

# Introduction to Houdinisoft



Welcome to Houdinisoft! We're glad you're here. Spend a few minutes going through this guide to learn some Houdinisoft basics. We will introduce you to a number of useful Houdinisoft functions and concepts that will help you get started with your reliable CDMA Flashing Software. If you have any questions, please feel free to call, or send an [e-mail](#) at any time.

1. [Installing Houdinisoft and Drivers](#)
2. [Creating your Houdinisoft Account](#)
3. [Logging in to Houdinisoft](#)
4. [Flashing Basics](#)
5. [HoudiniMMS for Android](#)
6. [Reporting and Account Management](#)
7. [Contacting Customer Support](#)

Before we dive in, here are a few terms that will be used throughout this document:

**Flash(ing), Re-Provision** Changing device parameters to allow it to attain service on a new network

**ESN/MEID** Electronic Serial Number/ Mobile Equipment Identifier

**Activate** To apply the ESN/ MEID of a device to an account with the new target carrier

**Power Cycle** To turn off a device and then turn it back on

**CDMA** Code Division Multiple Access; a channel used by various radio communication technologies. Separate from GSM radio system

**MDN** Mobile Directory Number; also known as phone number

**MIN** Mobile Identification Number; unique 10-digit number that wireless carriers use to identify phones along with MDN

**SID** Description goes here.

# 1. Installing Houdinisoft and Drivers

Our desktop client applications offer a complete, powerful interface for flashing all of your supported CDMA devices Windows PC. They take less than a couple of minutes to install, so let's do that now.

## Houdinisoft App

First, download the installation software. Open your favorite web browser and visit the Houdinisoft Helpdesk Web site at [www.helpdesk.houdinisoft.com](http://www.helpdesk.houdinisoft.com).

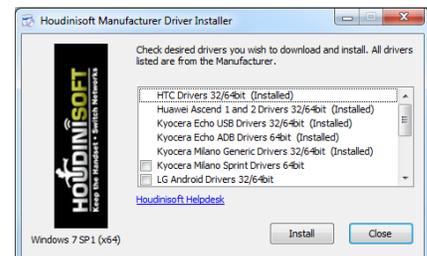
Locate the “Get Houdini” icon and download the executable setup file. When the download completes, double-click the file to launch the setup program. If you'd like, you can optionally configure the location of your Houdinisoft installation.



## Drivers

Next locate the “Get Drivers” icon and download the executable file. When the download completes, double-click the file to launch the Driver Setup Program. The program will automatically detect what type of computer you are using and provide you with the correct download option. Place a check mark next to each driver, and click start.

Complete install process for each driver as it launches until you receive notification that all drivers are installed.



## 2. Creating your Houdinisoft Account

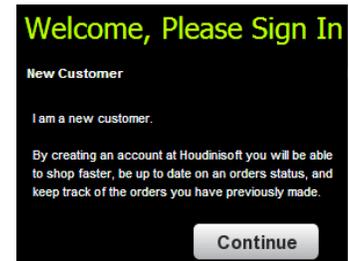
Note: If you have already registered for a Houdinisoft account on [www.houdinisoft.com](http://www.houdinisoft.com), you can skip this step. Simply enter the username and password you chose when you completed the account creation process.

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If you have not created an account, visit [www.houdinisoft.com](http://www.houdinisoft.com) and click on “Purchase Here”. From there, you can select the “Customer Login” option, and then select “Continue” below the New Customer field.

Input your information on the form. The e-mail address you use to sign up will become your username, and you will choose your password now too.

After completing your purchase of a Master Account, and any one of our exciting Credit options, you will be able to login to your Houdinisoft Application.



**Welcome, Please Sign In**

New Customer

I am a new customer.

By creating an account at Houdinisoft you will be able to shop faster, be up to date on an orders status, and keep track of the orders you have previously made.

[Continue](#)



**My Account Information**

NOTE: If you already have an account with us, please login at the [login page](#).

Your Personal Details

Gender:  Male  Female

First Name:

Last Name:

Date of Birth:  \* (eg. 05/21/1970)

E-Mail Address:

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*Note: Once you've filled in all of these fields, click "Continue". This will create your account.*

### 3. Logging in to Houdinisoft

The username for your Houdinisoft Application will be the e-mail address that you signed up with.

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Each time you launch the Houdinisoft application, you will be prompted to enter your username and password.

The first time you log in, you will be prompted to update the application. Complete the update and you can now log in to the application.



## 4. Flashing Basics

Houdinisoft can flash many different types of CDMA devices with varying levels of supported features. While the flash may be an intricate process, it is one that Houdinisoft can handle. Let's get started with first flash.

Before you begin any flash, you will want to ensure that the device you are flashing is supported. To find out, visit our Houdinisoft Helpdesk Page and click on the Phone Library Icon.

Now choose the carrier you wish to flash to from the drop down list and click "View Phone Library"

Once completed, you will see a list of all supported devices and you can use the Search feature to locate the device by model number or model name.

After confirming that the device is supported (ensure that the carrier the phone is coming from appears in the support list detail as well), verify the supported features.

