



Introduction About ZTE Terminal Software Online Upgrade

(only for Germany)

Bringing you closer

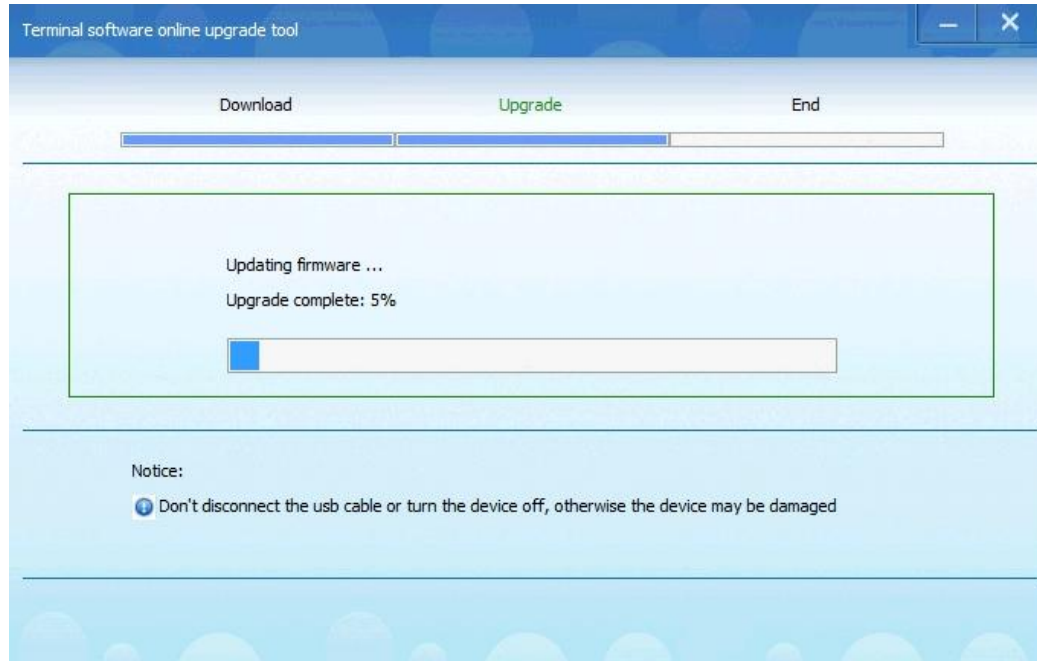
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1. What is terminal software online upgrade

- The client of terminal software online upgrading is mainly serving for ZTE smart phone users, aiming at improving user experience by specially providing the user self-service upgrade. The client supports upgrading the same version and low version to high version.
- The system can be installed in Windows XP/VISTA/Win7 32bit and 64bit operating system.

1. What is terminal software online upgrade



■ Working principle:

Connect PC to ZTE mobile phone with data cable, client will automatic retrieval the server and decide whether the version needs to be upgraded, then download the upgrade package and start auto-upgrade.

2. The functions of online upgrade

- After online upgraded client with terminal software:

- 1) The terminal users don't need to return the device to get repaired in factory, the users can realize self-service upgrade with the upgrade package downloaded from official website:

<http://www.zte.com.cn/endata/mobile/Germany/>

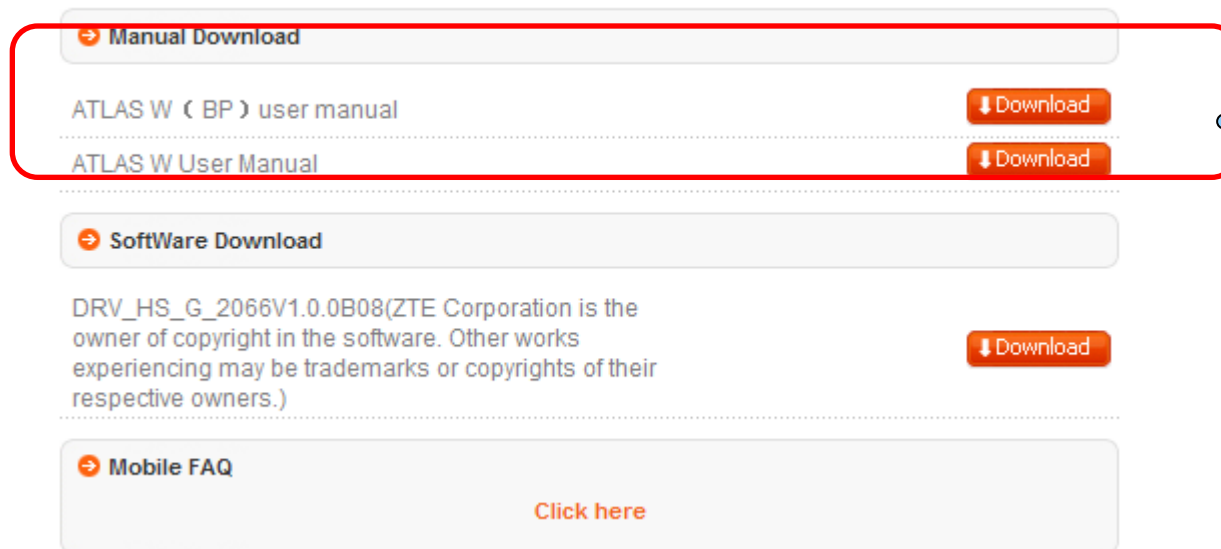
- 2) Client supports self-service updating from the same version and low version to high version, users can review and repair the BUG of smart phone software by self to real-time keep the latest version.

- 3) No need to log in forum to look up official version and driver, download platform....

3. The promotion object and models

- ZTE terminals that supports with online upgrade in Germany:
- ✓ Models: ATLAS W, Medion Smartphone Life P4310, ZTE Skate
- ✓ Links: <http://wwen.zte.com.cn/endata/mobile/german>

Choose the product
and click it download

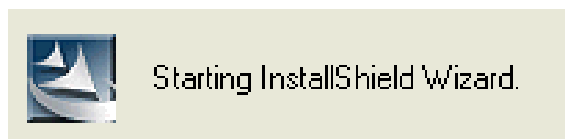
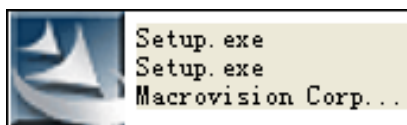


We will add more other supports on ZTE terminal delivered models in the later, please pay attention!

