**HUAWEI**

**TRT-L21C432B140CUSTC432D001**

**Software Upgrade Guideline**

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| --- | --- | --- | --- |
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# Version introduction

## The following versions can be upgraded.

|  |
| --- |
| **Versions can be upgraded** |
| **TRT-L21C432B100CUSTC432D002** |
| **TRT-L21C432B130CUSTC432D001** |

## Upgrade package

|  |  |
| --- | --- |
| **Upgrade package** | **Info** |
| Main package | SDupdate\_Package.tar.gz |
| Vendor package | Test\1.TestSoftware\0\_CUSTOM\_PACKAGE\hw\eu |
| Upgrade tools | Micro SD card |

# Upgrade environment requirements

## Check current upgrade environment

1. To make sure that the Micro SD card is available and can be read and write.

**Notes**: A Micro SD card of 8GB or more should be available. It is recommended that The Micro SD card is made by Sandisk, Kingstone, or Kingman.

1. To make sure that the power of the battery is enough to run the upgrade process. It is recommended that the power of the battery is more than 30%.
2. Upgrade operations will erase all user data. So if there is some important information, you should backup them before upgrade.
3. you should unzip the SDupdate\_Package.tar.gz file, and the file list is as below:

└─dload

├─ TRT-L21\_hw\_eu

│ └─update\_TRT-L21\_hw\_eu.app

├─UPDATE.APP

1. Vendor package use as shown below in the upgrade file

****

[NOTE: If you face any problem while loading the software about password then refer to this part of the document.](#_PASSWORD_ERROR)

# Upgrade introduction

There are two methods to upgrade: normal upgrade and force upgrade.

Normal upgrade needs to start the handset and enter the System Update module. Force upgrade is just used when the handset can’t boot up or can’t enter the idle screen.

Suggest：The whole upgrade contains three steps of update, which applies for both Normal upgrade and force upgrade. The update scheme is shown as follow:

dload upgrade

Vendor package upgrade

dload upgrade

# Upgrade operations

## **Normal Upgrade**

### Dload package upgrade

1. Format the Micro SD card (This operation is optional).
2. Copy the entire dload folder (with UPDATE.APP in it) to the root directory of the Micro SD card. Check if the whole file list in sdcard,

  

Insert the Micro SD card into the handset and power on. After entering call -> enter:\*#\*#2846579#\*#\* -> Project Menu -> Software Upgrade -> SDCard Upgrade-> OK，

  

1. When the progress bar stop, the phone will restart automatically.

  

## **4.1.2 Vendor package upgrade**

1. Format the Micro SD card (This operation is optional).
2. Copy the entire dload folder from the vendor to the root directory of the Micro SD card . Check if the whole file list in sdcard,

Insert the Micro SD card into the handset and power on. After entering call -> enter:\*#\*#2846579#\*#\* -> Project Menu -> Software Upgrade -> SDCard Upgrade-> OK，

  

1. When the progress bar stop, the phone will restart automatically.

  

1. Manually restore the factory settings

 Settings -> Advanced settings ->Backup & reset ->Factory data reset ->Reset phone ->Reset phone

### **: Dload package upgrade again**

 Step1. Repeat steps 4.1.1 to ensure your DUT update success again

## **Force upgrade**

Attention:

This step is optional. If the Normal upgrade is not successful, then you can use this upgrade instead of the normal upgrade!

1. Format the Micro SD card (This operation is optional).
2. Copy the entire dload folder (with UPDATE.APP in it) to the rootdirectory of the Micro SD card. Check the file list is right.
3. Make sure your handset is power off. Insert the Micro SD card into the handset. Press the VOLUME UP and VOLUME DOWN key, and then press the POWER key to power on the phone and enter the Software Upgrade Mode.
4. When the progress bar stop, the phone will restart automatically.

  

# Upgrade validate

## Check the version

* + - 1. By step**: Settings->about phone->Build number**, to check the version is correct or not.

## screen.png screen2.png

**Build number: TRT-L21C432B140**

**Custom: CUSTC432D001**

Note: - Images are only for reference purpose. Actual phone screen may not match with reference images.