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i730/i733/i736/i830/i530/i205/i305/i710/i325/i285
A-GPS Reflash Instructions

Dear Customer:

Thank you for choosing to upgrade your phone with the Assisted Global Positioning Satellite (A-GPS) software utility. If you already have a USB cable then you are just a few steps away from updating your phone with the A-GPS software upgrade.

In order to download the software that will update the A-GPS functionality in your phone, please refer to the instructions. If you have any questions or if you require additional support, please see Motorola's online GPS Frequently Asked Questions (FAQ) at http://idenphones.motorola.com/iden/support/FAQ. You can also contact Motorola Customer Care at 800-590-9845 and a support representative will be happy to assist you with your upgrade.

Sincerely,

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GPS PHONE SOFTWARE UPGRADE INSTRUCTIONS

CONTENTS

1. SYSTEM REQUIREMENTS

To ensure a successful installation, please note the following upgrade requirements:

Operating System:	Windows 2000 (Up to Service Pack 4 or higher), Windows XP, Windows ME, Windows 98 Second Edition. **Note: If your computer does not support the Operating Systems listed above, you will need to visit your local dealer to update your phone with the A-GPS software upgrade.**
Data Cable:	USB Data Cable
Internet Capabilities:	For Motorola to track the completion of your upgrade, an open Internet connection is required while upgrading your phone.
Permissions:	You must have administrative rights to download and install the software onto your computer.

Please Do Not Connect the USB Data Cable to the computer until the software has been installed.

2. SOFTWARE INSTALLATION - GETTING STARTED

The process should take approximately 10-12 minutes. Please note that upgrading your phone's software will not affect the Ring Tones, Wallpapers, or Phonebook contacts on your phone.

1. To update the A-GPS software on your Motorola phone, you must first download the software from http://idenphones.motorola.com/iden/support/GPS
2. Once you type in the web link provided above, you will be prompted to save the upgrade utility.

3. Click the save button and save the file to your desktop.

4. Once the software has been saved to your computer, go to your Desktop and double-click on the iDEN GPS Upgrade Utility.exe file to install the application. Follow these steps to install the software upgrade on your computer. Please **do not** connect the USB cable to the computer until you have installed the software on your computer.

iDEN GPS Upgrade Utility.exe

Installation Note:
If you are installing on a computer that is running the Windows XP operating system you may get prompted with the Windows XP Logo verification dialog. Click on **Continue Anyway** to begin the installation.
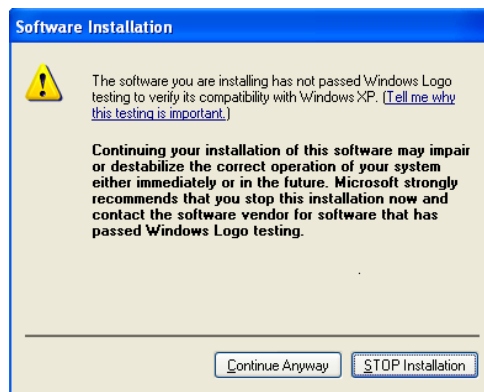
As the iDEN GPS Upgrade Utility installs on your computer, you will need to complete the user registration form. This information will serve as a confirmation to Motorola that your upgrade has been completed successfully.

Motorola recognizes privacy and security is a concern for most individuals when providing personal information. If you have any concerns about Motorola's Privacy Policy, please visit the Motorola website at www.motorola.com/iden and click the Privacy Policy link located at the bottom of the web page.

2.1 COMPLETE THE INSTALLATION
Once you have filled out your user information, you will see the following five screens. Please follow these instructions to complete the installation.

Note: Do not connect the USB data cable to your computer until you have installed the software on your computer.
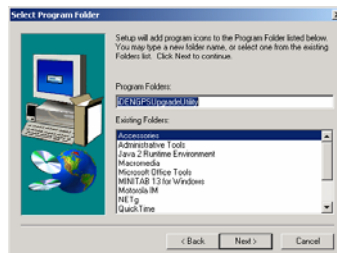
1. The first screen is the Software License Agreement. Please read the agreement and select **Yes** to continue the installation.
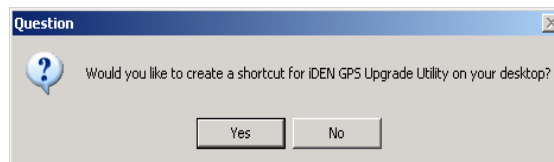