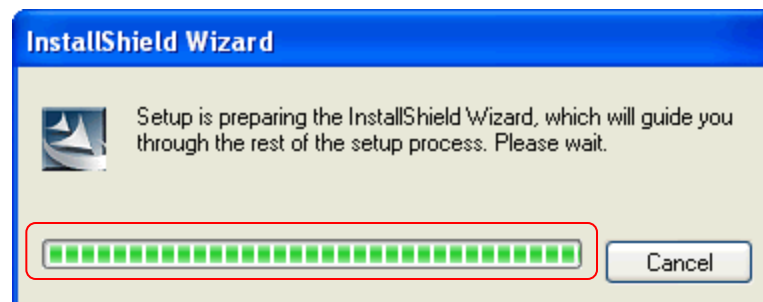
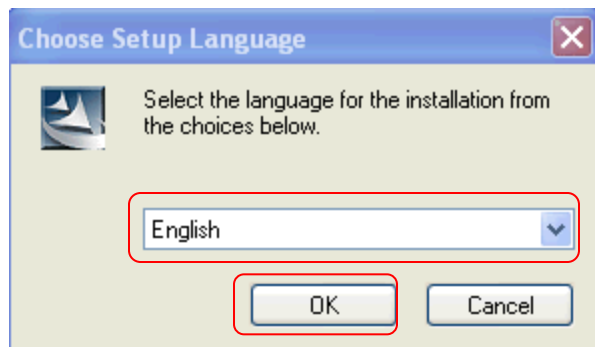
4. Install and uninstall client

■ 1. Install client

(1) Double-click to run the client software XXXXSetup.exe downloaded from ZTE official website, then “Starting InstallShield Wizard” will appear.

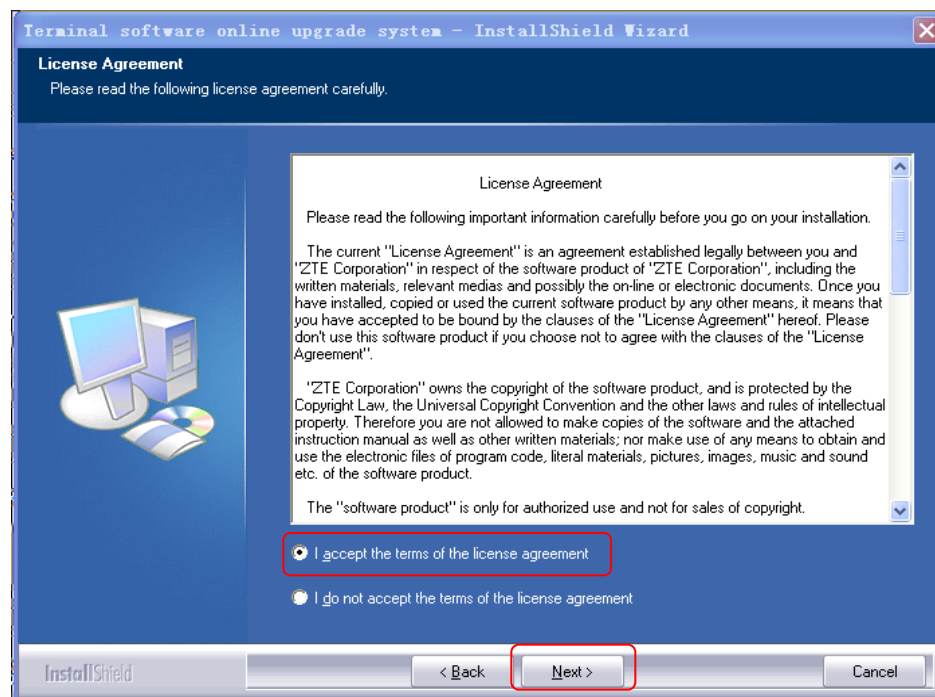
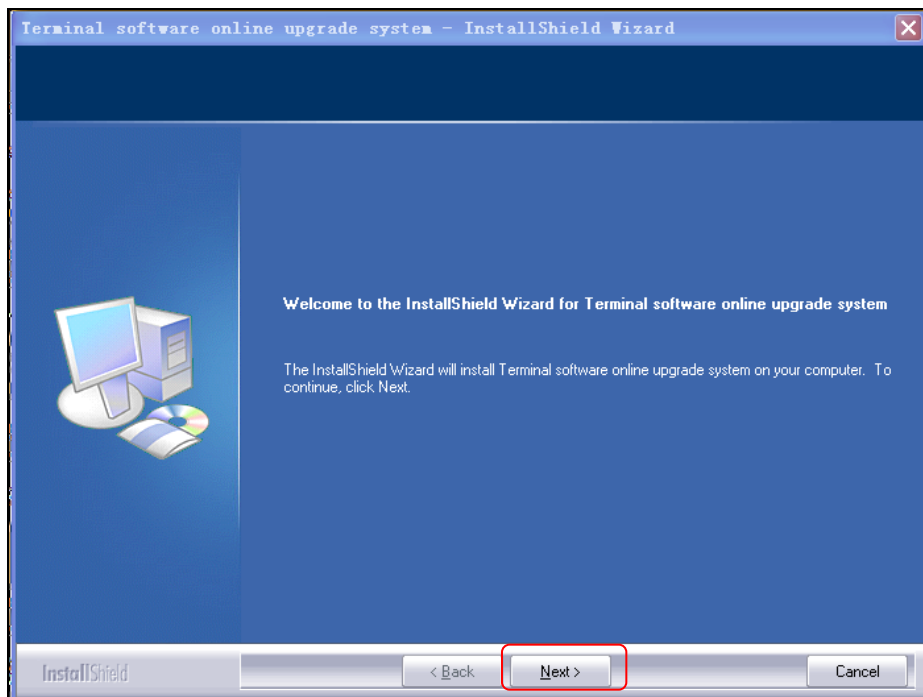


(2) Select the installation language (The default installed language is simplified Chinese, available for choosing English), click “OK”, then the prompt is as following:



