MOTOROLA

RSD-NetConnected User's Guide

Member
Version 1.0.0

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contents

system requirements 2

install RSD-NetConnected 3
- at a glance 3
- before you start 3
- while you install 4
- install the program 5

use RSD-NetConnected 7
- at a glance 7
- before you start 7
- while you use RSD-NetConnected 8
- start the program 9
- select a task 11

service & support 20
- support 20
- USB hubs 20
- personal information & third-party applications 21

glossary 22

index 24

system requirements

Remote Software Download - NetConnected (RSD-NetConnected) is easy to use, convenient, and secure. All you need are the following requirements to install and use RSD-NetConnected on your PC:

Supported operating systems	• Microsoft® Windows® XP™ (with Service Pack 2) • Microsoft Windows 2000 (with Service Pack 4)
Hardware requirements	• processor speed: 400 MHz or greater • random-access memory (RAM): 512 MB or greater • available hard disk space: 500 MB minimum • monitor with SVGA graphics • mouse (or equivalent pointing device) • phone charger • available USB port or USB hub (Belkin is the recommended brand.) • for Data Block Signing, you need a client security dongle
Software requirements	• web browser: Internet Explorer 6 or later • for Data Block Signing, a software certificate
Data cable requirements	USB cable for connecting the phone to the PC
Network or broadband connection requirements	• network connectivity • high-speed connection is recommended for optimal performance (cable, DSL, or ISDN)

install RSD-NetConnected

at a glance

Step 1 Download the installation program.

Step 2 Double-click on the file to start the installation.

before you start

Before you install RSD-NetConnected, make sure you have these items

- administrator privileges for your PC
- access to the Motorola environment to apply for RSD NC access

Note: If you don't have access to the Motorola environment, contact your local MASC support.

access the RSD server

You need a Motorola OneIT name and password to access the RSD Server at http://rsd.motorola.com.

create a user profile

Step 1 Go to http://rsd.motorola.com and log in with your OneIT name and password.

Step 2 Click **User Registration** in the Options window.

Step 3 Select the required operators and phone models that you will be flashing.

Step 4 Enter a valid MASC ID.

Important: The MASC ID must be valid and in the correct format. If not, your account request has to be rejected. Contact your local MASC support if you need help.

Step 5 Click **Submit**.

Step 6 Click **Yes** to confirm your choices.

When your account on RSD Server is approved, you receive email notification. You can then download the client installation files from the RSD server.

Step 7 On the RSD Web site, click **Net-Connected Client Download**.

while you install

As you install RSD-NetConnected, keep these factors in mind:

- Installation typically takes approximately 5 minutes.
- All program files are installed in C:\Program Files\Motorola\MotoConnect. All operator software is downloaded automatically to C:\Program Files\Motorola\MotoConnect\firmwares.
- The program files use approximately 200 MB of space on your PC.
- Required space for using the program depends on the user profile. For example, for Germany, all operators require approximately 8 GB, while for the UK, all operators require approximately 10 GB.

  Note: The program doesn't consider your hard disk space, so please allow an appropriate buffer size.

install the program

Important: Do not connect your phone to the PC before you install RSD-NetConnected.

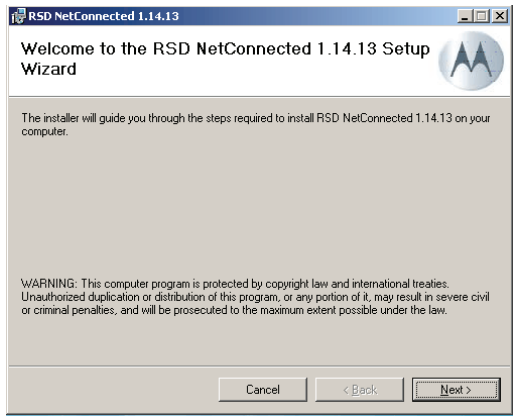
Step 1 Use a browser to go to the RSD-NetConnected site: http://rsd.motorola.com.

Step 2 Log in and download the program to your desktop.

Note: If you need help logging in, contact your local MASC support.

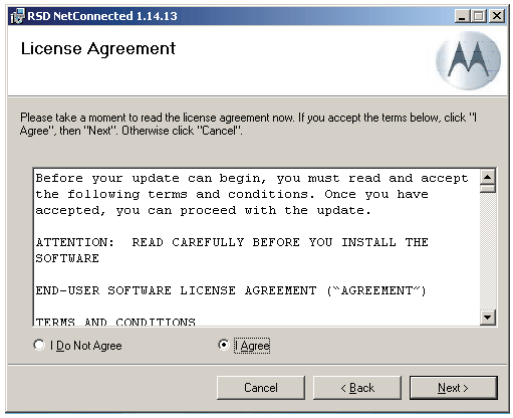
Step 3 Double-click the file on your desktop to begin the installation

The welcome screen for the installation appears.

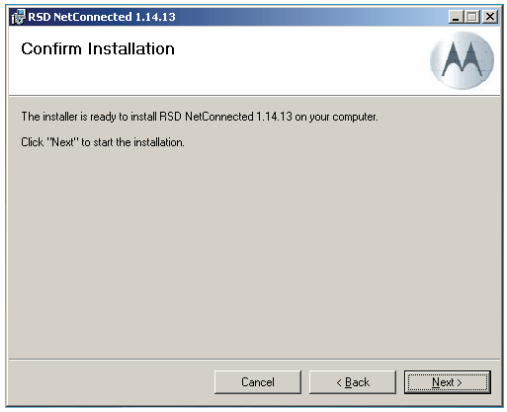


Step 4 Click **Next**, accept the license agreement, and click **Next**.