2. The second screen that displays identifies the location where the utility will be saved on your computer. Click **Next**.
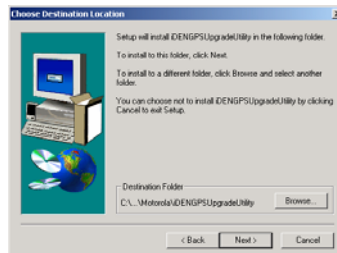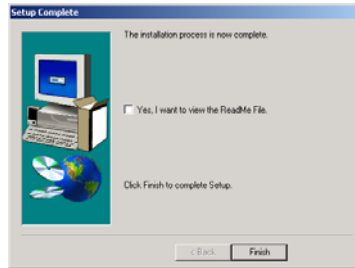

3. The third screen displays the program folder. Click **Next**.

4. The fourth screen is the Create a Shortcut screen. Click **Yes** to create a shortcut on your desktop.

5. The fifth screen is the Set-Up Confirmation screen. This displays when you successfully install the application. Click **Finish**.

6. Once you have completed the installation, turn on the phone you intend to update and make sure it has a fully charged battery.

2.2 UPGRADE YOUR PHONE'S SOFTWARE

Once you have downloaded the software upgrade application to your computer, you must use that application to update the software on your phone.

Note: Prior to opening the software application to upgrade your phone, you must close all open applications on your computer to avoid any interference with the upgrade process.

1. Connect the USB cable provided by Motorola to the USB port on your computer.

USB Port on your computer
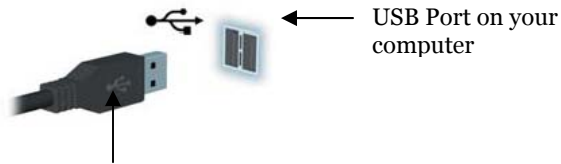
Connect the USB cable to your computer

2. Connect the other end of the USB data cable to your phone. Please allow a few seconds for your phone to establish communication with your computer.
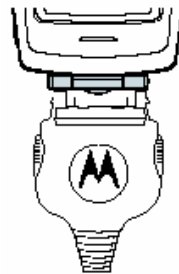
3. Once the cable is connected, your computer will automatically identify your iDEN phone model and install the correct iDEN USB Modem drivers for that phone. On some computers, a dialog box will appear when the computer finds new hardware. Click **Next** to install the USB drivers. Once the USB drivers have been installed, a dialog box will indicate that the modem has been installed. Click **Finished** and proceed with the upgrade.
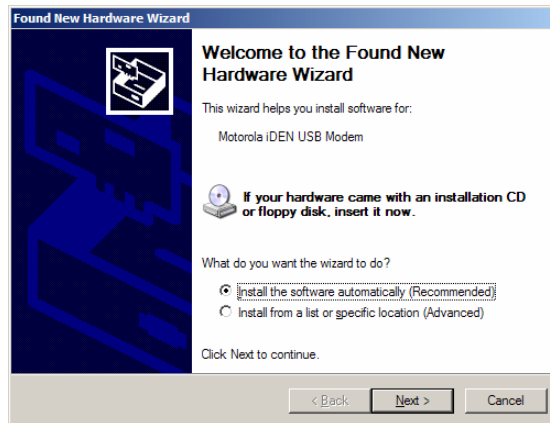
4. Once the modem drivers have been installed, double-click the GPS Upgrade Utility icon on your computer's desktop.

5. To begin the upgrade, select **Click Here to Upgrade Your Phone.**
Note: The same screen displays troubleshooting tips to use after the upgrade process is complete.
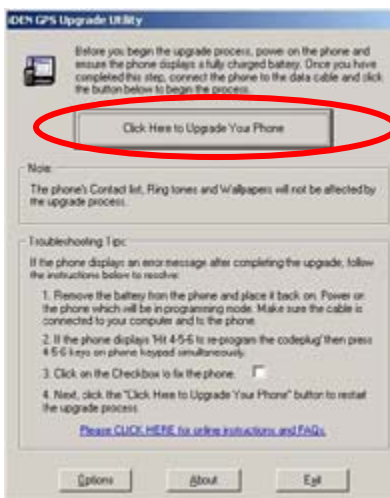
6. Your phone be in programming mode and will display the following screen.

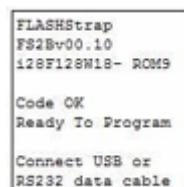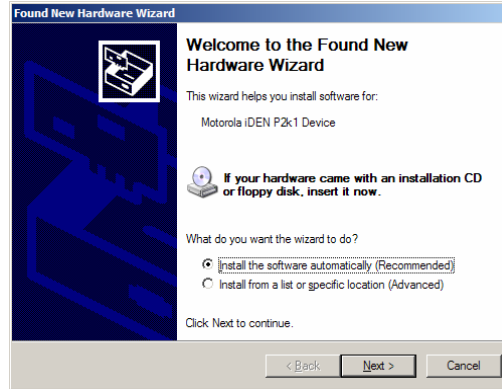7. During this process, your computer will identify new hardware and install the iDEN P2K device driver. On some computers, you will see a "Found New Hardware" dialog box. Click **Next** to automatically install the P2K programming drivers. Once the drivers have been installed, click **Finished** to proceed.

