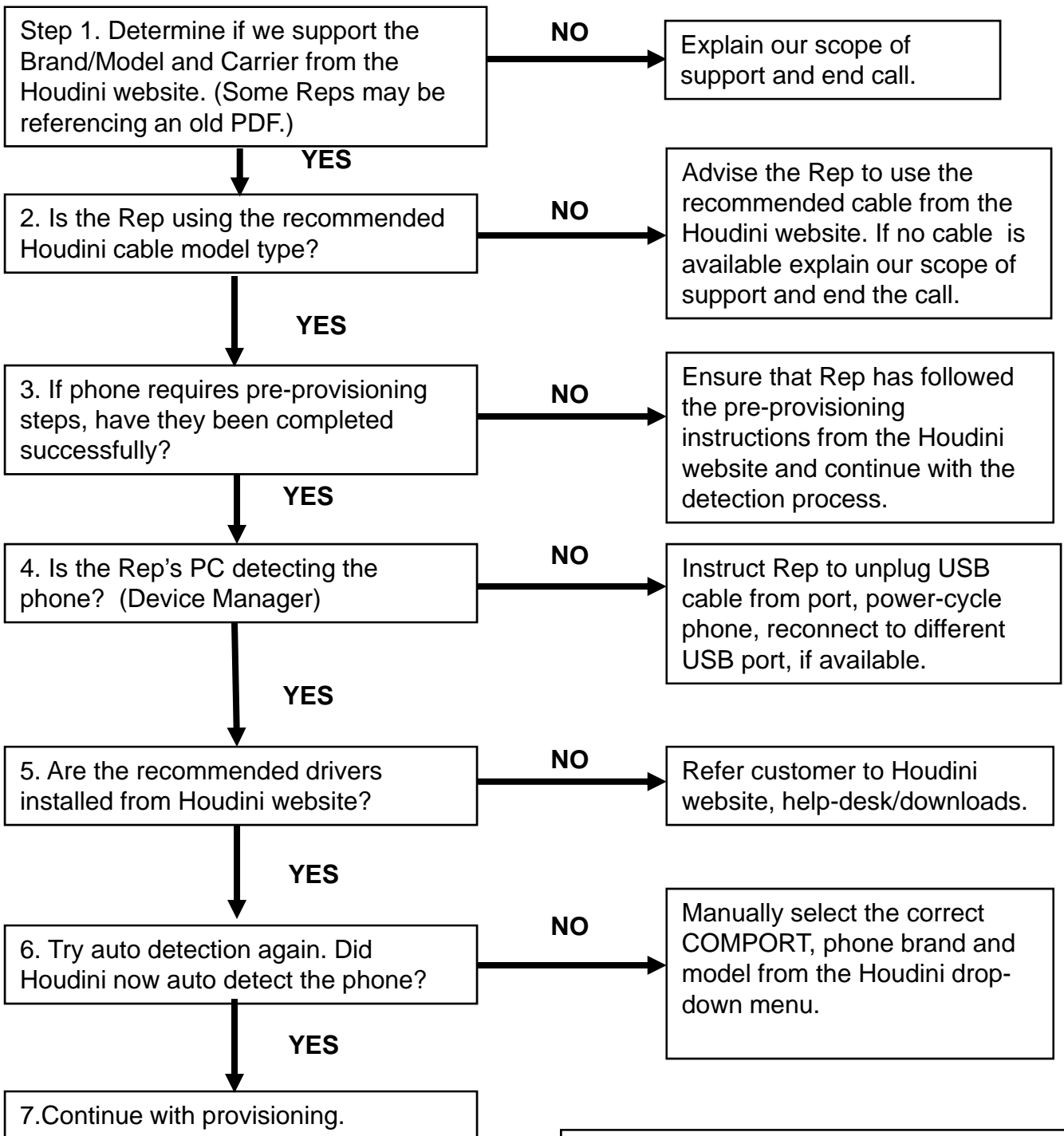


Detection Trouble-Shooting Flowchart

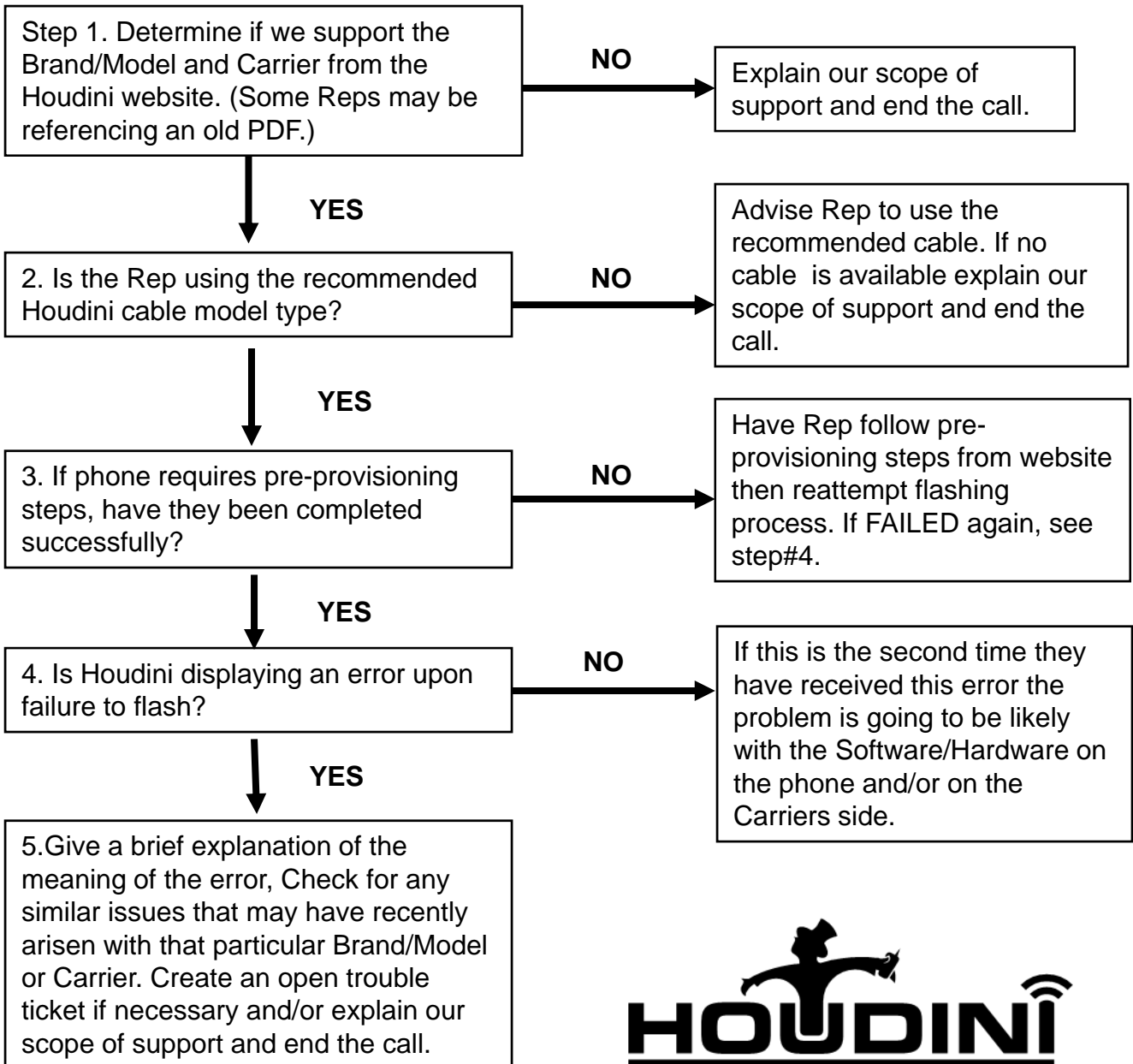


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Note: If the phone is still not being detected by Houdini after following these steps correctly, then the cause is likely a Hardware/Software issue with PC or Phone. Explain our scope of support to the customer and end call.

Failed Flash Trouble-Shooting Flowchart

Note: If Houdini is displaying a **FAILED** error message, if possible, first determine whether you may be able to trouble-shoot the error or if it is going to be strictly on the carriers side.



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Programming Issues Flowchart

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