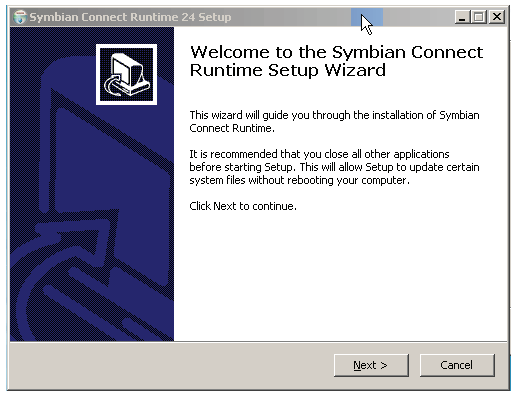
The installation location is C:\Program Files\ Motorola\ MotoConnect.



Step 5 When the Confirm Installation screen appears, click **Next** to start the installation.



Note: You may be prompted to install Symbian Connect Runtime. If so, follow the prompts on your screen.



Step 6 When the final installation screen appears, click **Close**. See "use RSD-NetConnected" on page 7.

use RSD-NetConnected

at a glance

Step 1 Start the program and log in.

RSD-NetConnected checks the latest software and configurations available and, if necessary, downloads them.

Step 2 Connect your phone to your PC using a USB cable.

Step 3 Select a task.

Note: The tasks that are available to you depend on your user profile. See your local MASC support for more information.

before you start

To *use* RSD-NetConnected, you need:

memory	at least 512 MB of RAM and 500 MB of available hard disk space on your PC **Note:** To find out how much disk space is available on your PC, open **My Computer** and point to the disk that you want to check. A tool tip indicates the total disk capacity and the amount of free space.
USB port or hub	available USB port or USB hub **Note:** Belkin is the recommended brand. For more information about using hubs, see "USB hubs" on page 20.
USB cable	USB cable for connecting the phone to your PC

while you use RSD-NetConnected

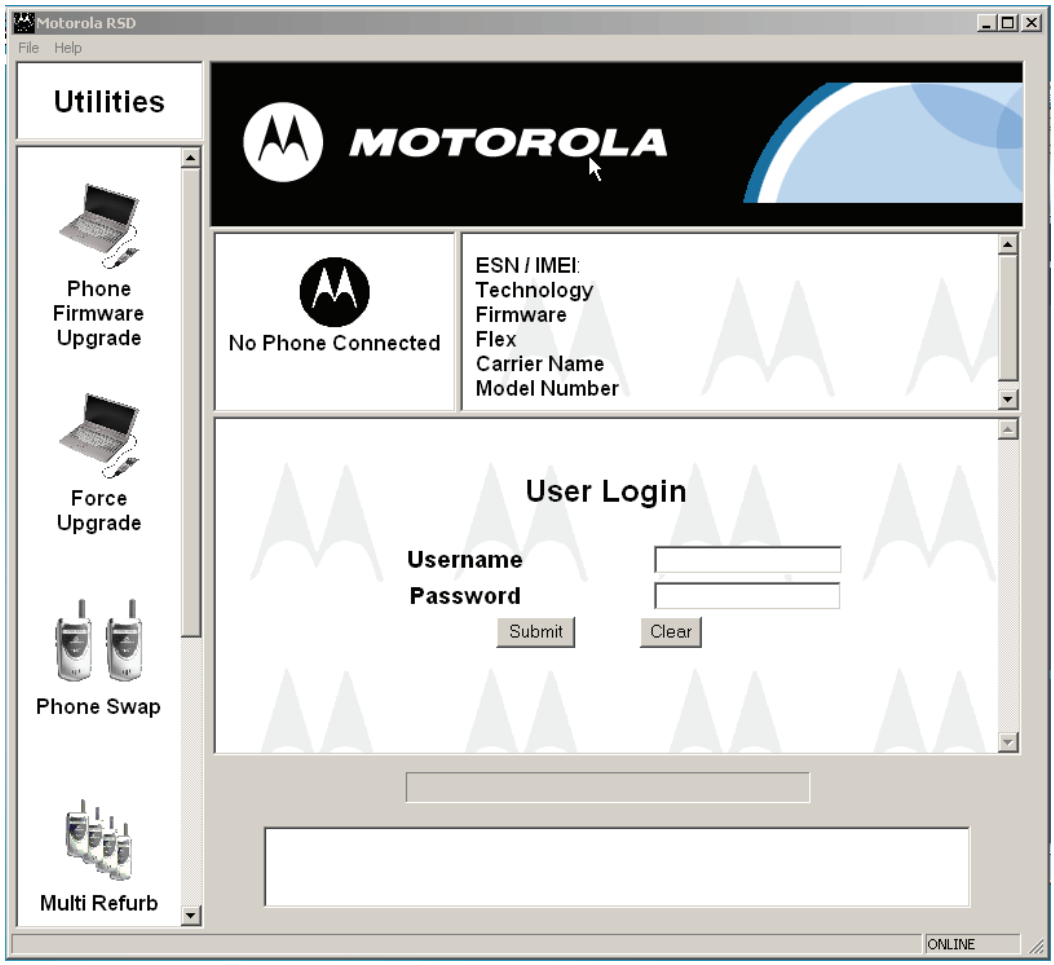
As you use RSD-NetConnected, keep these factors in mind:

- **Running other programs** — You should shut down any other programs that connect to Motorola devices, such as Motorola Software Update (MSU), RSD-Lite, Motorola Phone Tools (MPT), or Remote Software Download - New Product Introduction (RSD-NPI).
- **Estimating update time** — A typical device update takes 6 to 10 minutes depending on your phone. Backup & Restore can take longer than an hour depending on the amount of user content on your phone.
- **Checking for available updates** — RSD-NetConnected informs you when an update is not currently available for your phone. Check back with your local MASC support for updates.
- **Canceling updates** — You can cancel RSD-NetConnected by clicking **Exit** at the bottom of the screens. No changes to your phone occur if you cancel.
- **Getting help** — Clicking **Help** at the top of the screen. You can also contact your local MASC support.
- **Keeping phone connected** — The phone must remain connected to the PC during the entire process. If you accidentally disconnect, follow the prompts on your screen to resume.
- **Making calls** — You *cannot* receive or make calls during the software update process including emergency calls.
- **Powering up and down** — It's normal for your phone to restart several times during the update process. RSD-NetConnected prompts you when the update is complete.

start the program

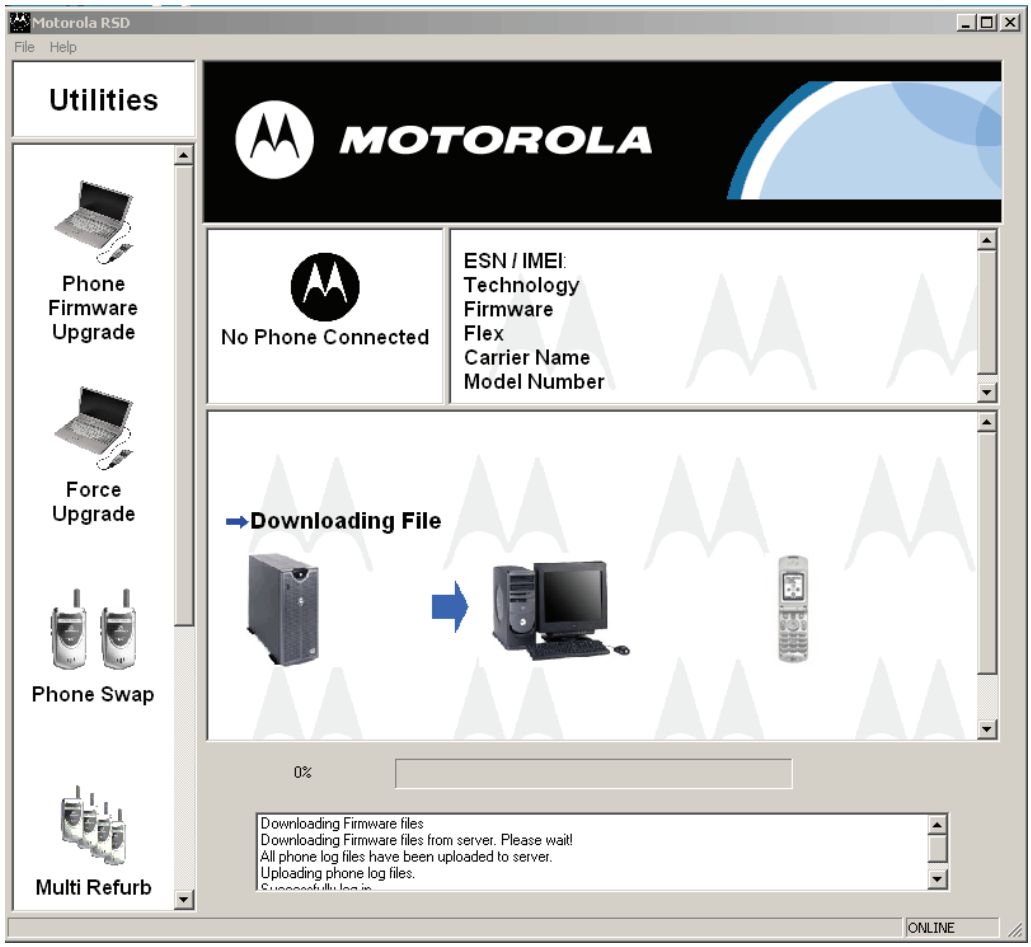
Step 1 Start RSD-NetConnected by double-clicking the **RSD NetConnected** icon on your desktop.

The welcome screen appears.



Step 2 Enter your username and password, and then click **Submit**.

RSD-NetConnected retrieves the latest software and configurations from the server.



When RSD-NetConnected is finished downloading the files, it displays the message, "RSD has the latest files."

