

# Mobile Unlimited

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Instructions for the HSPA and software upgrade of the Unlimited USB Modem E220

# Your benefits at a glance

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- You can surf faster: the new top download speed is 7.2 Mbit/s.
- You have access to the new version of the firmware and software.
- Thanks to the upgrade, Mac users too can install the software directly from the modem. In addition, the modem is now shown as a drive.

# Important

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- The upgrade process must be executed using a Windows operating system.
- It is important that you do not disconnect the Unlimited USB Modem from the USB Port during the entire procedure.
- Nor must the power supply be interrupted at any time during the process.
- Temporarily deactivate your firewall.
- During the upgrade process, disconnect your Internet connection.
- From the Internet, first download the firm and software from [www.swisscom.ch/unlimited](http://www.swisscom.ch/unlimited). You will find both files under **Software download** (E220Update\_11.117.09.00.00.B268.exe und UTPS11.002.03.08.103\_MAC11.201.03.01.103.B266.exe).

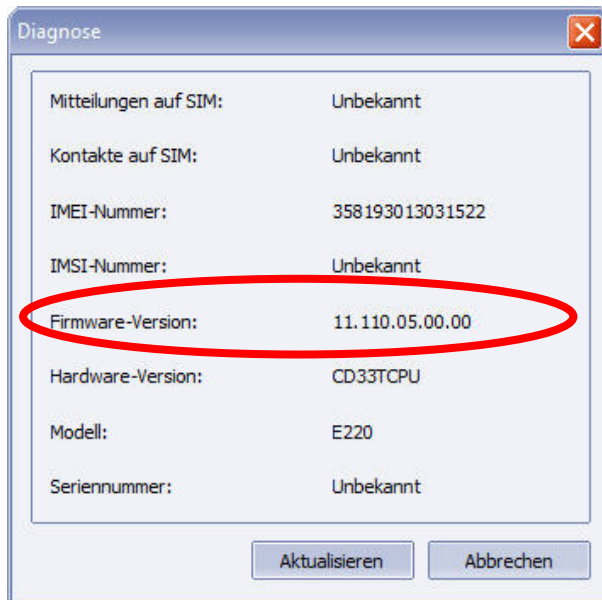
# Step 1

- To ensure that the upgrade process goes smoothly, please disconnect your Internet connection.
- Now check what type of firmware version you are currently using.

1. For customers with **Windows** computers:

Open the programme **USB Modem Connection** with a double-click.

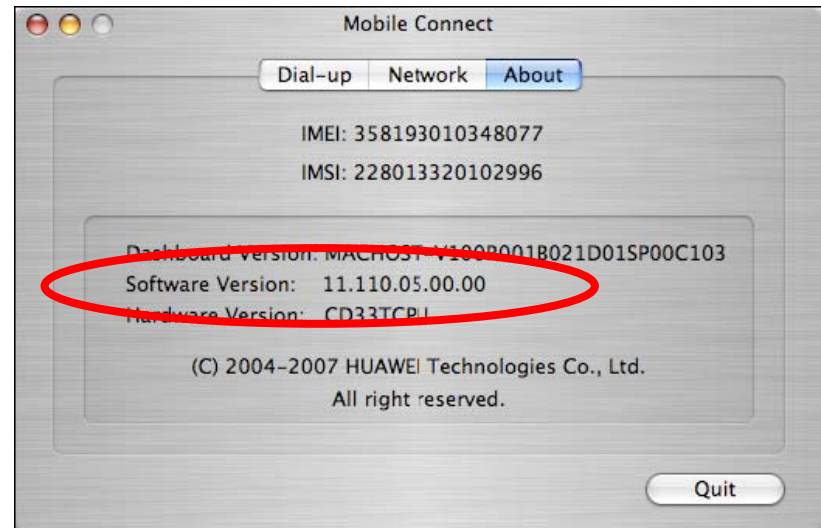
Under **Tools > Diagnostics**, the firmware version is shown.



For customers with **Macintosh** computers:

Open the programme **Mobile Connect** with a double-click.

Under **About** the firmware version is shown.



# Step 2

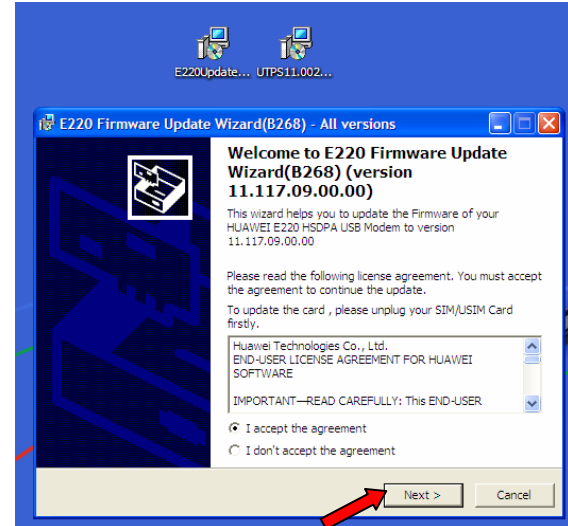
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- If the version displayed there is **11.110.05.00.00**, please continue with Step 2. Close the programme.
  - If a different number is shown, this means that your modem is already up to date. In that case, you don't have to do anything. Close the programme.
2. Open the **E220Update\_11.117.09.00.00.B268.exe** file by double-clicking it.