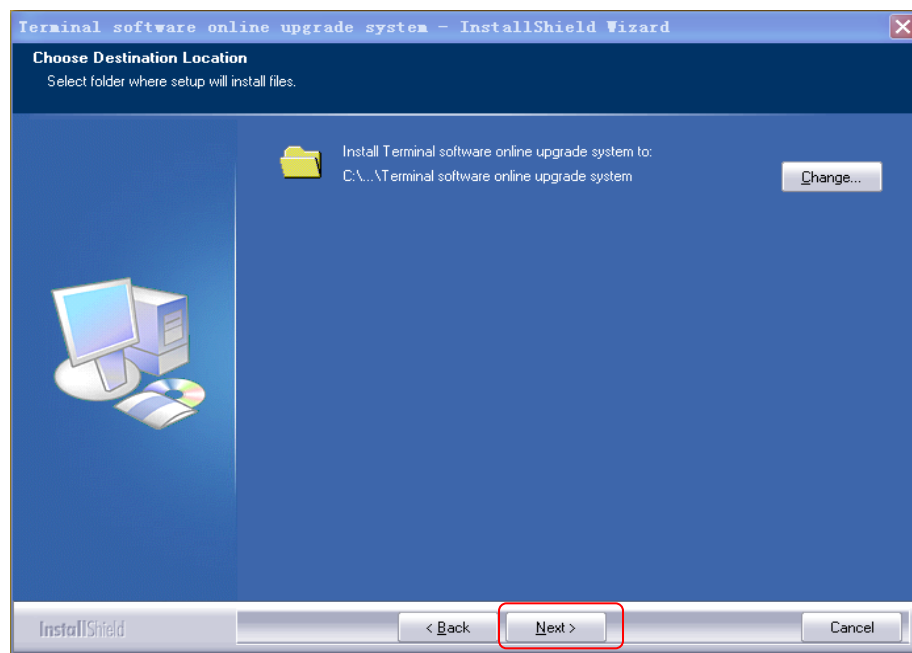
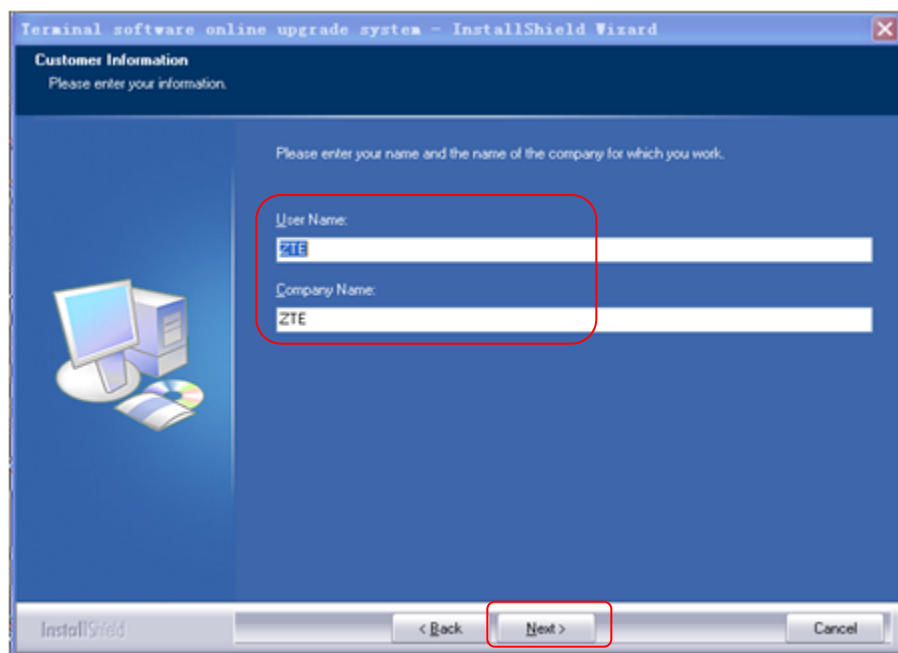
4. Install and uninstall client

(3) Click “Next”, select "I accept the terms of license agreement", then click “Next”.



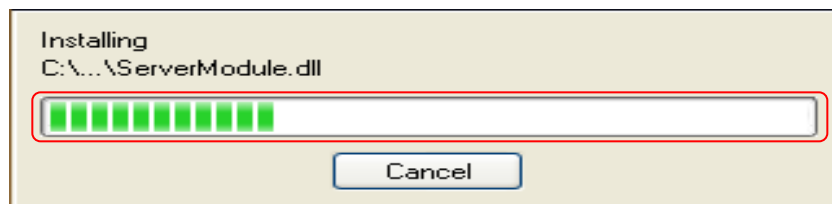
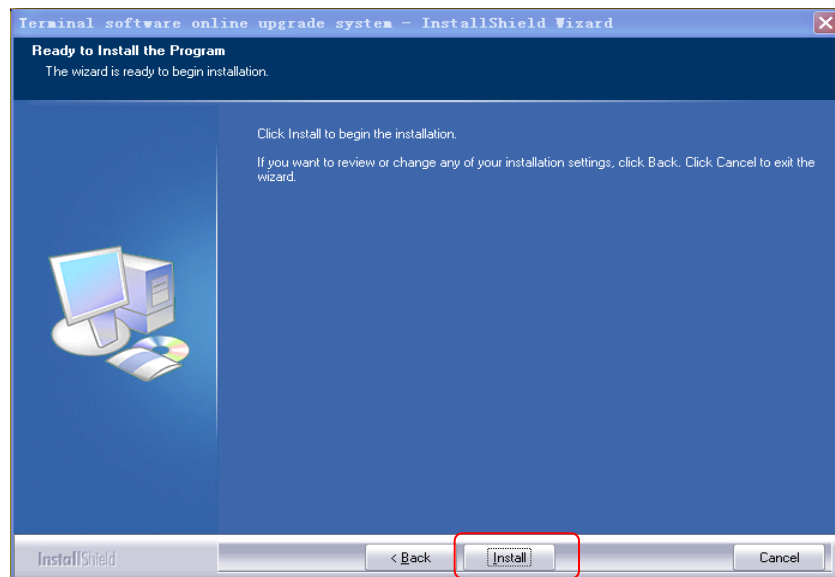
4. How to install and uninstall client

(4) After input “User name” and “Company name”(Able to input any number if no company), click “Next”, then the installation patch appears(Default patch is :C:\Program File\), and click “Next”

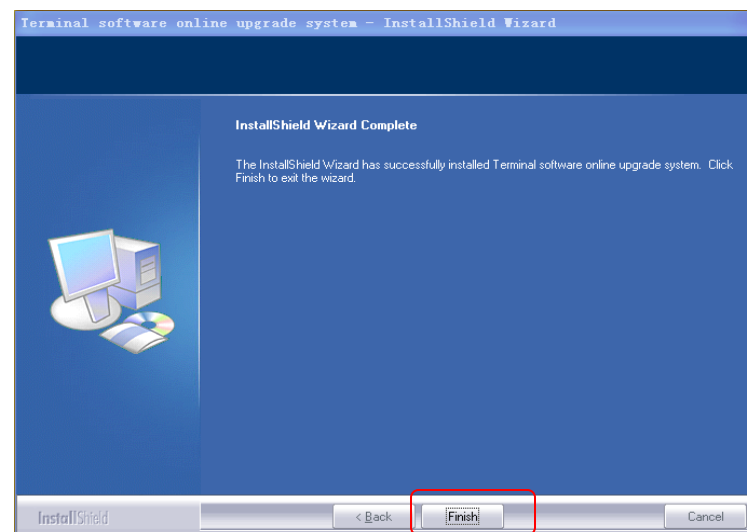
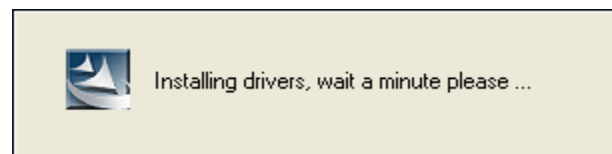


4. Install and uninstall client

(5) Select “Install” to start auto-installation.