Step 3 Connect the phone to the PC with the USB cable.

select a task

After you log in and connect your phone, you can select from these tasks in the Utilities window:

- **Phone Firmware Upgrade** to update a phone with the most current software with the option of Backup & Restore
- **Force Reflash** to select software or a specific service file and force a software update
- **Phone Swap** to move personal information from one phone to another
- **Multi Refurb** to update several phones at the same time with the same software
- **Seed-Stock** to select software for one or more identical phones regardless of their current software
- **Phone Provisioning** to select and configure phone parameters for one or more phones
- **Data Block Signing** to sign DBS devices after flashing them to another model that requires a lock

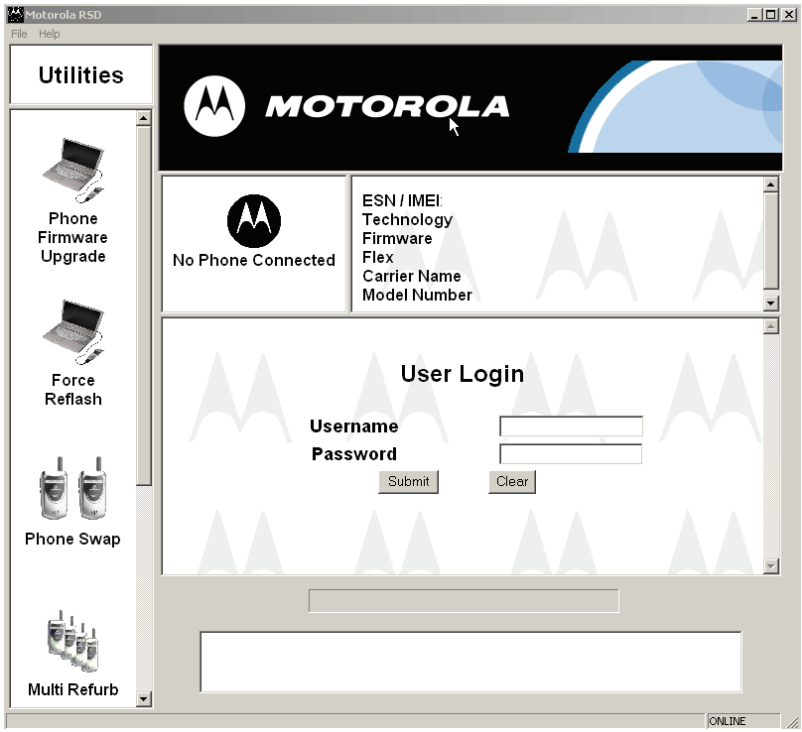
Note: The tasks that are available to you depend on your user profile. See your local MASC support for more information.

update a phone

Use Phone Firmware Upgrade to update your phone firmware with the latest carrier approved software and to backup and restore all of your user data.

Important: Do not disconnect your phone during the update. If you accidentally disconnect, use the prompts on your screen to resume the update.

Step 1 With your phone connected, click **Phone Firmware Upgrade** in the Utilities window.



Note: This example shows the phone information in the upper right window. IMEI, Technology, Firmware and Flex are read off the device. RSD-NetConnected provides the Carrier Name and Model Number and displays them only if your user profile is authorized for the carrier and the phone configuration matches a shipped configuration.

The **Save Personal Phone Data** checkbox is selected by default. During the update, RSD-NetConnected backs up your user data, updates the software, and then restores your user data. If an error occurs during a step, RSD-NetConnected restarts the step.

RSD-NetConnected can back up and restore your user content *only*. You lose any third-party applications. See page 21 for details.

Step 2 Click the **Start Firmware Upgrade** button in the main window.

When the update is complete, you see the message **Firmware Upgrade Successful**.

Step 3 Disconnect the phone from the PC.

force an update

Use Force Reflash to manually select a firmware file to install onto a phone.

Step 1 With your phone connected, click **Force Reflash** in the Utilities window.

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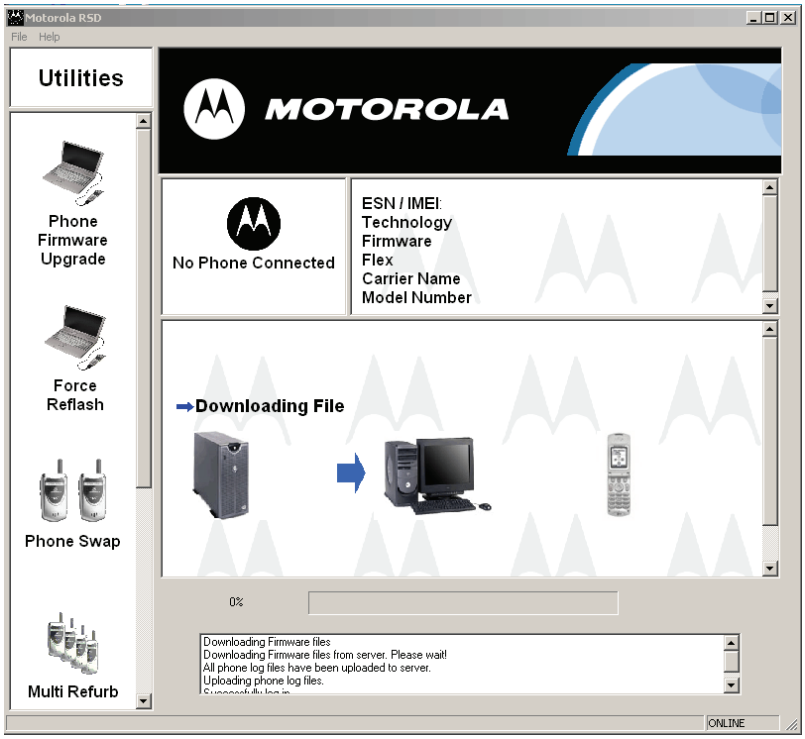


The **Save Personal Phone Data** checkbox is selected by default. During the update, RSD-NetConnected backs up your user data, updates the software, and then restores your user data. If an error occurs during a step, RSD-NetConnected restarts the step.