8. During the upgrade process, the Upgrading screen displays. **Please do not disconnect or move your data cable from either the phone or your computer while the software update is in process.**
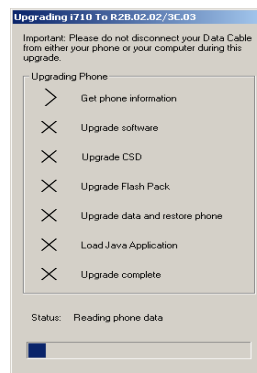
9. If you have an i285, i325, i710, i730, i733, i736, or i830 phone, go to 2.4: Delete Java Applications on Java-Capable Phones. Otherwise, go to 2.5: Complete the Upgrade.

2.3. DELETE JAVA APPLICATIONS ON JAVA-CAPABLE PHONES

If you are upgrading an i285, i325, i710, i730, i733, i736, or i830 phone, you **must** delete all Java applications from your phone before completing the software upgrade. Once you have completed the upgrade, your default Java Apps will automatically be re-loaded to your phone. You must also have a SIM card inserted in the phone prior to performing the steps below.

Note: You must keep your phone powered on and connected to the data cable during this process.

If you are upgrading a phone other than the i285, i325, i710, i730, i733, i736, or i830, proceed to 2.5: Complete the Upgrade.

1. Press the Menu key on your phone, scroll to Java Apps, and press **OK**.

2. Scroll to Java System and press the Menu key.

3. Scroll to Delete All and press **OK**.

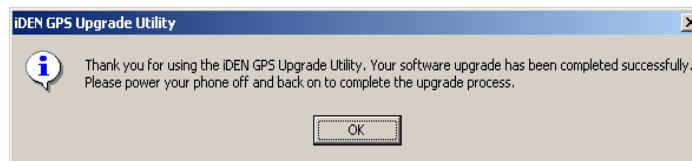4. When prompted to delete all Java apps, select **Yes**.

5. Once all Java Apps have been deleted, the following screen will display.

6. Select Exit to return to the main page.

2.4 COMPLETE THE UPGRADE

When you successfully complete the software upgrade, you will see the following screen.

1. If you had an open Internet connection while upgrading the phone, you will receive a message indicating that the upgrade was successful. Select **OK**.
2. Power your phone off and back on again to complete the upgrade.
3. If you did not have an Internet connection opened on your computer when upgrading your phone's software, you will be prompted to confirm your upgrade. Connect to the Internet and click **Confirm** to complete the upgrade.
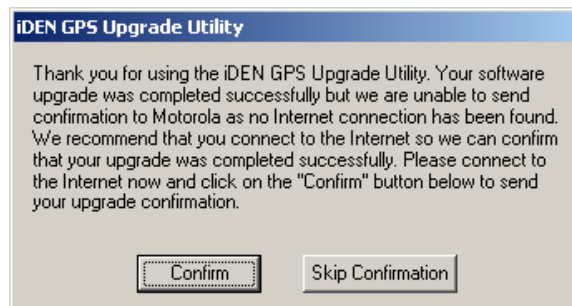
4. If you had Java applications on your phone prior to upgrading your phone's software, proceed to 3.1: Re-install Previously Purchased Java Applications. If you did not have Java applications on your phone prior to upgrading congratulations, your upgrade is complete.

3. RE-INSTALL PREVIOUSLY PURCHASED JAVA APPLICATIONS

If you have previously purchased additional Java applications or games you will be required to reload these applications onto your phone once you have updated your phone's software. This can be accomplished in two ways:

- If your Service Provider supports Over-the-Air programming, you can re-download via the "Download Apps" Java application located in the Java menu on your phone. You can also visit your Service Provider's website for additional instructions on how to re-download previously purchased Java applications. **Please be sure to power your phone off and on before using "Download Apps" once the upgrade is complete.**

- Or you can re-install the Java applications through the iDEN Update Software Application. Below are detailed instructions on how to re-download your Java applications using the iDEN Update Software Application.

3.1. INSTALL AND LAUNCH IDEN UPDATE SOFTWARE APPLICATION

You can also re-install Java applications to your phone using the USB cable and the iDEN Update Software Application.

