



July 2007

Update Service

Hassle-free updates for your device



Sony Ericsson

Contents


- Introduction 2
 - Quick start-up to easy updates 2
- General information 2
 - Compatible products 2
 - Changes to device content and software 2
 - Recommended system requirements 3
- Installing 3
 - Installing Update service 3
 - Installing deskstand DSS-25 4
 - Installing Flash drivers 4
- Updating 5
 - Updating the device using the DCU-60 USB cable 5
 - Updating the PC Card 5
 - Updating the device using the DSS-25 deskstand 6
- Firewall and proxy settings 6
 - Firewall settings 6
 - Proxy settings 7
- Troubleshooting and FAQ 8
 - General 8
 - Starting Update Service 9
 - Uninstalling Update Service 11
- Trademarks and acknowledgements 11

Introduction

With the Update Service computer application you can update your Sony Ericsson device over the Internet. You can update whenever you want to, and always keep your device software up to date. You will be guided through the process.

Quick start-up to easy updates

To get started with update service

1. Download and install Update Service from www.sonyericsson.com/updateservice on your computer.
2. Double-click on  on the desktop.
3. Software application updates will be downloaded to your computer when you start the program.
4. Make sure the hardware accessories are properly connected.
5. Follow the instructions that appear.

Whenever you need to update device software, click  on your desktop and follow the instructions that appear.

General information

Instruction symbols

The following instruction symbol appear in this User guide:

! Note

Compatible products

For a complete and updated list of the products that can be updated using Update Service, go to www.sonyericsson.com/updateservice.

Changes to device content and software

Operator branded devices

When you connect an operator branded device to Update Service, only the latest approved software for that operator is available.

Personal content

In most cases, the personal content in a device, such as phone book, ringtones, music and images, are intact after an update. The exception to this are Sony Ericsson smartphones, for example, the P990 and the M600. When smartphones are updated the personal content is deleted. You should always use the PC Suite to create a backup of all content on the device before you update it.

Recommended system requirements

Operating system

Microsoft® Windows® 2000 (SP3 or higher), Microsoft® Windows® XP (SP1 or higher) or Microsoft® Windows® Vista®.

Recommended system requirements

- Pentium 4, 2.0 GHz or higher, AMD Athlon
- 300 MB free hard drive space
- 512 MB RAM
- 1 available USB 2.0 port
- Internet Explorer 4.0 Service pack 1, or later
- Adobe™ Flash™ Player 8, or later

! The Adobe Flash Player must be installed using Internet Explorer. The application will not work if you install Adobe Flash Player using another Internet browser.

Internet connection

- 0.5 Mbit/second minimum.

Proxy settings

If you use a proxy server, make sure that you have the correct settings, see *Proxy settings* on page 7.

Firewall settings

Make sure that your firewall is correctly set, see *Firewall settings* on page 6.

Installing

! Before installation, make sure that your system meets the recommended system requirements.

Installing Update service

To install Update Service

1. Go to www.sonyericsson.com/updateservice.
2. Select your region and country. Go to the download page.
3. Download and save the application on your computer, for example, on the desktop.
4. Double-click the downloaded file to install Update Service.

5. Select a language, click OK.



6. Follow the instructions that appear.
7. When the installation is complete, restart the computer.

Installing deskstand DSS-25

- ! The deskstand may require specific hardware drivers. These are usually installed automatically when you connect the hardware. If you want to change to another port, the drivers might have to be installed again.

To install DSS-25

1. Insert the USB cable of the deskstand into the computer.
2. Follow any instructions that appear on your computer.

Installing Flash drivers

Some devices require specific Flash drivers. If the Flash drivers are not automatically installed, follow the Flash driver instructions that appear on the screen. You only need to install Flash drivers once on the USB port you are using.


- ! If the hardware wizard is unable to locate the drivers automatically, the drivers are available in `C:\Program Files\Sony Ericsson\Update Service\setup\drivers`.

Updating

Updating the device using the DCU-60 USB cable




To update the phone using the DCU-60 USB cable

1. Before you update the device, make sure that:
 - The device is fully charged.
 - The USB cable is connected to the computer.
 - The necessary drivers are installed. See *Installing Flash drivers* on page 4.
 - If you use a CDS-60 deskstand together with the DCU-60, make sure there is no charger connected to the deskstand.
2. Double-click  on the desktop.
3. Follow the instructions that appear.
4. Remove the battery when the program asks you to.