(6) It will automatically load the driver during installing process, then the client installation is completed.



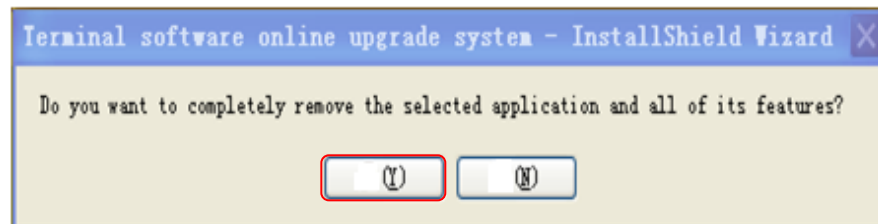
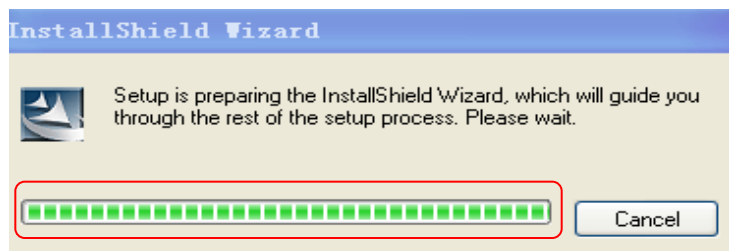
4. Install and uninstall client

■ 2. Uninstall client

(1) On Windows desktop, click “Start”→”All Programs”
→ “Terminal software online upgrade”→”Uninstall terminal software online upgrade system”

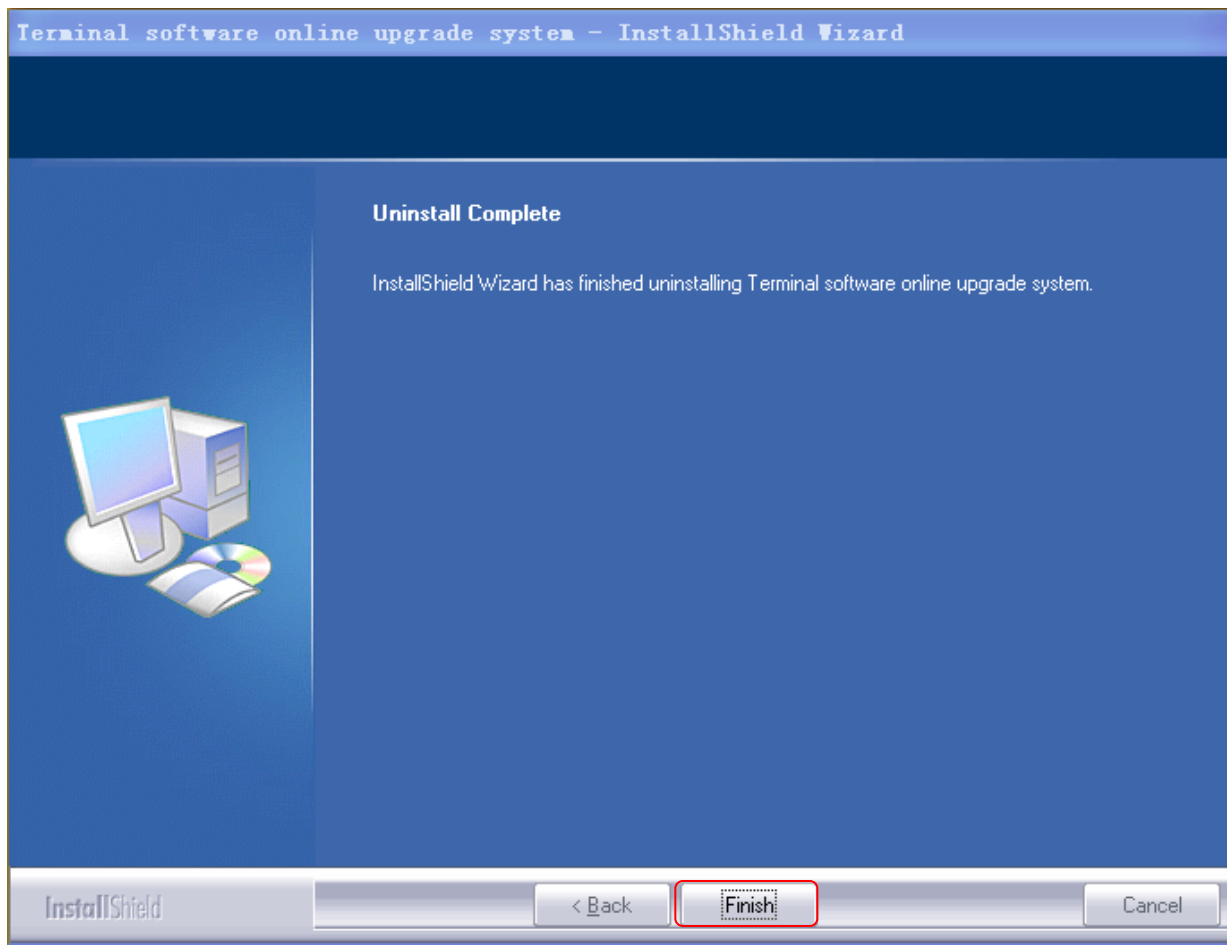


(2) “Whether to completely remove the selected applications and all its functions” appears, select “Yes” to start program uninstallation



4. Install and uninstall client

(3) After finished uninstalling client, click “Finish” to exit.