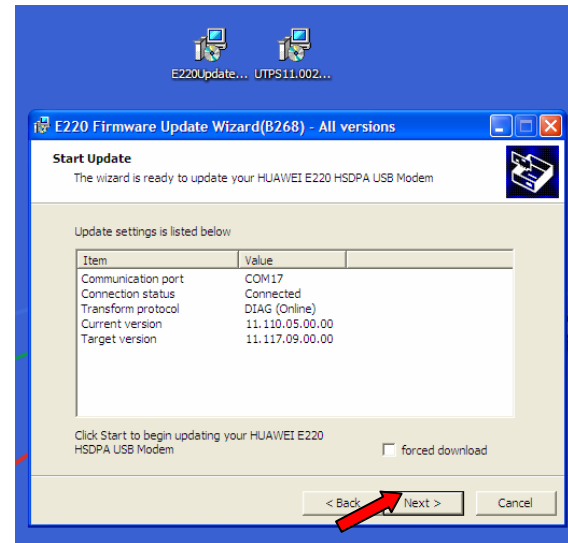


# Step 3 and 4

- 3. Accept the license terms by clicking **Next**.



- 4. Your modem will be recognised. To continue, click **Next**.

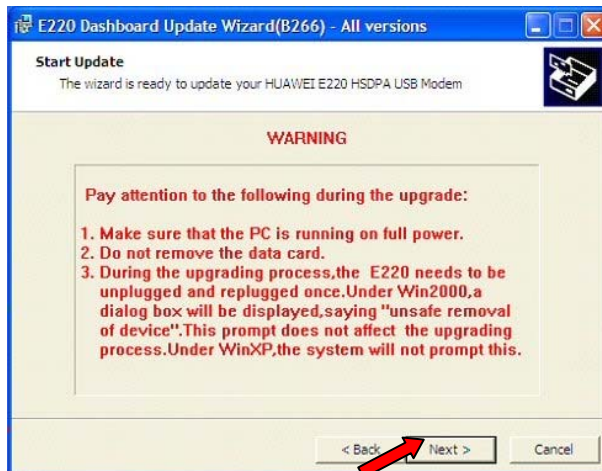


# Step 5 and 6

- 5. A warning will remind you that it is extremely important not to interrupt the update process. Click **Yes** to continue.

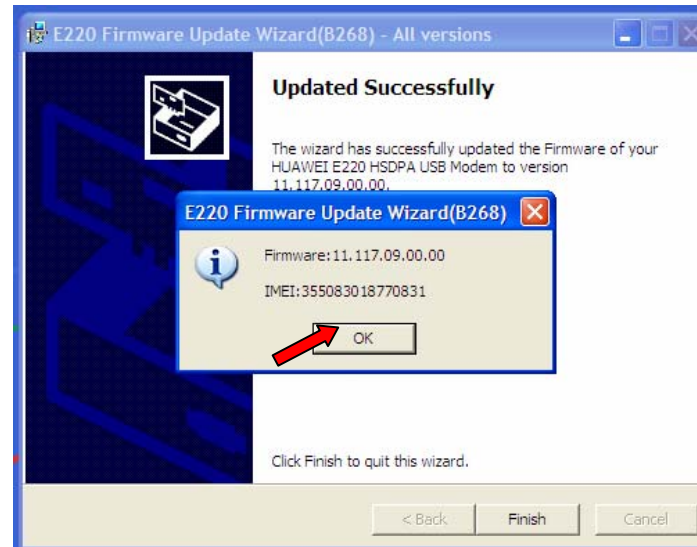
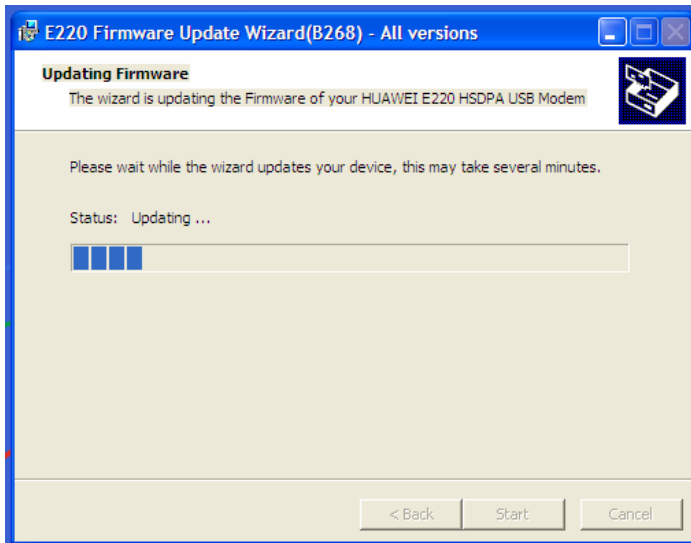