RSD-NetConnected can back up and restore user content *only*. You lose any third-party applications. See page 21 for details.

Step 2 Click **Browse** to navigate to the file you want to install on your phone. The file information appears in the main window.

Step 3 Click the **Start Firmware Upgrade** button in the main window.

When the update is complete, you see the message **Firmware Upgrade Successful**.

Step 4 Disconnect the phone from the PC.

swap phones

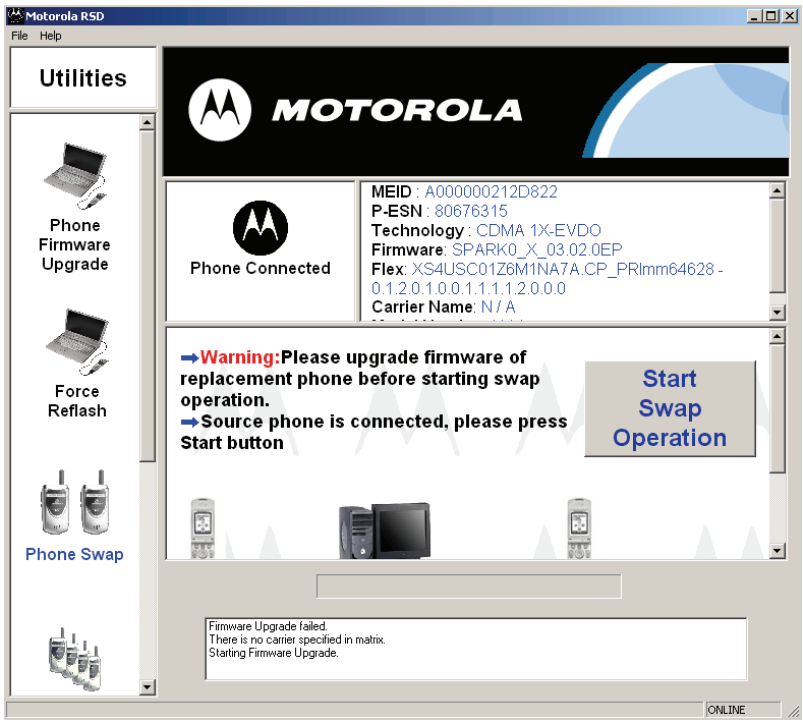
Phone Swap

Use Phone Swap to back up user data content from one device and restore to another.

Note: The target phone must have the latest software. If not, RSD-NetConnected updates the target phone. Typically, the phones should be the same kind of phone. The phones can be different, but results are not guaranteed.

Step 1 With your source phone connected, click **Phone Swap** in the Utilities window.

.



Step 2 Click the **Start Swap Operation** button to copy the source phone's user content to your PC.

After the program successfully copies your user content to your PC, it prompts you to connect your target phone.

Step 3 Disconnect the source phone from the PC.

Step 4 Connect the target (or destination) phone to the PC.

When the process is complete, you see a message that the swap was successful.

Step 5 Disconnect the target phone from the PC.

update several phones at once

Multi Refurb

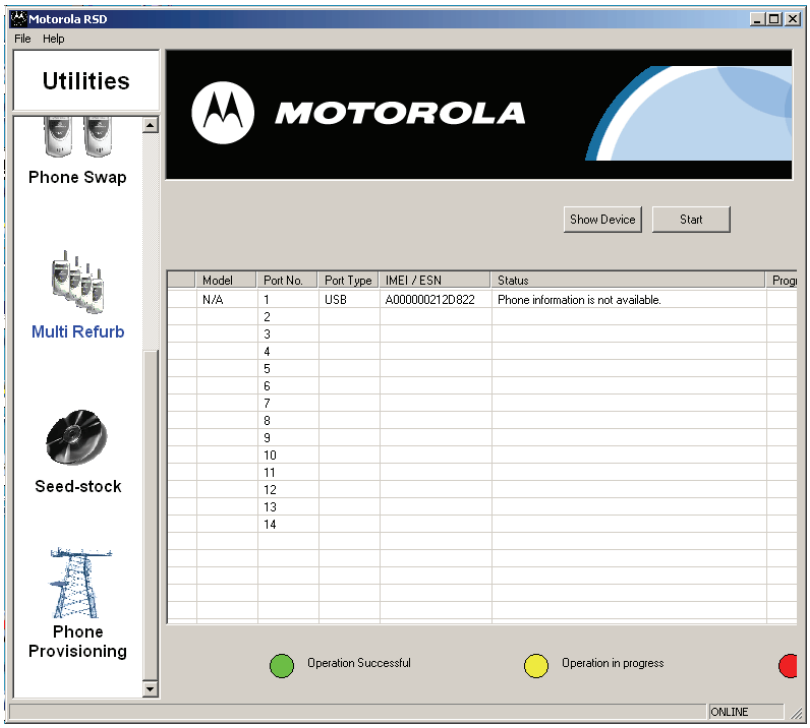
Use Multi Refurb to update multiple devices, up to 14, to the latest carrier approved software.