5. Instruction about operating online upgrade

- 1. The environment that online upgrade needs
- Basic requirements and system normal work peripheral on PC:

Type	Essential conditions
Configuration Requirements for PC	<ol style="list-style-type: none">1. 500M disk space at least2.It must be one of the following systems<ul style="list-style-type: none">✓ Windows XP 32 bits and 64 bits version✓ Windows Vista 32 bits and 64 bits version✓ Windows 7 32 bits and 64 bits version3. PC has USB connector
Peripheral Conditions	<ol style="list-style-type: none">1.It must be ZTE terminal device2. The ports can be mapped by the device and IMEI (ESN/MEID) number is legal.3. The Internet must be available.4.Data cable is needed for upgrade(USB charging cable)

【Notes】 :

1. If the test resold prompt no device was found, please check whether the device and PC are connected correctly, and whether the ports of the device are mapped in the device manager.
2. It maybe need several seconds for the ports to be mapped after the terminal devices connected to PC with USB.

5. Instruction about operating online upgrade

■ 2. The cautions before upgrade

【 The important warn, please read carefully】

- a) The upgrading operation will erase the user's data, it is strongly recommended that the user synchronously back up the handset information to PC or SD card;
- b) The third part software cannot be saved by back up, so please back up the installation package of APK program by self for installing again after software upgrade;
- c) Please be sure the battery power is enough(2 cells above), if the battery power is not enough, please charge the battery until the power is enough;




5. Instruction about operating online upgrade

- d) Only support upgrading the same version and low version of same operator to high version, do not allow to upgrade the firmware of other operator.
- e) For online upgrade of ZTE smart terminal products, need to press “**Power key - volume down side key**” to enter into FTM mode(there is detail introduction on page 18)
- f) **During upgrade, if the phone cannot be switched on due to incorrect operation, please immediately contact ZTE after-sales service center to get solved.**



5. Instruction about operating online upgrade

■ 3. Operating steps:

(1) Double-click the executable shortcut icon  to start software, then initialization interface will appear, the software will do some initialization operation in this step ,as following:

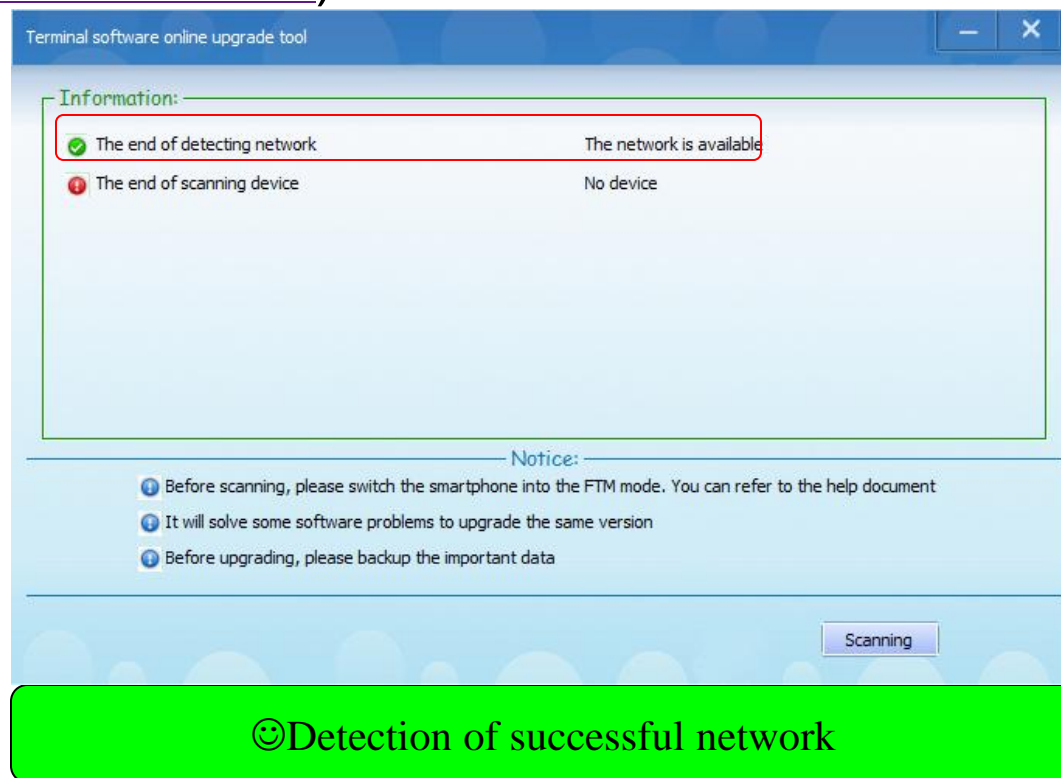


【Note】 :

If the users use agent server to log Internet, when it's the first time to use this software, there will be a system initialization process for 1-2 minutes, users needs to be patient to wait. This is because the software needs the time to test the network environment of user's PC. After the users correctly configured agent server once access the system, the software will run normally.

5. Instruction about operating online upgrade

(2) After access the main interface of system, the software will auto-retrieval the network, if the system network is available, the interface will prompt “The network is available”, otherwise, it will prompt “Please check the network is available or not”([check the FAQ get the solution](#)).



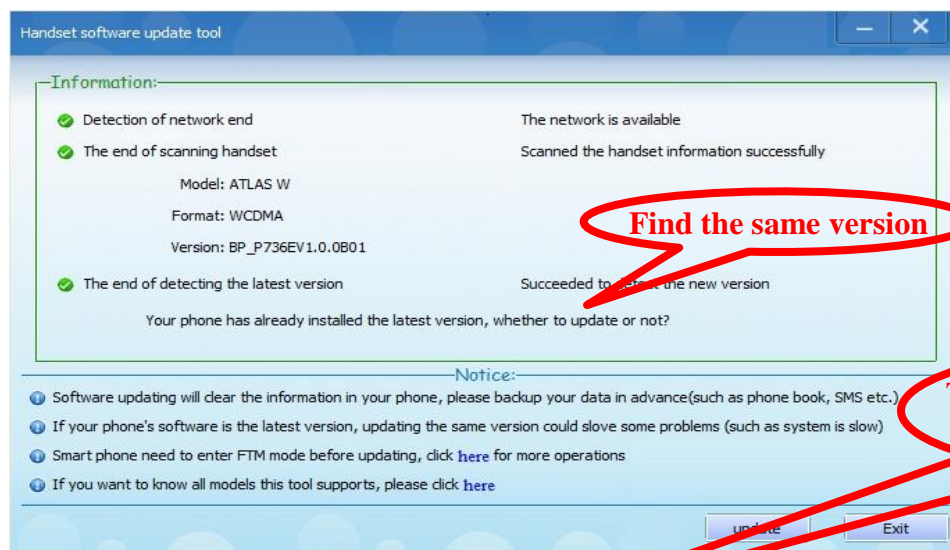
5. Instruction about operating online upgrade