From there, click on the device's name to review the phone's individual support and programming page. You will need to determine if there are any required Pre-Provisioning Steps. If so, perform the steps shown and plug in the device. You're now ready to begin.



Manufacturers	Type	Carrier	Cable	Symbol	Status	Cable	Technology	Voice	Text	Web	Picture Mail
HTC	5435L (Droid DNA)	Verizon	MTC	Bear	Active	100	4G	ABC	✓	✓	
Samsung	SHW-L900 (Galaxy Note 2)	Sprint	MTC	Bear	Active	100	4G	ABC	✓	✓	✓
Samsung	SHW-L710 (Galaxy S3)	Sprint	MTC	Bear	Active	100	4G	ABC	✓	✓	✓
Samsung	SHW-E335 (Galaxy S3)	Verizon	MTC	Bear	Active	100	4G	ABC	✓	✓	✓
HTC	ADND176 (Incredible 4G LTE)	Verizon	MTC	Bear	Active	100	4G	ABC	✓	✓	✓
Pantech	UB9099 (Revolv)	Verizon	MTC	Bear	Active	100	4G	ABC	✓	✓	✓



### Pre-Provisioning Instructions:

- Open the Dialer Pad. Enter ##3424# then plug in the device.
- Be sure 4G is disabled on the device after flash to prevent data issues.

*Note: Not every device will have Pre-Provisioning Steps. For these, you will simply plug in the device to begin flashing.*

## Talk and Text Flash (Basic Flash)

The features that all supported phones have in common talk and text; whether it's a feature phone or a smart phone, Houdinisoft can apply talk and text functionality in a snap.

To flash the phone for talk and text only, it is not required that you have the MDN and MIN prior to the flash, but if you do, you can allow Houdinisoft to manually program the phone during the flash.



After logging into the application, press “Detect,” you will see a reminder about the 2012 DMCA Ruling, and will be given the chance to have your customer sign a Customer Flashing Agreement if you feel that the device may have been purchased from the carrier after January 26, 2013. Once you verify the device’s flash eligibility, click “Yes,” otherwise, click “No.”

Once the phone has been detected, click “Next” to choose the desired carrier. Then click “Next” again and review the flash detail before pressing “Provision” which will start the flash.

Let’s say you choose not to get the MDN and MIN for the flash, simply press “OK” on the pop-up that appears on the screen requesting those numbers. If you have the MDN and MIN, input the numbers in the correct fields and press “OK.”

Once you see the green Pass icon, unplug the phone and allow it to power-cycle. The flash is complete.



*Note: If you did not input the MDN and MIN during the flash, you will need to follow the Manual Programming steps on the device’s individual programming and support page before placing a test call.*

## Talk, Text and Data Flash (Full Flash)

Many of our supported offer a full flash including Talk, Text, Web and MMS, and can be flashed just as easily as those that only support a Basic Flash.

A Full Flash will require that you have the MDN and MIN from the account you have applied the ESN or MEID to prior to the flash. Without these, you cannot successfully apply data to the device.

After logging into the application, press “Detect,” you will see a reminder about the 2012 DMCA Ruling, and will be given the chance to have your customer sign a Customer Flashing Agreement if you feel that the device may have been purchased from the carrier after January 26, 2013.



Once you verify the device's flash eligibility, click "Yes," otherwise, click "No."

Once the phone has been detected, click "Next" to choose the desired carrier. Then click "Next" again and review the flash detail before pressing "Provision" which will start the flash.

Input the MDN and MIN, and SID into the correct fields and press "OK."

Once you see the green Pass icon, unplug the phone and allow it to power- cycle. The flash is complete.



*Note: You can immediately place a test call to allow the phone to fully activate after it power cycles. If you flashed an Android phone, you have one additional step, read on to continue.*

## 5. HoudiniMMS for Android

HoudiniMMS was created in order to ensure that you can offer your customers guaranteed MMS functionality. Since MMS settings vary by manufacture and carrier, a third party app is the best way to provide the full benefits of multi-media messages

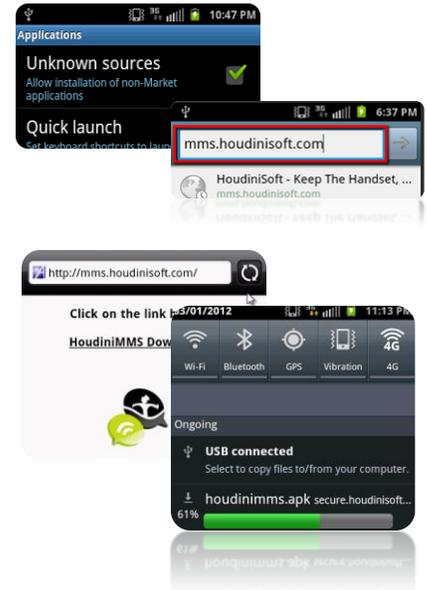
After a Full Flash on an Android device, HoudiniMMS can be installed if Mobile Data is working.