! **IMPORTANT!** You must always remove and replace the device battery before you update with Update Service. Otherwise the update will not work.

Updating the PC Card


To update the PC card

1. Before you update the PC card, make sure that:
 - The computer has a PC Card slot.
 - The computer has a Local Area Network (LAN) connection.
 - The necessary drivers are installed. See *Installing Flash drivers* on page 4.
2. Remove the SIM card from the PC card.
3. Turn off the Wireless manager before you insert the PC card in the computer.
4. Double-click  on the desktop.
5. Follow the instructions that appear.

Updating the device using the DSS-25 deskstand



To update the device using the DSS-25 deskstand

1. Before you update the device, make sure that:
 - The device is fully charged.
 - The deskstand is connected to the computer.
 - The necessary drivers are installed. See *Installing deskstand DSS-25* on page 4.
2. Make sure the deskstand is properly installed. If a charger is connected to the deskstand, disconnect it.
3. Double-click  on the desktop.
4. Follow the instructions that appear.
5. Remove the device battery when the program asks you to.
 - ! **IMPORTANT!** You must always remove and replace the device battery before you update with Update Service. Otherwise the update will not work.
6. When the software is updated, disconnect the device from the deskstand.

Firewall and proxy settings

To be able to use Update Service you must have the correct firewall and proxy settings. This chapter tells you what you need to know to set this up.

Firewall settings

Most computers today have a firewall. If this is not set correctly, Update Service might not work properly.

Personal firewall

A personal firewall is often used if Update Service is installed on a single computer. If that is the case, the firewall must allow *ma3platform.exe* to access the Internet.

Central firewall

A central firewall is often used in larger networks. If a central firewall is used, the IT-organization of your company must either allow:

- Java™ applications to freely access the Internet.
- Java applications to access *ma3.extranet.sonyericsson.com*.

Proxy settings

Before entering the proxy settings, try to access another Web site to verify that the computer is online. If Update Service cannot access the Internet, you may have to enter proxy settings for the application. If this is the case, a pop-up appears on the screen. These settings are specific for your network. Sony Ericsson cannot help you find the correct settings, ask your IT organization or internet service provider for help if you do not know them.

To enter the correct proxy settings

1. Click **OK** in the pop-up.



2. Enter the address to the network proxy server in the *Proxy server:* field.



3. Enter the correct port number in the *Port:* field.
4. Click **OK** to finish.

Troubleshooting and FAQ

The following information may help you when you use Update Service.

General

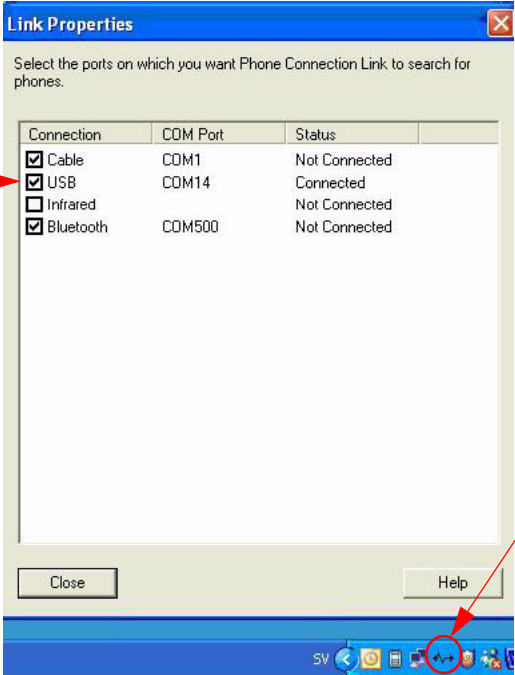
Here are solutions and answers regarding the general use and specifications of Update Service.

