

ALCATEL **onetouch.**

One Touch Upgrade User Manual

V1.0

<http://www.alcatelonetouch.com>

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Revision history

Version	Date	Author	Description
1.0	May 25, 2011	Jiang Chengzhao	Initial release

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1 Introduction

1.1 Welcome

Welcome to the One Touch Upgrade Application help file

Welcome to One Touch Upgrade (abbreviation is OTU) Client Application. It is a system composed of several servers and application that allows any end user to upgrade his one touch software from his local side with his personal computer.

Here is the user manual for the One Touch Upgrade Client Application.

1.2 License

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1.3 System Requirements

One Touch Upgrade Client's System Requirements

To install One Touch Upgrade, your PC must have the following system requirements at least:

- CPU: Equal to Pentium 300 MHZ or above.
- RAM: 128M or above.
- Hard Disk: 90MB or above.
- Operation System: Windows 2000 / XP / Vista.
- USB port.
- Internet connection.

To connect your phone with your PC, you need the following product:

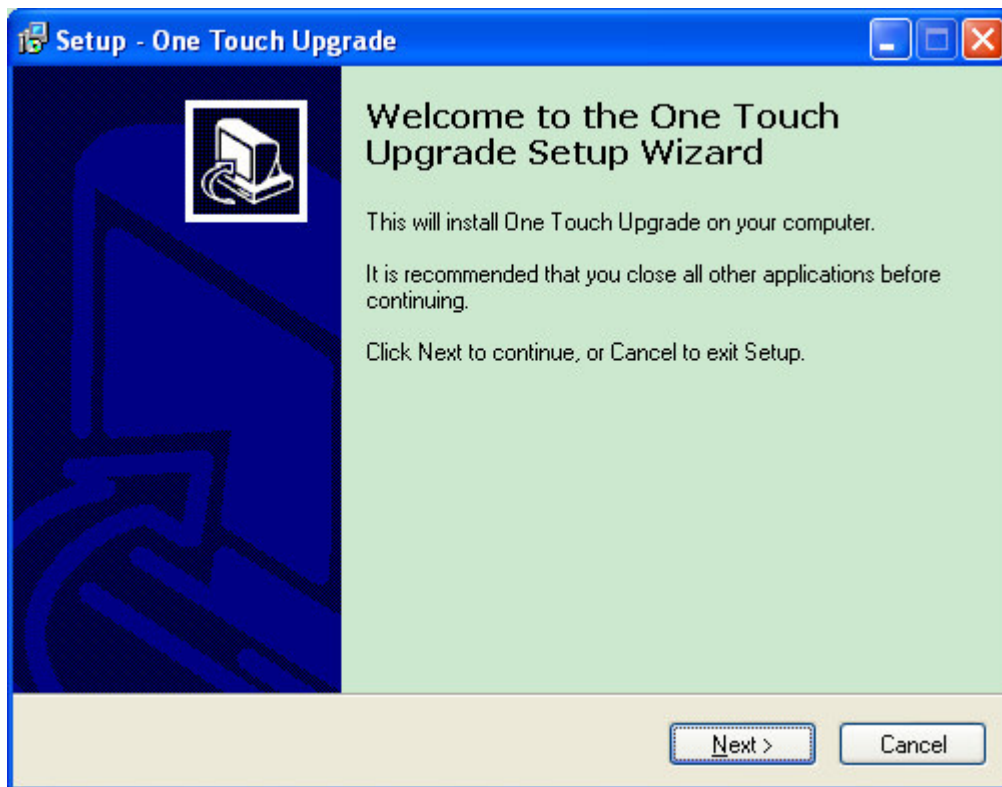
- One normal USB data cable.

2 Installation

2.1 Install OTU

Install One Touch Upgrade Client Application.

One Touch Upgrade is packaged as an executable file. Run the file, complete the installation under the step-by-step guide. We recommend you to select "Next" or "OK" in each step.



If it is the first time for you to use One Touch Upgrade, It will install the ALCATEL mobile phone USB driver on your computer automatically.



2.2 Install USB Driver

Install USB Driver For ALCATEL Mobile Phone.

You can install the ALCATEL mobile phone USB driver manually.

