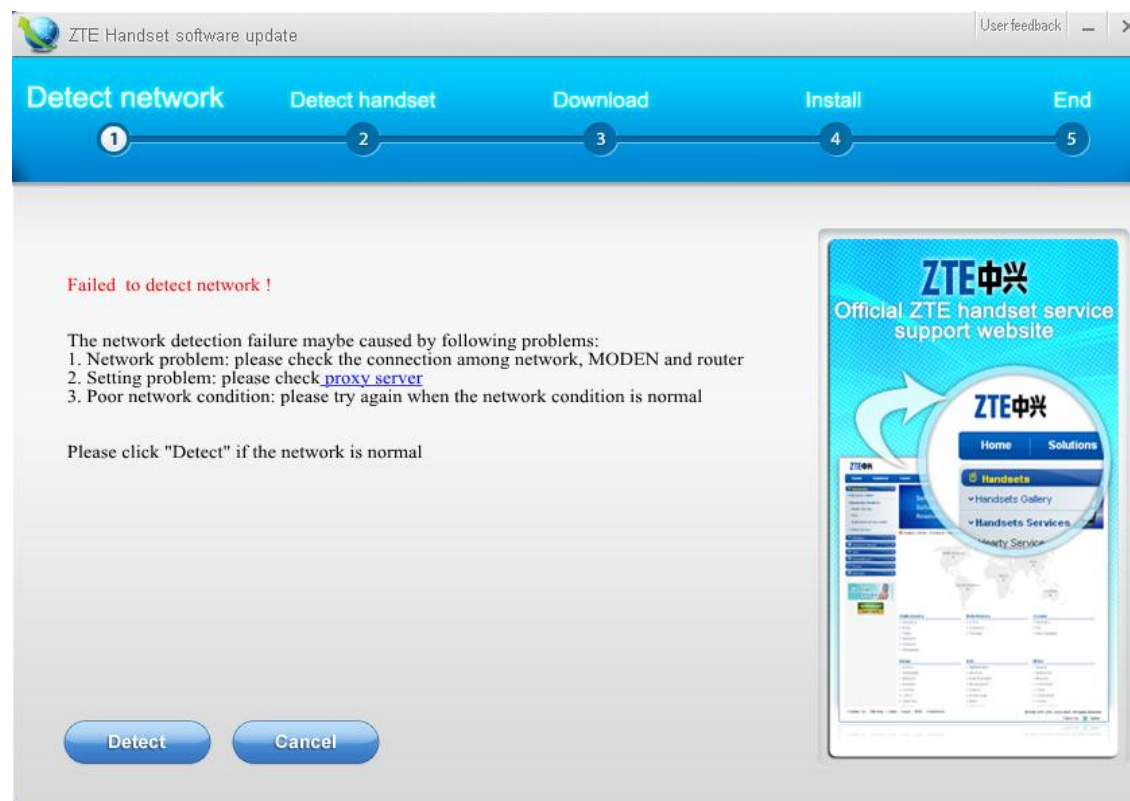
If upgrade failed, [Please refer to FAQ for supports](#)



## 6. FAQ


- Q: What should I do when failed to detect network? ([Return](#))

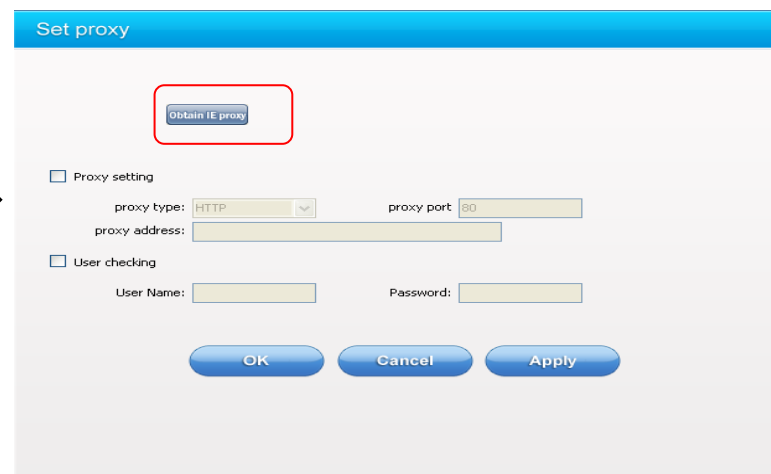
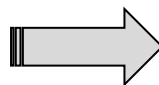
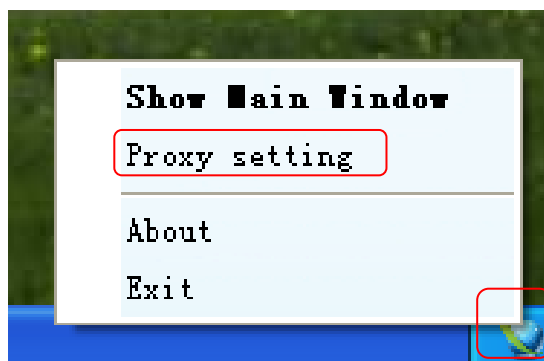
A: Please check the problems in the failure reasons in the window below, and then try to click “Detect” to detect the network again. If failure is caused by proxy setting, please refer to the setting statement in the next slide.