- 6. A second warning will pop up. Click **Next**.



# Step 7

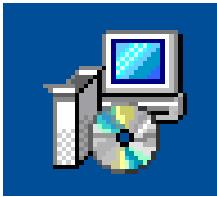
7. The update now begins. The process may take several minutes. As soon as the update process is complete, click **OK**.



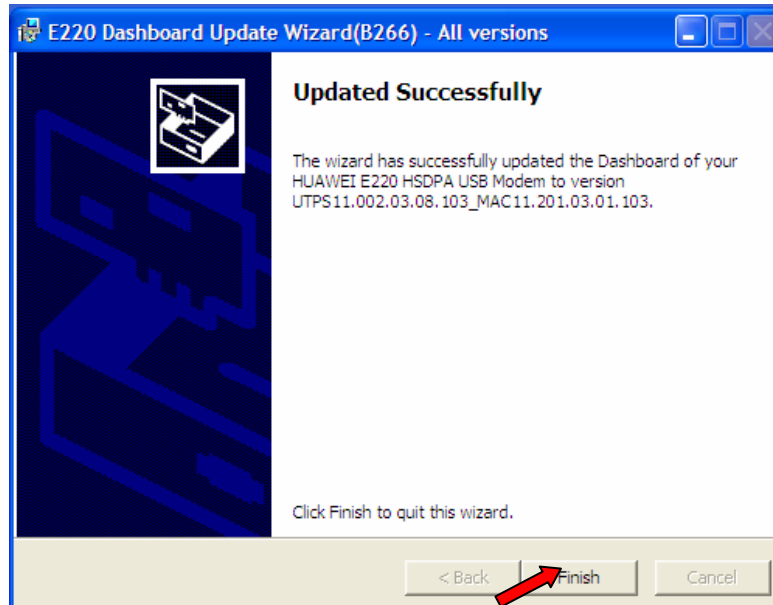


# Step 8 and 9

8. Open the **UTPS11.002.03.08.103\_MAC11.201.03.01.103.B266.exe** file double-clicking it.

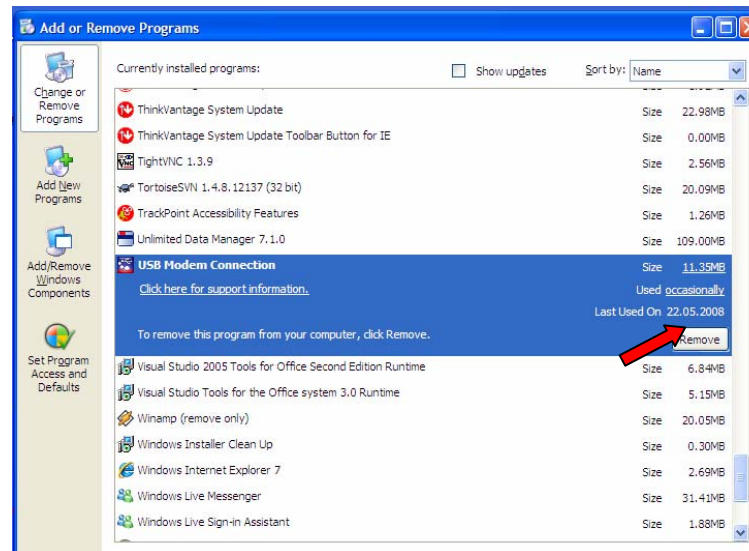


9. Repeat steps 3 to 7 and complete the update procedure by clicking **Finish**.



# Step 10

10. Unplug the modem from your USB port. Uninstall the **USB Modem Connection** programme. This is done as follows: Go to **Start\* > Control Panel > Programs**. Click on **USB Modem Connection** and **Uninstall**. Confirm that you wish to uninstall the programme by clicking **Yes**. Complete the process by clicking **Finish**.



\* For Windows Vista users: Please click on the Windows logo instead of on **Start**.

# Step 11

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- 11.** You must now reinstall the modem with the updated firm and software. To do that, you must plug in the modem from the USB port.. The installation assistant will guide you through the installation process step by step.