SIEMENS

Siemens Mobile Phones

Software update procedure for U15 UMTS Mobile Phone

V1.0

Table of Content

SIEMENS

1   General Information

The phone software is booted with the Multi Phone Flash (multiflash) tool. This procedure is called flashing. There is no mapping required

SW Versions include flash file, flex file and language file in one flash file. Thus you only have to flash the mobiles with the **.shx** file

2   Validity

This procedure is to apply for special, from Siemens AG authorized, workshops.

3   Required equipment and software

All following events should be carried out in an ESD protected environment and with ESD protected equipment/tools.

3.1   Required hardware:

➢ PC with Win2000 (English / min. Service Pack 3) and USB port (For more details see help file below)
➢ WIBU Dongle (parallel) **the known Siemens Dongle is not usable!**
➢ U15 Charger with adapter plug
➢ USB data cable for the U15

The dongle, charger and data cable could be ordered from Service and Support department in Kamp-Lintfort. Please send your order by Fax to: **+49 2842 95-4302**.
The order number for this **U10/U15 sw-update kit** is **F30032-P254-A1**
Please note that we have max. 2 kits per service partner.

3.2   Required software

➢ Multiflash program
➢ Driver: USB2000XPSIE.INF
➢ Driver: p2k.inf
➢ PST Software: PST6.1 or above

The required files are bundled as one file named U15 update software.zip and can be downloaded from communication market U15 software section.

4   Installation of boot software

4.1   Product Support Tool (PST)

- ➢ Download the software from the communication market (technical support).
- ➢ Copy the file into a new folder named C:\Program Files\Motorola\PST and unzip the file into this folder.

!! Ensure that the special dongle is connected !!

- ➢ Run the setup file named **PST_6.1_3G_CARRIER.exe** and follow the instructions.
- ➢ More detailed setup information is shown in the following file:

"pst installation.hlp"

- ➢ Restart the computer to finish the setup.

4.2   USB Driver

- ➢ Connect the U15 via the USB-Cable to the PC.
- ➢ Ensure that the battery is at least 50% charged and **"switch on"** the phone.
- ➢ The windows hardware assistant indicates:
  New hardware detected:
  Siemens Phone (U15)
- ➢ The required USB driver is named USB2000XPSIE.inf. Located in the PST-Folder.
- ➢ Root the "assistant to the PST-Folder.
- ➢ Follow the instructions of the hardware assistant.

5 Software Update Process

5.1 Pre Check

Check the software version which is running on the mobile previously:

- ➢ Insert SIM card (Test- or Network SIM card)
- ➢ Switch on the mobile
- ➢ Enter the PIN Nr.
- ➢ Interrupt the network search by pressing the "Off" key once
- ➢ Open main menu (centric soft key)
- ➢ Select settings
- ➢ Select phone status
- ➢ Select other information
- ➢ Select S/W Version and press view (right soft key)

- ➢ Software version is shown

5.2 Additional Driver (appears only the first time after a setup)

- ➢ If there appears a window that an additional driver (S Flash Rainbow POG) is required continue with the below described steps
  - a) Root the hardware assistant to the PST-Folder
  - b) Follow the instruction of the hardware assistant
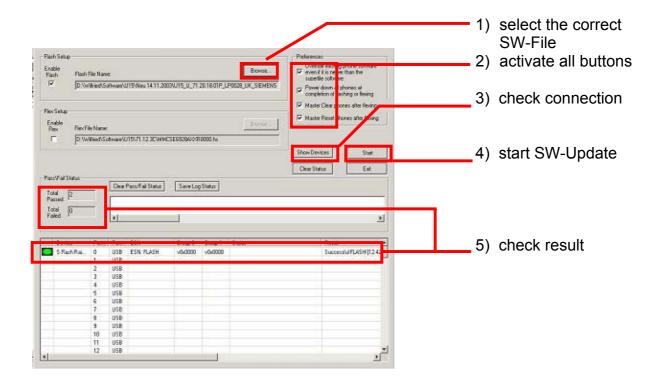 - c) The required driver is the **p2k.inf** driver

5.3 Mobile Software Update with "Multi Phone Flash" tool (Flashing)

➢ Make sure that the dongle is connected to the PC.
➢ Connect the mobile to the USB port.
➢ Switch on the U15 device. By simultaneous key pressing of the keys
* # and the "on" key
➢ Execute the multiflash.exe (USB) software from installed folder.
➢ Select with the browser button the correct SW directory and file, ending
xxx.shx
➢ Activate override
➢ Finally start the software update procedure by pressing the "Start" button. An indicator shows the proceeding of the process – it takes aprox. 3 minutes (depending on the computer).
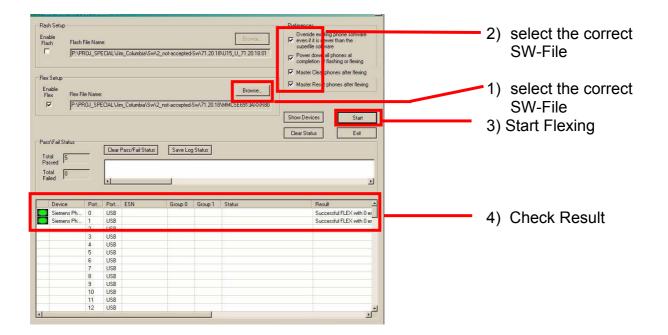

1) select the correct SW-File

2) activate all buttons

3) check connection

4) start SW-Update

5) check result

5.4 Update of Flex-File "Multi Phone Flash" tool (Flexing)

- ➢ Make sure that the dongle is connected to the PC.
- ➢ Insert a TEST-SIM-CARD
- ➢ Connect the mobile to the USB port. Switch on the U15 device.
  Normal Mode ("On/Off"-Button)
- ➢ Format the internal phone memory
  **Go to > Settings > Phone Status > Storage Devices > Phone > Menu key
  > Format (Select)> "Yes" then leave, use "No" Button**
- ➢ Select with the browser button the correct SW directory and Flex-File, ending
  xxx.hs
- ➢ Activate all preferences buttons
- ➢ Finally start the software update procedure by pressing the "Start" button. An
  indicator shows the proceeding of the process – it takes aprox. 1 minute
  (depending on the computer).

2) select the correct
   SW-File

1) select the correct
   SW-File

3) Start Flexing

4) Check Result

5.5 Trouble shooting

Sometimes it happens when you start the "flexing" that the PC finds again a new hardware.
In this case proceed as described.

- ➢ Follow the instruction of the hardware assistant
- ➢ To install the driver, root the assistant into the "PST-Folder"
- ➢ Select the driver called "**cdma1x.inf**" and do the installation.
- ➢ Ignore all error messages until this hardware info disappears

- ➢ Open the device manager in the control panel of you PC
- ➢ You should see a lot of **"? unknown device"**
- ➢ Proceed as follows:
  - open the **"? unknown device"** by right mouse click
  - select properties
  - select update driver
  - follow the instruction
  - select the driver called "**cdma1x.inf**" from the PST-Folder
  - **!!! select the driver by "open" and "ok" but then go back!!!**
  - **A)** select now the section "show devices"
  - select "Motorola USB Device" and open it
  - select again "Motorola USB Device" and finish the installation
  - Ignore all error messages
  - Do the same for all **"? unknown device"** until they disappear all starting from **A)**