Switch off the mobile phone. Press **Power key** for 2 seconds, then hold the **volume down side** key to access FTM mode(*one kind of working mode for smart ,take smart phone T11 as example, just for reference*), then connect the terminal device though USB connector which is supported by system



5. Instruction about operating online upgrade

(4) After access FTM mode, the information of model and version will be read out, then click “Update” Terminal software online upgrade supports upgrading the same version and low version to high version, and even though the software version of your mobile phone has been the highest version , you can also upgrade it to the same version , by this way, some bugs on settings and software can be solved.(Such as the picture) :



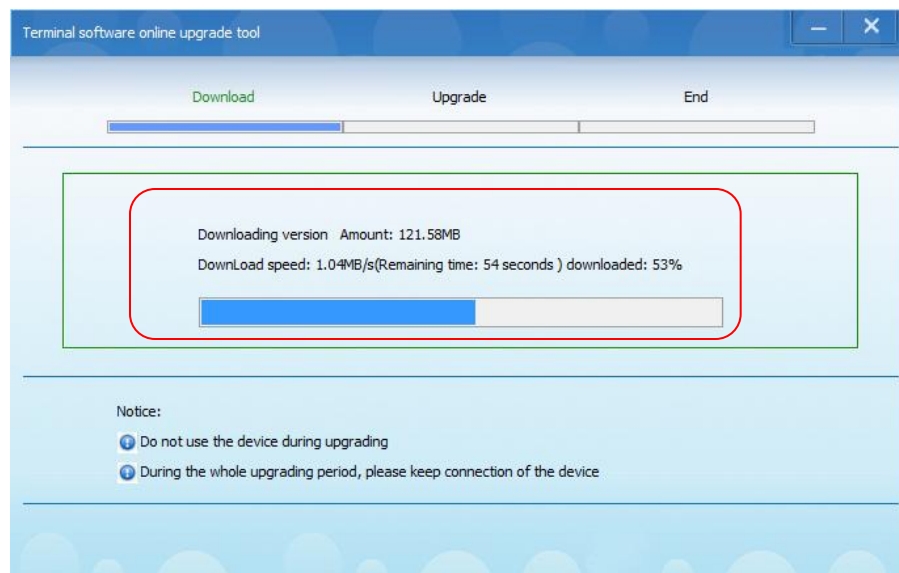
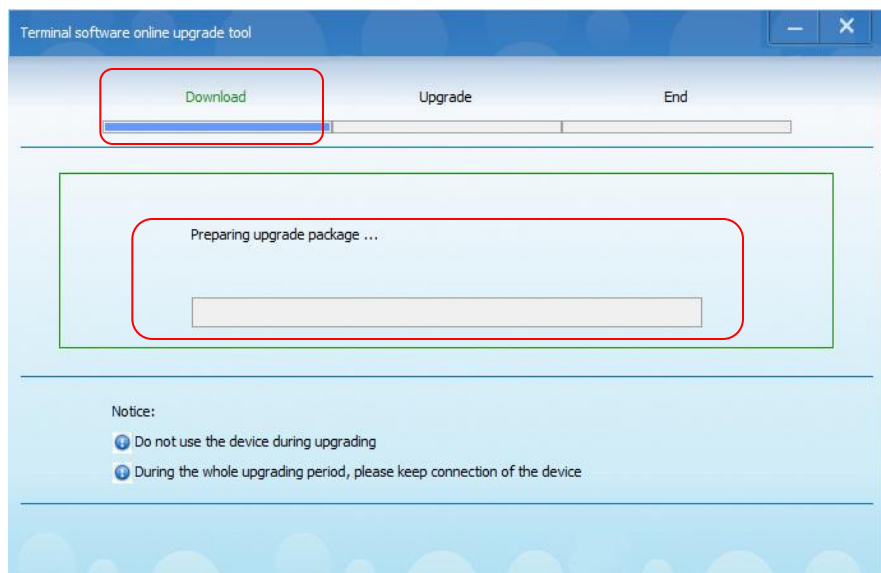
Find the same version

The version number will be changed with the update of version

Model: ATLAS W
Version: GP_P736EV1.0.0B01
Test result: The device has already installed the latest version , whether to upgrade or not?

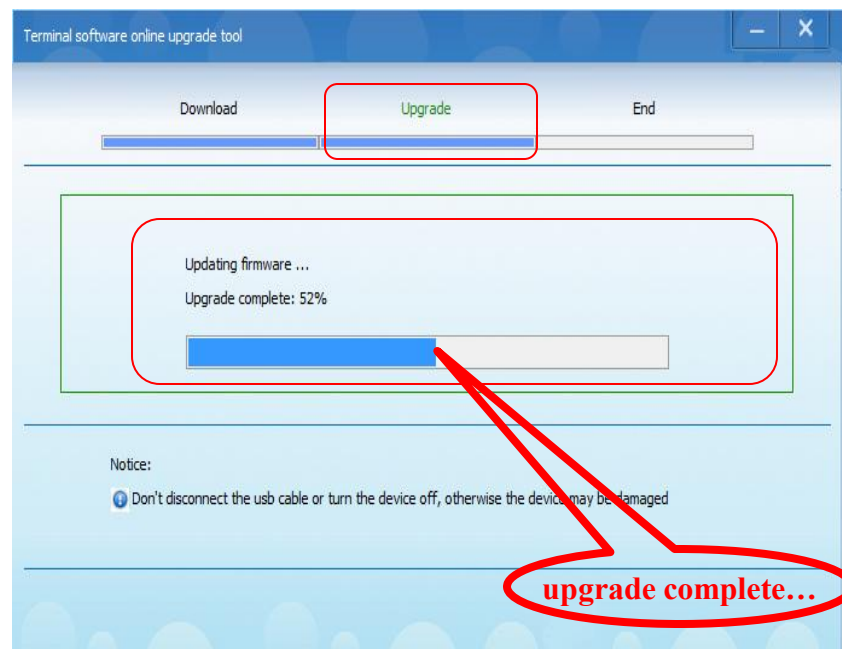
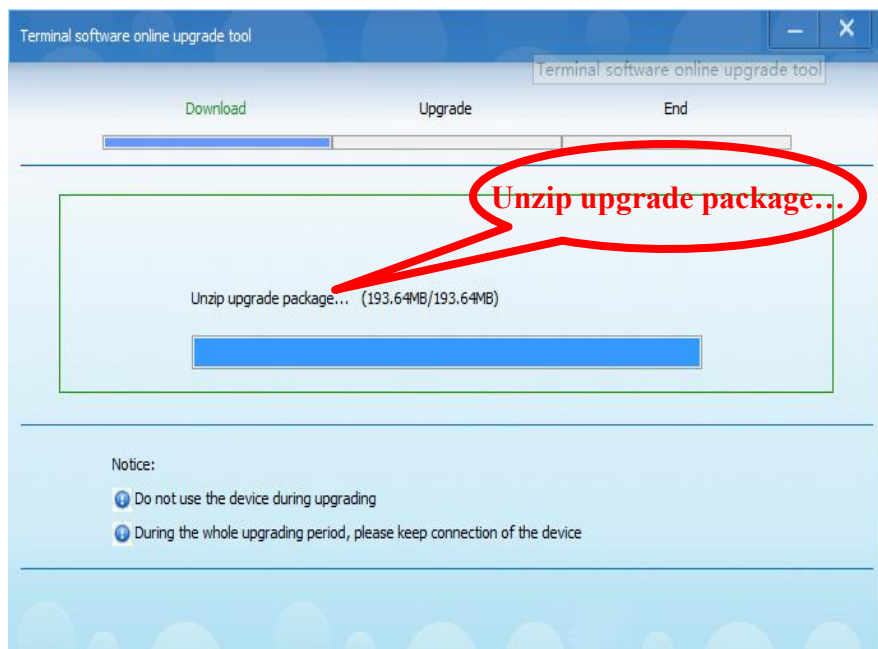
5. Instruction about operating online upgrade