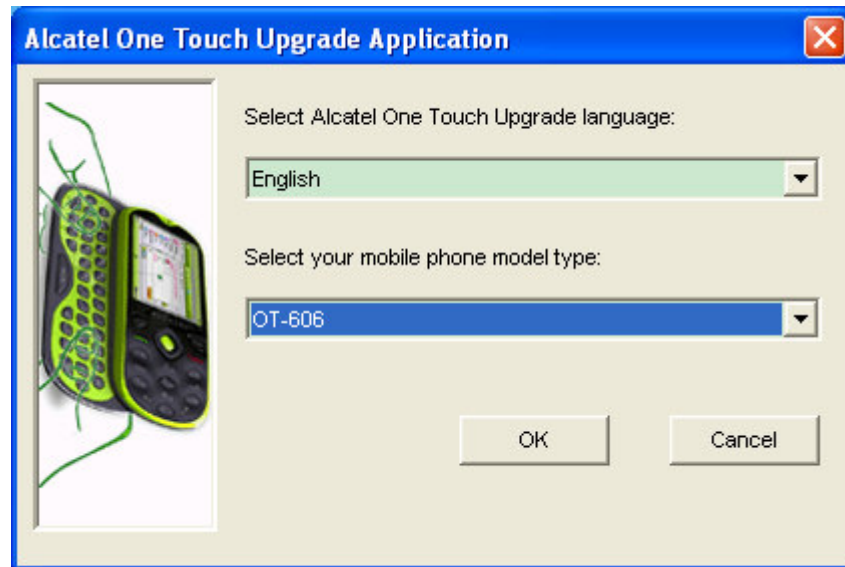
Run the application `../usb_driver/InstallDriver.exe` in your One Touch Upgrade installation directory.



3 Upgrade Mobile Phone Software

3.1 Language and Mobile Phone Model Type Selection

You can select the language and mobile phone model type for One Touch Upgrade running after application is launched.



One Touch Upgrade supports below languages.

- English
- French
- Italian
- Spanish
- Spanish Latin America
- Chinese Simplified
- Russian
- Portuguese
- Arabic
- Dutch

One Touch Upgrade will choose the Windows system default language as the default language for running. If the Windows system default language is not in above list, English will be selected as the default one.

3.2 Warning Page

Before starting the OTU application, we suggest you check the warning message in this page.

1. Please switch off your phone.
2. Please don't connect your phone to computer before starting the upgrade process.

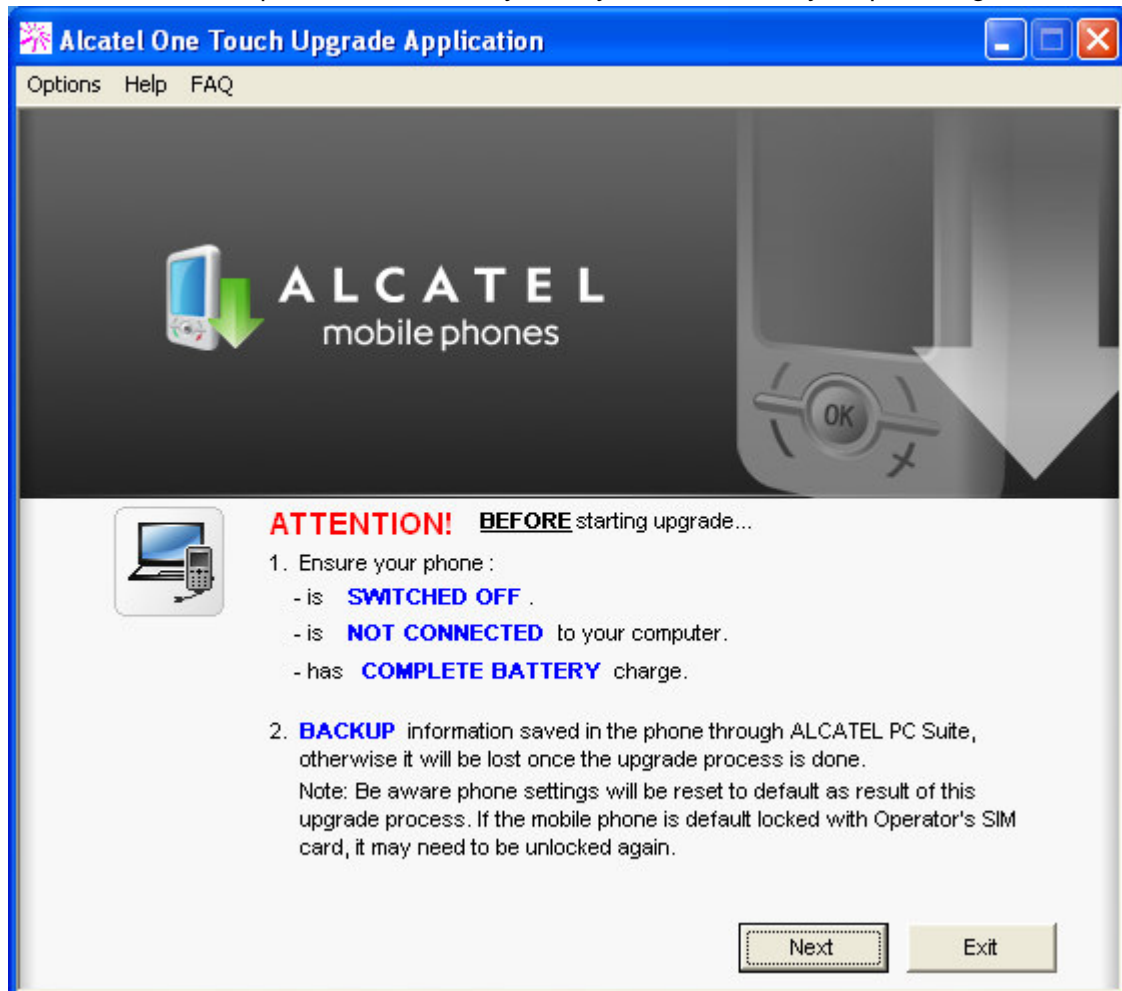
3. Please ensure that your phone's battery is fully charged in order to ensure that the battery does not run out of power during the upgrade process.