Ensure Device has a Memory Card in place, Wi-Fi is Disabled (Turned OFF) and that the device has the “Enable Unknown Sources” option check marked.

Next, open the mobile browser and enter one of the three URLs below to be entered directly into the Address Bar of the devices web browser: [mms.houdinisoft.com](http://mms.houdinisoft.com) | [androidmms.com](http://androidmms.com) | [houdinisoft.com/mms](http://houdinisoft.com/mms)

Click “Download” on the website that appears and complete the installation process.

It's as simple as that. If you like, you can choose to test all features at this time.



## 6. Reporting and Account Management

Houdinisoft comes with an immensely useful web-based reporting tool. It's true power lies in its ability to access a full sweet of reporting and user management. This allows you to always remain in control over your flashing solution virtually anywhere, on any computer, web browser, or phone.

Houdinisoft offers you a wide range of reporting options, which can be accessed at [helpdesk.houdnisoft.com](http://helpdesk.houdnisoft.com). To login to the reporting interface, first click on the Reports Icon, and then sign in using your username and password.



Once complete, you will have access to a variety of reporting options; here are the details for each:

### Report Descriptions

#### Manage Users

Create, disable, and edit your Master, Manager, and Simple Users with this easy to use management interface.

#### Provisioning Report

Review in depth reporting on each flash performed by your Master Account. Reporting details include flash date, flash type, device make and model, MDN, MIN, ESN/MEID, Carrier, price, and more.

#### Cash Points Deposits

Review flash credit deposits for your account by date and amount deposited.

#### Credits

Check your Master Account available flash credit balance

#### Count Provisioning

Review reporting based on total provisioning counts within a given date range which can be filtered by device model, flashed carrier, flash type and more.

#### Reports

 Provisioning Report	 Cash Points Deposits
 Credits	 Count Provisioning
 Main menu	

## Creating and Managing Users

To edit and create new users, first open the Manage Users report interface

Next, select New User and complete the form to include the Username, First and Last Name, Access Level, and password.

### Manage Users

[New User](#) [New Manager Account](#) [Refresh](#) [Home](#)

DISPLAY FOR:  
Manager Account: < Show All >  
UserName:   
Enabled/Disabled: Enabled

Export to Excel [Export](#)

Username	Name	Access level	Enb	Master Account	Manager Account
DemoAccount	Test Test	Manager User	<input checked="" type="checkbox"/>	Verizon Wireless	Verizon Wireless

*Note: Passwords must be at least eight digits long, alpha-numeric, and the first three characters of the password must not be a part of the username.*

## Running Reports

To run a report, first select the desired report name from the list.

Next, select user(s) you would like to run the report for.

Now, select the date range for the report, and select the Refresh icon at the top of the page to run the report.

### Provisioning Report

[Refresh](#) [Reports](#)  
Last Refresh: 6/4/2013 3:13:15 PM

DISPLAY FOR:  
Manager Account: < Show All >  
User Name: < Show All >  
Handset: < Show All >  
Carrier: < Show All >  
Date From: 6/4/2013  
Date To: 6/4/2013  
Display: 50 rows.

Select Action:  Voice & Text  Data  MMS

More Filters

Success

TOTAL SUCCESS: 2 [Display Details](#)  
ONLY Signal Test Passed: 0 [Display Details](#)

Export to Excel [Export](#)

Action	Status	Date	Master Account	Manager Account	IP Address
Voice and Text	Completed	2013-05-08 13:45:04	Verizon Wireless	Verizon Wireless	137.188.108.21
Data	Completed	2013-05-08 13:45:04	Verizon Wireless	Verizon Wireless	137.188.108.21
N/A					

*Note: Any report you run can be exported for later use.*

## 7. Contacting Customer Support

Houdinisoft offers world class Remote Support by phone, chat, and e-mail at no additional charge. Contact us by your preferred contact method for immediate support.

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### Hours of Operation

Technical Support: (800)496.0156 Ext. 2

Monday– Friday 9:00AM to 9:00PM (CST)

Saturday– Sunday 10:00AM to 7:00PM (CST)

Sales Support: (800)496.0156 Ext. 1

Monday– Friday 9:00AM to 5:00PM (CST)

### Contact Methods

#### Phone

Call our support line during regular business hours

#### Chat

Visit [helpdesk.houdinisoft.com](http://helpdesk.houdinisoft.com) or [Houdinisoft.com](http://Houdinisoft.com) during regular business hours and click on the Chat icon

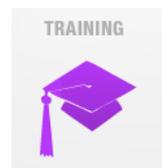
#### E-mail

Send mail to [sales@houdinisoft.com](mailto:sales@houdinisoft.com) or [support@houdinisoft.com](mailto:support@houdinisoft.com) at any time

### Additional Resources

Additional resources can be found by visiting [helpdesk.houdinisoft.com](http://helpdesk.houdinisoft.com) where you will find access to information such as:

- Programming Instructions
- Troubleshooting
- Driver Downloads
- Tutorials
- Live Chat & Remote Support



**REMOTE SUPPORT** 

Thank you for using Houdinisoft!