Note: You cannot change carriers. Also, you must unlock Subsidy Locked devices before doing a refurb. If you install a hardware dongle on your PC and you have authorization, RSD-NetConnected automatically unlocks the devices.

Step 1 Connect your phones to your PC by using multiple USB cables in USB ports on your PC or a USB hub.

Note: If you use a USB hub, the recommended brand is Belkin. You can update up to 14 phones at a time. (See page 20 for more about USB hubs.)

Step 2 Click **Multi Refurb** in the Utilities window.



All of your connected phones should appear in the list. If not, click **Show Devices** to refresh the list.

Step 3 Click **Start** to begin the updates.

As each update finishes, a green circle appears in the Progress column.

Step 4 After all of the updates complete, disconnect your phones from the PC.

flash a new phone

Seed-stock

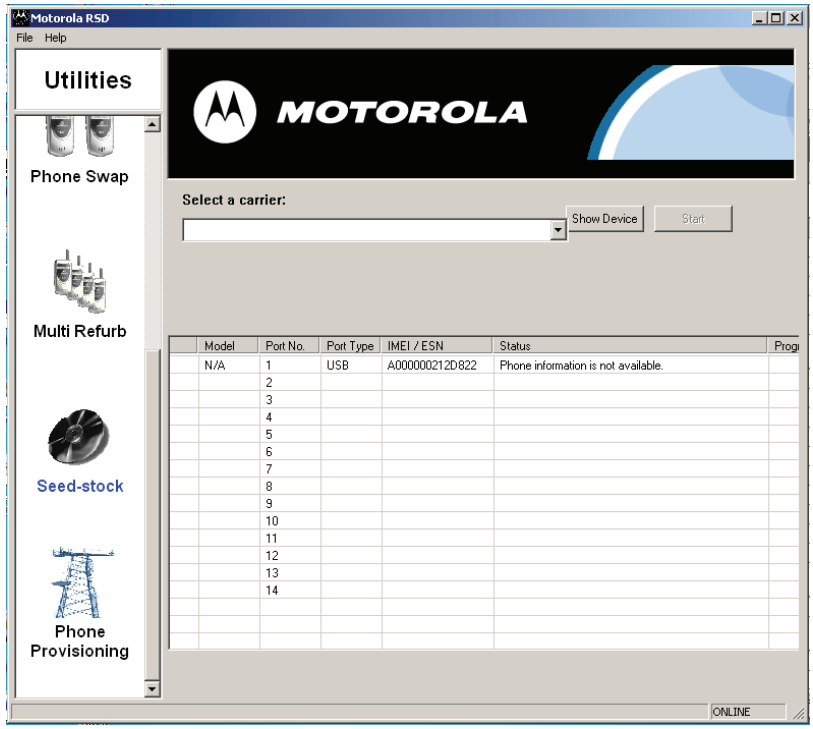
Use Seed-stock to install the latest carrier approved on up to 14 new phones that have never had software. You can also change to a different carrier's software, for example from T-Mobile to AT&T.

Note: You must unlock Subsidy Locked devices before doing a refurb. If you install a hardware dongle on your PC and you have authorization, RSD-NetConnected automatically unlocks the devices.

Step 1 Connect your phones to your PC by using multiple USB cables in USB ports on your PC or a USB hub.

Note: If you use a USB hub, the recommended brand is Belkin. You can install software on up to 14 phones at a time. (See page 20 for more about USB hubs.)

Step 2 Click **Seed-stock** in the Utilities window.



Step 3 From the **Select a carrier** drop down box, select a carrier or service provider.

Step 4 From the **Phone Model** drop down box, select the model.

Step 5 Click the **Start** button.

When the process is complete, you see a success or error message for each phone.

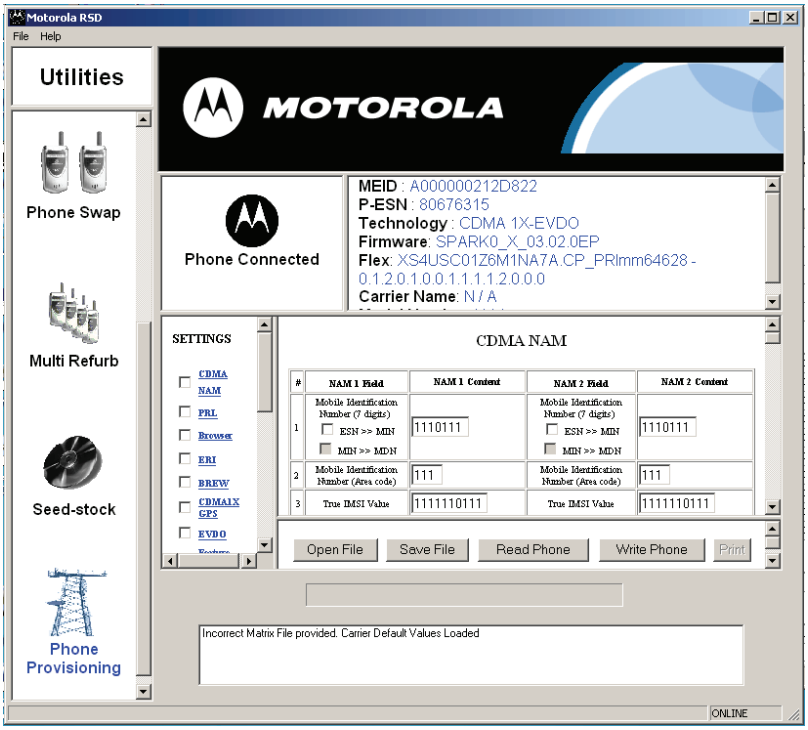
Step 6 Disconnect your phone or phones from the PC.