4. Upgrade process will erase all your information in the phone. Before you start the application, we suggest you to backup all your personal information in the phone by ALCATEL PC Suite.

You can find the ALCATEL PC Suite by below website.

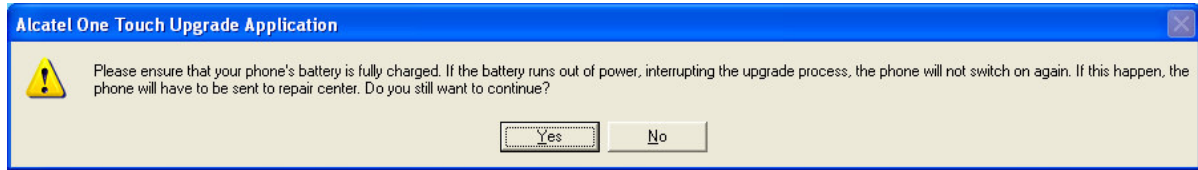
www.alcatelonetouch.com

5. After the upgrade process has finished, the phone will be reset to default setting. If your phone is default locked with Operator's SIM card, you may need to unlock your phone again.



Please ensure that your phone's battery is fully charged. If the battery runs out of power, interrupting the upgrade process, the phone will not switch on again. If this happens, the phone will have to be sent to repair center.

Before you really start to upgrade your mobile phone, please check the warning message as below carefully.



3.3 Check Available Software Upgrade Package

Now you can use the One Touch Upgrade to upgrade your mobile phone software. Please don't connect your mobile phone to PC at first .

Step 1. Long press the handset's download key. Don't release it until you are prompted. For different model type, the download key is different. For detailed key type please refer to One Touch Upgrade UI info.

Step 2. Plug in the USB cable to handset's USB port, connect the mobile phone to computer. OTU will scan your mobile phone and read some information from the handset for authentication. upgrade your handset step-by-step.

If the available software package upgrade checking process finish successfully, you will be informed result as below. Unplug the mobile phone from computer before you go to next step. It is mandatory to start the mobile phone software upgrade process.

Or you may meet some problems during the process.

1. No available device is detected. Please check the COM port status.

Your ALCATEL mobile phone will be recognised as one modem COM port device by OTU application. If you meet such problem, please check whether your phone is connected to computer by USB cable correctly, or whether the ALCATEL USB driver is installed correctly. You may check its status by Windows Device Manager.

2. Read terminal information failed. Please check the phone status.

There are some problems during reading information from handset. You will get one pop up window to guide you how to continue to retry it. Unplug mobile phone with computer first, repeat Step 1 and Step 2, then press "OK" button to try again.

3. Network error. Please check your network connection or disable any active firewall.

There are some network connection problems happen. Please check your local Internet connection and try again. As OTU application protocol doesn't support proxy and firewall. Please disable any active proxy and firewall before OTU running. If there is still the same error, we are very sorry that the OTU server may not be reachable temporary. Please try it later.

4. There is no greater software version available to upgrade your phone.

Your ALCATEL mobile phone's software version is latest. There is no greater software version available on OTU server for upgrading your phone. You may try again later. The OTU application will close automatically.

5. Download update software package failed. Please check your network connection.

There are some problems during downloading upgrade software package. It can't be solved immediately by OTU application self. You can try it again later.

3.4 Upgrade Mobile Phone Software

Now it is ready, you can upgrade your ALCATEL mobile phone.

Before you start the next steps, please ensure your phone:

- is SWITCHED OFF;
- is NOT CONNECTED to your computer;
- has COMPLETE BATTERY charge.

Step 3. Click "Upgrade Phone" button.

Step 4. Long press the handset's download key. Don't release it until you are prompted. Then connect your mobile phone to computer by USB cable.

You may meet some problems during the process.

1. No available device is detected. Please check the COM port status.

Your ALCATEL mobile phone will be recognised as one modem COM port device by OTU application. If you meet such problem, please check whether your phone is connected to computer by USB cable correctly, or whether the ALCATEL USB driver is installed correctly. You may check its status by Windows Device Manager. Please unplug mobile phone, remove the phone battery and plug in again to make the handset absolute reset, repeat Step 3 and Step 4 to try again.

2. Some problems happened during upgrade process. Unplug mobile phone with computer, remove the phone battery and plug in again to make the handset absolute reset, repeat Step 3 and Step 4 to try again.

3.5 Finish Page

Step 5. Your mobile phone has been successfully upgraded. Please restart your mobile phone. Unplug your mobile phone with computer. Plug out the battery and plug in it again to make the handset absolute reset. Power on your mobile phone. And you can exit the OTU now.