## 6. FAQ

### ■ Q: How to set a proxy server?

A: 1) Right click the lower right corner  button. In the prompting window, click “Proxy setting”, and it will appear the dialog of settings;



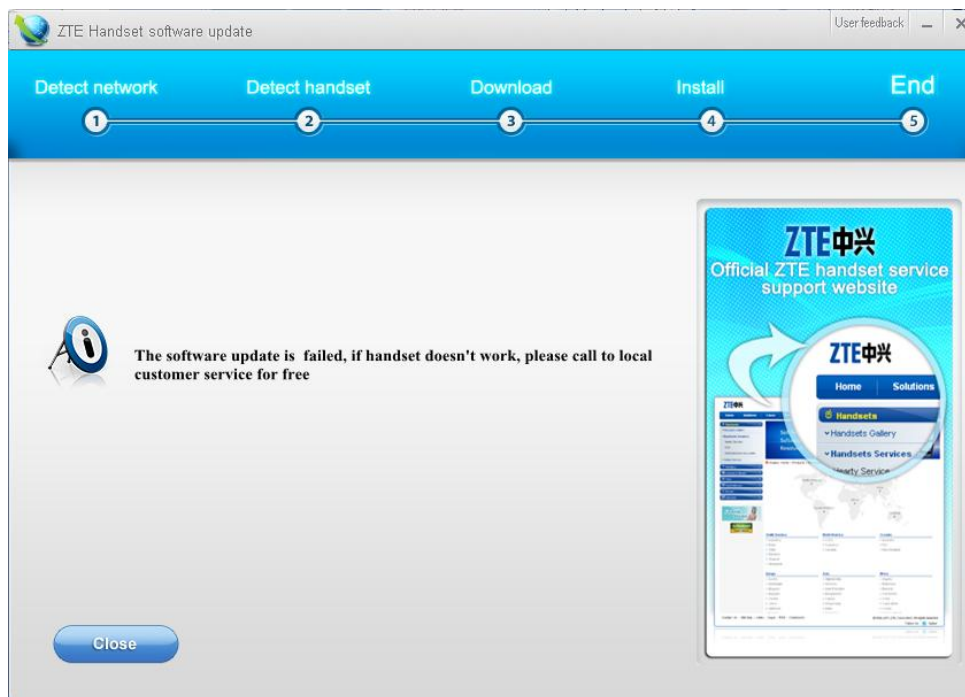
2) The tool uses Internet Explorer browser by default to configure “Proxy setting”. If you use other IE browsers by default to set proxy server, you must set manually.

## 6. FAQ

- Q: What should I do in case of upgrade failure? ([Return](#))

A: 1) Check whether the Handset can power on normally. If so, it means Handset software is not damaged, please try to upgrade again.

2) If failed again, please connect with customer service for supports: **4008809999** (hotline)