(5) Click “Update” button to access upgrading interface. The process bar will prompt “Preparing upgrading package”, then start to download automatically. Please make the actual network broadband condition as standard for downloading time, so please be patient to wait.



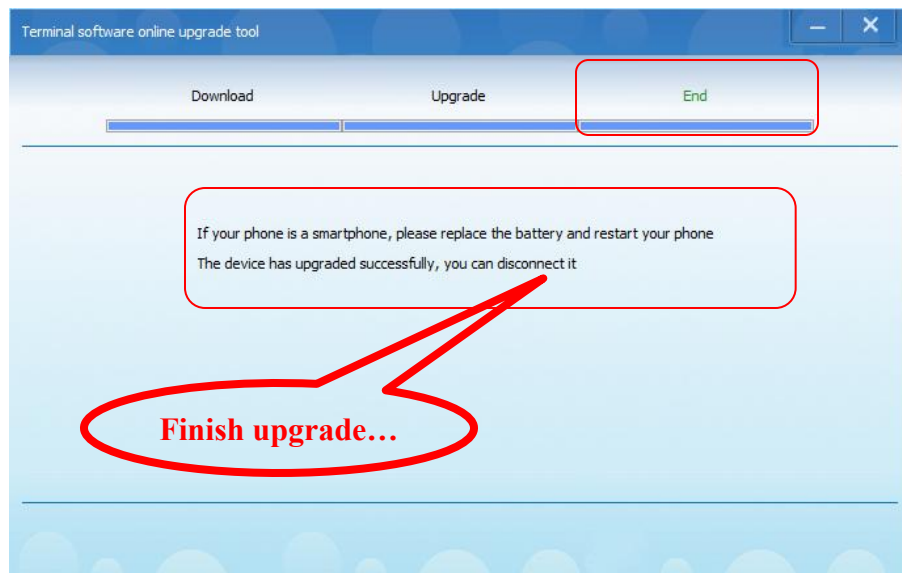
5. Instruction about operating online upgrade

- (6) After finished downloading updating package, system will automatically access upgrading process. The firmware update will take about 2 minutes according to the difference of computer configuration.

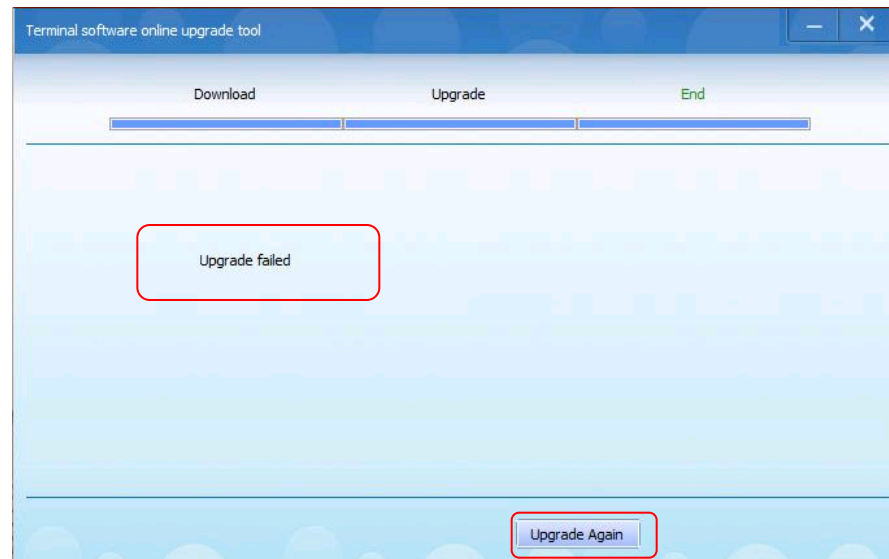


5. Instruction about operating online upgrade

(7) After finished updating firmware, “Device firmware update is success” will appear, then you can remove the device, and upgrade is finish, if it prompts” Device version update is fail”, please try “Update again”.