select & configure parameters for a phone

Use Phone Provisioning to program a phone to operate with a certain CDMA carrier. Provisioning is for CDMA devices only.

Important: Changing some settings may cause you to *disable* your phone. If you are not sure what settings to adjust, contact your local MASC support.

Step 1 With your phone connected, click **Phone Provisioning** in the Utilities window.



Step 2 In the Settings window, select the provisioning data you want to set, such as **CDMA NAM**, **PRL**, or others.

The main window refreshes to show settings you can change.

Notes:

- To read or write provisioning data to or from a phone, you must manually select each checkbox, and then select either **Read Phone** or **Write Phone**.
- After reading data from a phone, you can save the provisioning data file by selecting **Save File**.
- You can open an existing provisioning data file by clicking 'Open File', then program to a connected device.
- You can change any editable fields before or after connecting with a phone.
- You can program several phones at once by selecting **Multiple Loading**. Connect your phones to your PC by using multiple USB cables in USB ports on your PC or a USB hub. If you use a USB hub, the recommended brand is Belkin. You can update up to 14 phones at a time. (See page 20 for more about USB hubs.)

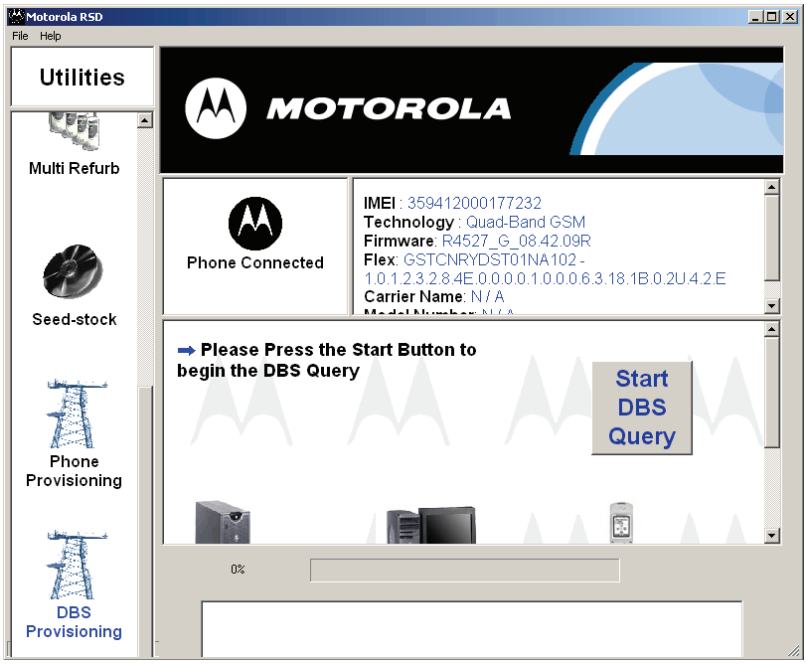
Step 3 When finished, disconnect your phone or phones from the PC.

sign DBS devices

Use DBS Provisioning to sign a DBS device after you have flashed it to another model that requires a lock.

Step 1 Connect your phones to your PC.

Step 2 Click **DBS Provisioning** in the Utilities window.



Step 3 Click the **Start DBS Query** button.

RSD-NetConnected runs a query to see if your phones are supported. If the device supports DBS, the option to start the DBS feature is available.

Step 4 Click the **Start DBS Feature** button.

Step 5 Select whether to update the SIM lock code. (The default is not to update the SIM lock password, but to sign the device with the same lock information.)

RSD-NetConnected contacts the DBS Server to check if the device is a valid shipped unit and receives a Data Block to be written into the device.

You receive a message that the operation is successful.

Step 6 Disconnect your phone from the PC.

service & support

support

If you need help while installing or using the program, contact your local MASC support.

USB hubs

Use the following examples to help determine which configuration you can use:

You want to...	You can use...
Update several phones at the same time	up to 2 USB hubs with 7 phones each (for a total of 14 phones)
Put software on several phones at the same time	up to 2 USB hubs with 7 phones each (for a total of 14 phones)
Move all your contacts, music, etc. to a new phone	1 phone at a time connected directly to your PC through a USB port
Change the parameters for several phones at the same time	up to 2 USB hubs with 7 phones each (for a total of 14 phones)

personal information & third-party applications

RSD-NetConnected can back up and restore your user content *only*. You will lose any third-party applications.

