



## Help me install

### How to install after a hard reset or ROM upgrade, and How to switch Skyfire to new phone

Use these instructions for any of the events below. We recommend following this set of instructions instead of copying from your external memory card since that is known to cause authentication issues.

- Hard reset your phone
- Updated ROM
- Switching from one phone to another
- Switching back to your old phone
- Error 000\_3008

*It's best to login to Skyfire on your desktop to Manage your Skyfire account, using the native browser from your device to switch devices doesn't work.*

1. Login to your Skyfire account at <http://www.skyfire.com/users/login> from your **DESKTOP browser**
2. Enter your email address and password
3. Click on "Switch Phone" in the left sidebar
4. Click on the checkbox for "Switch my Skyfire account to a different mobile device" (This step will associate your new phone or ROM with your Skyfire account.)
5. Click on "Update"
  - After clicking on Update, you will receive an SMS message at the phone number listed in your Skyfire account.
  - Click on the link that arrives in the SMS message, this will launch Internet Explorer

- It will list the email address that is associated with your Skyfire account, enter your password
  - Click on Submit
  - Once your password is accepted, Skyfire will be associated with this particular phone
  - Click on the download link to download the Skyfire cab file
  - Click on the cab file to install it
6. If you do not have SMS enabled, click on Download in the left nav bar from within your Skyfire account
- From here you can choose to "Send SMS with Link" or "Download to My PC"
  - If you choose "Download to My PC", you will also need to choose your phone type, select "Touchscreen" or "Non-touchscreen"
7. Click on "Download"

**Note: If you already backed up Skyfire to an external memory card then restored the Skyfire folder to your device, you will need to do the following steps to authenticate the new phone.**

- Login at <http://www.skyfire.com/users/login> from your **DESKTOP browser**
- Enter your email address and password
- Click on "Switch Phones"
- Click on the checkbox for "Switch my Skyfire account to a different mobile device" (This step will associate your new phone or ROM with your Skyfire account.)
- Click on "Update"
- Using the File Explorer on your phone, search for the Skyfire folder
- Delete the ENTIRE Skyfire folder
  - If you continue to get the error, Use the File Explorer (WinMo) or File Manager (Symbian) to search for the auth.txt file and outside the Skyfire folder and delete it.
  - Additionally, delete the Skyfire folder on the external memory card.

- Perform a soft reset on the phone
- Launch Skyfire, you will need to enter your registered email address and password