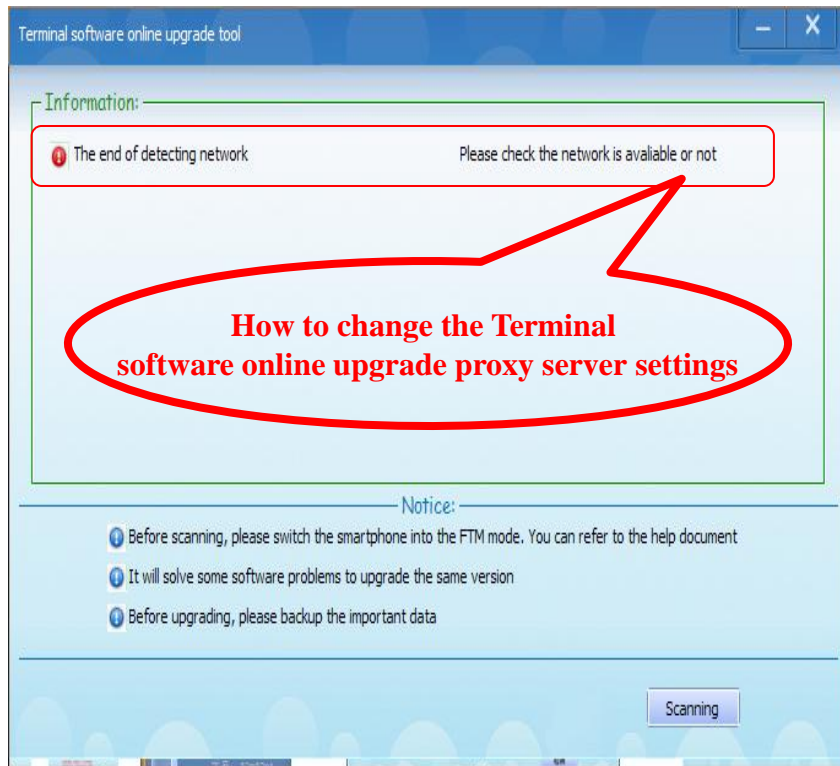
😊 The screenshot of successful upgrade



😞 The screenshot of failed upgrade

6. FAQ

■ Q: Proxy service setting and checking methods



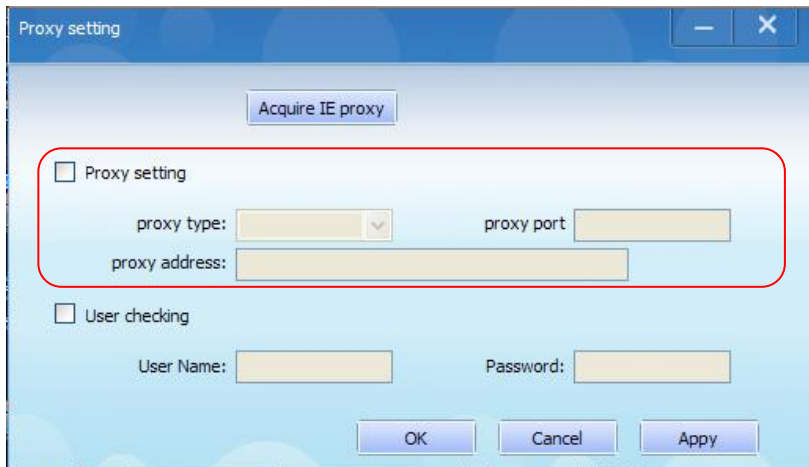
☹ Detection network failure

➔ A : a) Right-click the system ash-tray icon in taskbar, then right-click "Proxy setting", the interface is as following:

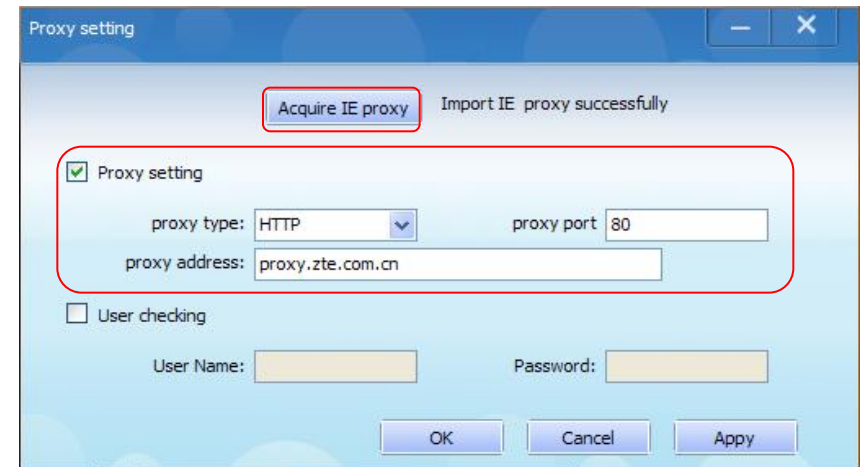


b) System prompt the interface of “Proxy settings”, if the user doesn’t use proxy to obtain the network service, the content in “Proxy setting” page can be ignored.

c) If PC acquired network service through proxy server, the user click “Acquire IE proxy” button then will be automatically set the proxy.



☺ Non- Proxy setting



☺ Have Proxy setting

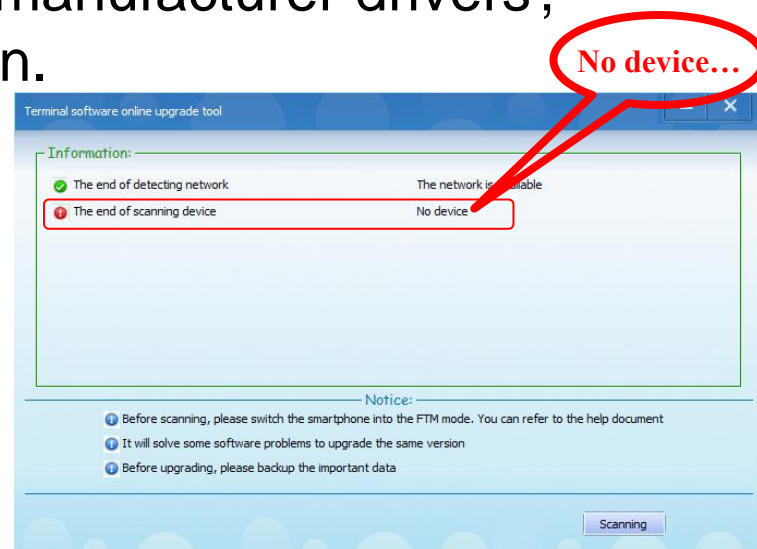
■ Q: How to Enter Smart phone FTM Model?

A: The way for Smart phone to enter into FTM mode is same with the way of ATLAS W, you just need to find the Power key and Volume down key on mobile phone , hold the Power key and press volume down key as described on page 18, then the mobile phone can enter into FTM mode.(Such as: Medion Smartphone Life P4310, ZTE Skate)

- Q: When the driver has installed success, the frequently reasons of can not get device information or abnormal information.

- A:

1. Please make sure mobile phone switch to FTM mode(Page18)
2. Connect the terminal device though USB data cable connector which is supported by ZTE models.
3. Computer have install more others manufacturer drivers , please remove it and try install again.
4. Device hardware problem. Please immediately contact ZTE after-sales service center to get solved.



- Q: For the same type of mobile phone, could I upgrade the software version from country A or district A to the one of country B or district

- A:

No. you couldn't.

As the same one type of mobile phone has different version series in different country or district, so you can only upgrade your mobile phone within the original version series. For example, If you bought your mobile phone in China, you can just upgrade your mobile phone to the highest version of Chinese version series, but cannot upgrade to the highest version of American version series.

ZTE中兴

Thanks!

Bringing you closer