What information can be backed up and restored?

yes 	**personal information (user content)** • phonebook • datebook • multimedia files, including pictures, sounds, and video clips • messages • settings, including browser settings • call timers RSD-NetConnected temporarily backs up this personal information on your PC, automatically restores the information on your phone, and then deletes the information from your PC when the update is complete.
no 	**third-party applications** Third-party applications include ringtones, music, pictures, games, audio files, video files, and other ***independently copyrighted material***. RSD-NetConnected cannot automatically back up and restore third-party applications and other copyrighted material. The update removes these files from your phone.

glossary

cable connection	A cable connection is connecting your phone to your PC by using a mini USB or micro USB cable.
DBS (Data Block Signing)	Data Block Signing allows you to sign devices to enable locking with DBS support (such as V9 and U9 devices). DBS requires access to and authorization for the PKI Server. Locked devices are unlocked automatically in background, and lock codes are no longer visible during the interaction.
firmware	Firmware is a program that is embedded in a device, such as mobile phone software. Theoretically, firmware is considered to be between hardware and software
hub (USB hub)	A USB hub is a device that allows many USB devices to be connected to a single USB port
MPT (Motorola Phone Tools)	MPT is a Motorola tool for sharing information in a phone with a PC. While you use MPT, you can place and receive calls; send and receive email messages and SMS; synchronize your phonebooks and calendars; and add, create, and modify ringtones.
MSU (Motorola Software Update)	MSU is a popular Motorola tool for updating a phone's software. For details, see http://www.motorola.com/update.
provision	In the context of RSD-NetConnected, provisioning means setting parameters for a phone.
refurbish	In the context of mobile devices, to refurbish a phone means to update the phone's software.

RSD (Remote Software Download)	RSD is a umbrella category for several Motorola software update tools, including RSD-NPI, Motorola Software Update, and RSD-NetConnected
RSD-Lite	RSD-Lite is an internal Motorola engineering tool for updating a phone's software. It requires a cable connection between the phone and a PC.
seed or seed stock	In the context of mobile devices, seed software or seed stock is the original installation of software on a phone. That is, a version of software that has not been updated.
system administrator	Your system administrator or your local MASC support is the person who manages and maintains the RSD-NetConnected server and user accounts.
USB (Universal Serial Bus)	USB is a data-transfer standard that supports data transfer rates of 12 Mbps (megabytes per second). USB ports are used to connect peripheral devices such as modems, keyboards, and other devices to a PC.

index

A

applications on device 21
audio files on device 21
automatic restart 8

B

backup of information on device 21
broadband connection requirements 2
browser 2
browser requirements 2

C

cable connection 22
cables
  requirements 2
cancel the update 8
CDMA 17
charger requirements 2
connection requirements 2
copyrighted material on device 21
customer support 20

D

data backup on device 21
Data Block Signing 22
data cables
  requirements 2
datebook information on device 21
DBS 22
DBS devices 19
deletion of information on device 21
description of product 1, 2, 3, 7, 20, 22, 24
device charger requirements 2
disk space requirements 2
download Software Update 3
DSL
  connection 2

F

files on device 21
firmware 22
flash new phone 16

G

games on device 21
glossary of terms 22
graphics, requirements for monitor 2

H

hard disk space requirements 2
hardware requirements 2
help
  information and assistance 20
  USB hubs 20
Help file, open 8
hub 2, 7, 16, 19, 20, 22
hubs 20

I

information backup on device 21
installation 3
  location of program files 4
  prepare for 3
  requirements and recommendations 2
  space used 4
  time required 4
Integrated Services Digital Network (ISDN)
  connection 2
Internet requirements 2
ISDN (Integrated Services Digital Network)
  connection 2

L

language
  install correct 3
log on 9

M

memory requirements 2
messages on device 21
Microsoft Windows requirements 2
monitor requirements 2
Motorola Phone Tools (MPT) 8
  definition 22
Motorola Software Update (MSU)
  definition 8, 22
MPT (Motorola Phone Tools)
  definition 22

MSU (Motorola Software Update)
definition 22
multi refurb 15
multimedia files on device 21
multiple phones 16, 17, 18
music on device 21

N

NAM 17
network connection requirements 2

O

operating system requirements 2
other programs 8

P

personal information on device 21
pictures on device 21
power supply requirements 2
PRL 17
problems
obtain help for 20
resources for resolving 20
processor speed requirements 2
product description 1, 2, 3, 7, 20, 22, 24
provision 17, 22

R

RAM requirements 2
refurbish 15, 22
removal of information on device 21
requirements
installation 3
installation and use 2
update 7
restarting 8
restore of information on device 21
ringtones on device 21
RSD (Remote Software Download) 23
RSD NPI 8
RSD-Lite 8
run other programs 8

S

screensavers on device 21
seed 16, 23
service and support 20
service pack requirements 2
settings on device 21
Show Devices button 15
shut down other programs 8
sign DBS devices 19
software requirements 2
specifications 2
speed requirements 2
start program 9
stop the update 8
support and service 20
SVGA
requirements 2
swap phones 14
system administrator 23
system requirements 2

T

tasks 11
technical support 20
terminology 22
third-party applications on device 21
time
required for installation 4
required for update 8

U

update
cancel 7
Help file 7
prepare for 7
requirements 7
time required 7
update several phones 15
USB
hub 7
port 7
USB cables
requirements 2
USB hubs 20
USB, definition 23

V

video files on device 21

W

wallpapers on device 21
web browser 2
Web sites for support 20
welcome screen 9
Windows requirements 2