1. Download the iDEN Update Software Application from our website at:
   http://idenphones.motorola.com/iden/support/software/pcsftw_applications.jsp

3.1.2 Install the Software on Your Computer

Please note that the iDEN Update Software Application requires that you have an open Internet connection while performing the update.

Once you have downloaded the iDEN Update Software Application during the installation the following screens will display.
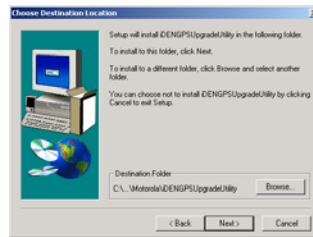
1. The first screen that displays is the Welcome page. Click **Next** to continue.
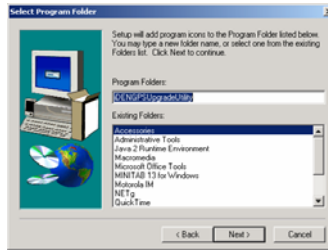

2. The second screen that displays is the Software License Agreement. Please read the agreement and select **Yes** to continue the installation.

3. The third screen to display details the location where the utility will be saved on your computer. Click **Next**.

4. The forth screen displays the program folder. Click **Next**.

5. The fifth screen is the Create a Shortcut screen. Click **Yes** to create a shortcut to the iDEN Update application on your desktop.

3.1.3 Launch the Application and Reload Java Applications
Once you have installed the application, you must launch it and follow these instructions to reload Java applications onto your phone.

1. When the application is installed on your phone, connect the USB cable to your computer, and click on the iDEN Update icon to open the iDEN Update Software Application.

2. Click on the Preferences menu and choose **User Preferences** in the application. Select **Connected via USB** and close the screen. Click **Ok** to exit to the main screen.

3. Power the phone off and back on. Connect your phone to the data cable, and select **Continue** to go to the main page. Please ensure your phone has a fully charged battery.
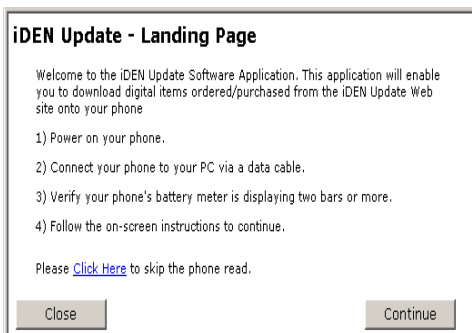
4. On the iDEN Update Main Menu page, select "Download Items ordered/purchased from the iDEN Update Website" and click **Continue**.

5. On the Getting Started page, follow the instructions and click **Continue**. This should take you to the Java Applications page.
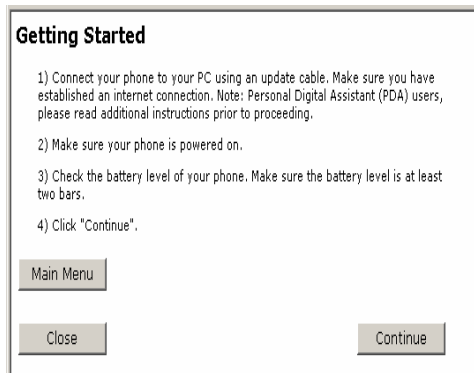
6. Scroll to **New Purchases**, **Free Applications**, or **Re-Downloads**. Each individual section will display available items.
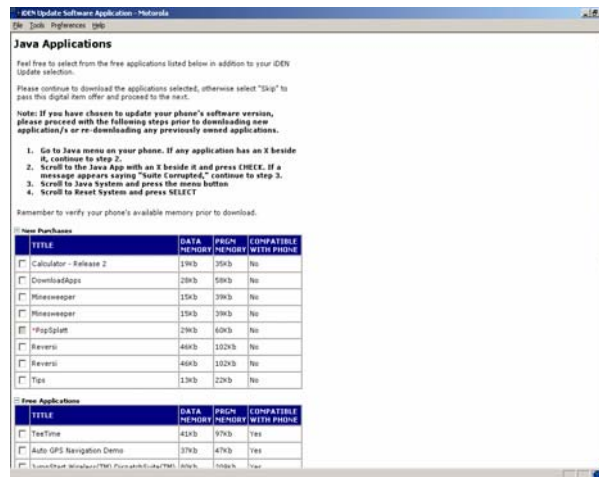
7. Select the items that you wish to reload to your phone and click **Continue**. It is recommended that you always select Download Apps, which will allow you to download future Java applications over the air without a data cable.

8. On the next screen, click **Close** if you wish to end your session. Select **Continue** to go to the next section. Each section will allow you to customize your iDEN phone.