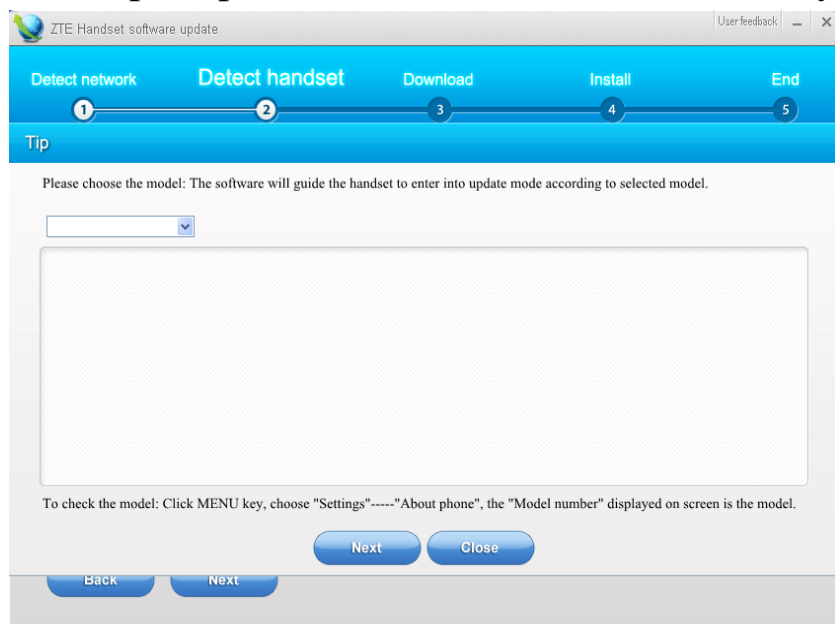
## 6. FAQ

■ Q: How to enter into other modes and operate? ([Return](#))

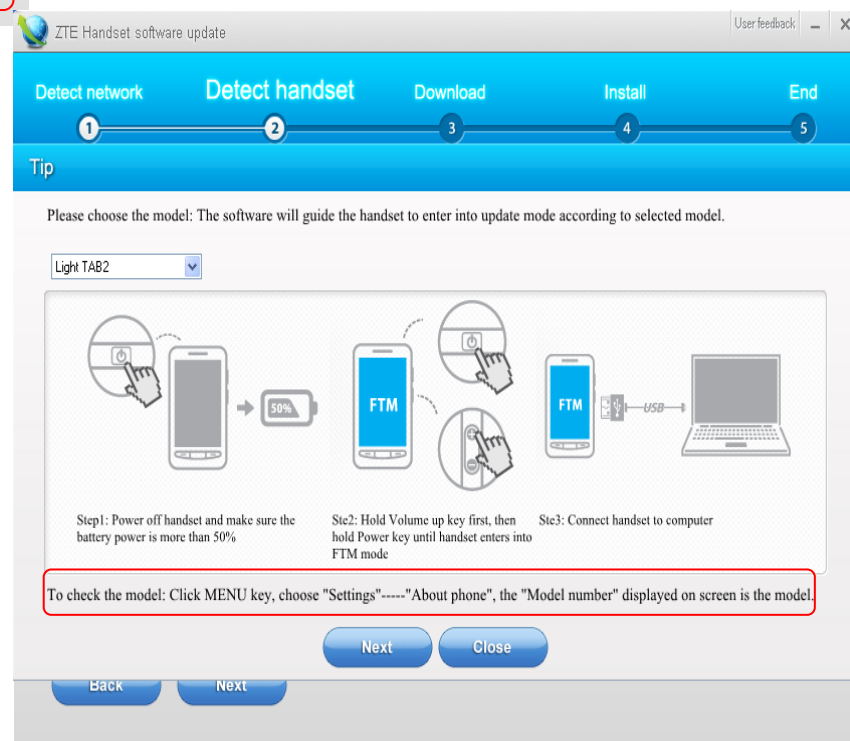
A: 1) If handset can not enter into update mode according to the prompts, click Here in red box.

If you have operated handset successfully as pictures shown, please click "Next "  
If handset still cannot enter into update mode after operated handset as pictures shown, please click [Here](#)

2) It prompts the below window automatically



3) Select the Handset model in the pull-down menu, enter into the upgrade mode according to the prompts in the window. And then click “Next” to enter into upgrade.( Note: The model for different devices depends on the prompts)



## 6. FAQ

- Q: Upgrade the same version or upgrade to the higher version. ([Return](#))

A: 1) Upgrade the same version means that the version of the Handset is the latest one, upgrade again (the method is similar to reset operation system of PC; When PC confronts a lot of problems, usually we reset the operation system to solve the problems, it is the same to the upgrade the same version, when the Handset has a lot of problems, you may use the method of upgrade the same version);

2) Upgrade to the higher version means that the version is not the latest one, you can upgrade to the higher version; usually, the higher version is more stable, upgrade is recommended.

- Q: Does the tool support upgrading online?

A : When running the tool and detecting a latest version, it will remind you to upgrade.





# Contact

## ■ User feedback

Thanks for using ZTE Handset online upgrade tool! If you have any suggestions ,please fill in your opinions and contacts in details, so that we can contact with you and improve our product services.

Feedback

Welcome to comment on ZTE software, we will serve you with all sincerity

Your contact information

SubmitCancel

ZTE中兴

# Thanks!



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