9. Once you have reinstalled each of the Java applications, see 3.3: Set Phone Location Privacy Settings.

4. Troubleshooting Tips

Use the following steps to troubleshoot any problems you have during the software upgrade.

4.2. POWER ERROR

If you phone does not power on or if an error message displays on your phone once you have completed the upgrade, double-click on the iDEN GPS Upgrade Utility icon on your desktop to reopen the utility. Follow the on-screen troubleshooting instructions on the iDEN GPS Upgrade Utility pop-up screen.

iDENGPSUpgra
deUtility

4.2. SELF CHECK FAIL 0800

If your phone displays the SELF CHECK FAIL 0800 screen, complete the following steps before continuing.


```
SELF CHECK
FAIL: 00800

Hit 4-5-6 to
re-program
the codeplug
```
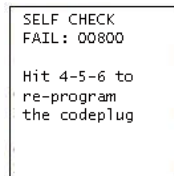
1. Press and hold the buttons on your keypad at the same time for 3 seconds. Then release these buttons.
2. Be sure that the data cable is connected to the computer and the phone.
3. Follow the on-screen troubleshooting instructions listed in the iDEN GPS Upgrade Utility pop-up screen.

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iDEN GPS Upgrade Utility

Before you begin the upgrade process, power on the phone and ensure the phone displays a fully charged battery. Once you have completed this step, connect the phone to the data cable and click the button below to begin the process.

Click Here to Upgrade Your Phone

Note:
The phone's Contact list, Ring tones and Wallpapers will not be affected by the upgrade process.

Troubleshooting Tips:
If the phone displays an error message after completing the upgrade, follow the instructions below to resolve:

1. Remove the battery from the phone and place it back on. Power on the phone which will be in programming mode. Make sure the cable is connected to your computer and to the phone.

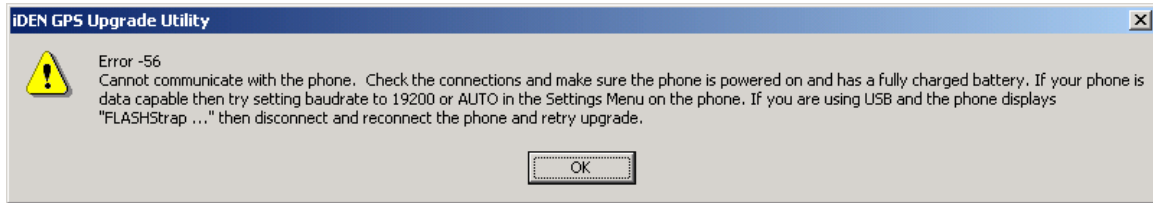2. If the phone displays 'Hit 4-5-6 to re-program the codeplug' then press 4-5-6 keys on phone keypad simultaneously.

3. Click on the Checkbox to fix the phone.

4. Next, click the "Click Here to Upgrade Your Phone" button to restart the upgrade process.

Please CLICK HERE for online instructions and FAQs.

Options   About   Exit

4.3. ERROR 56

This is the most common error that can occur while upgrading the phone. This error occurs:

1. If the phone is not connected to the data cable when clicking on **Click Here to Upgrade Your Phone**.

2. If the phone is not powered on when clicking on **Click Here to Upgrade Your Phone.**

3. If you press **Click Here to Upgrade Your Phone** immediately after powering on the phone and before the phone shows "Device Attached" message.

4. If the phone is disconnected after clicking on **Click Here to Upgrade Your Phone** prior to completing the upgrade.

5. If the phone was connected to the USB cable before installing the application. If this occurs, you will need to do the following:

   a. Disconnect the data cable from your computer.

   b. Uninstall the application from your computer.

   c. Restart your computer.

   d. Reinstall the upgrade utility to your computer.

   e. Connect the data cable to the computer and reinstall the software upgrade on your phone.

iDEN GPS Upgrade Utility

Error -56
Cannot communicate with the phone. Check the connections and make sure the phone is powered on and has a fully charged battery. If your phone is data capable then try setting baudrate to 19200 or AUTO in the Settings Menu on the phone. If you are using USB and the phone displays "FLASHStrap ..." then disconnect and reconnect the phone and retry upgrade.

OK

4.4. COMPUTER HUB ISSUE

If you plug the USB cable into a hub instead of the USB computer port, you may have trouble installing the software. To remedy this, plug the cable directly into the USB computer port and NOT a hub.

Remember, if you require additional support you can visit Motorola's online GPS FAQ at http://idenphones.motorola.com/iden/support/FAQ or you can contact Motorola Customer Care at 800-590-9845. A support representative will be happy to assist you with your upgrade.