Problem	Solution
How long does it take to update a device?	A normal update takes about 10–15 minutes. This depends on the Internet connection speed and the device model. The size of the download differs depending on the device model. So some models may take longer to update
Do I, at any time, need to update Update Service?	No. Every time you start Update Service from the desktop, the application accesses the Internet, checks for updates and installs available updates
Is it possible to run Update Service offline?	No, Update Service is an online application and needs access to the Internet
How do I know if a new device software version is available?	Connect the device and run the application. This will take no more than one or two minutes
Are there any benefits of reinstalling the same software on the device?	It can be a good idea to do this from time to time to ensure that the software in the device is optimal. This is also a way to repair some software issues
Is it possible to change the language in a device when using Update Service?	It is not possible to change the language in a device. It is only possible to update the device with a newer version of the software that is already installed on it
Is the same Update Service application used for all the supported devices?	Yes, it is the same application for all supported device models. This means you do not have to download a new application when you change device model
Can I have the charger attached to the deskstand when I use Update Service?	No. Disconnect the charger before using Update Service but make sure the battery is fully charged before you begin an update

Starting Update Service

Here are solutions and answers that can be helpful when starting Update Service.

Problem	Solution
<p>I get the message “Connection to server could not be established”.</p>	<ol style="list-style-type: none"> 1. Make sure that you have an active Internet connection. 2. Make sure that your Virus protection programs and Firewalls allow <i>ma3platform.exe</i> to access the Internet. Update Service needs access to the Internet to work. The user guide for your firewall should tell you how to do this. 3. The server could be down or malfunctioning. Please wait a few minutes and try again. If the problem remains, please contact the Sony Ericsson Call Center.
<p>I get the message “No deskstand connected” even though I know it is connected.</p>	<ol style="list-style-type: none"> 1. If you are using a USB hub, connect the deskstand directly to the computer. 2. Close down any synchronization applications, such as PC Suite or Microsoft ActiveSync. Make sure that the applications are not running in the background. 3. Enable the COM port, it may be disabled. Click <i>Start/Settings/Control Panel/System/Hardware/Device Manager</i>. Expand <i>Ports (COM and LPT)</i> in the list of devices. If <i>SEMC DSS SyncStation</i> is disabled, marked with a red X, right-click it and select <i>Enable</i>. 4. Make sure the deskstand drivers are working properly. Click <i>Start/Settings/Control Panel/System/Hardware/Device Manager</i>. Expand <i>Ports (COM and LPT)</i> in the list of devices. Right-click <i>SEMC DSS SyncStation</i> and click <i>Properties</i>. If the drivers are working properly, it says <i>This device is working properly</i>, in <i>Device status</i> under the <i>General</i> tab. 5. The deskstand must be connected to the computer when starting Update Service. 6. Uninstall the deskstand and reinstall it. To uninstall, click <i>Start/Settings/Control Panel/Add or Remove Programs</i> and select <i>SEMC DSS SyncStation Driver</i>. Click <i>Change/Remove</i> and choose <i>Continue</i> in the pop-up. To reinstall, see <i>Installing deskstand DSS-25</i> on page 4. 7. Change to another COM port. Move the deskstand to another USB port and reinstall it, see <i>Installing deskstand DSS-25</i> on page 4. 8. For the P900/P910, if PC Suite is installed, do the following: 9. Right click the <i>Phone connection link</i> or <i>mRouter</i> in the system tray and select <i>Properties</i>.

Problem	Solution
	<p>10. Unmark the port that the DSS-25 is connected to. Restart Update Service.</p>  <p>Unmark →</p> <p>Device connection link</p>
<p>Windows does not find the DCU-60 USB cable.</p>	<p>The USB cable does not have any active components and Windows will not find it by itself. Windows will only find a device that is attached to it while a key is pressed. The USB cable requires drivers to work, see <i>Installing Flash drivers</i> on page 4.</p>
<p>The Hardware wizard suddenly starts when I connect a Fast port phone, and then nothing happens. What is wrong?</p>	<p>When updating a phone using Fast port, a USB Flash driver needs to be installed. The driver is included in the installation package. After the installation is complete Update Service needs to be restarted.</p>
<p>Synchronization software causes problems.</p>	<p>The default behaviour of the synchronization software is to allocate communication ports needed by Update Service, causing it to malfunction. The synchronization software should either be configured to release the ports or to shut down completely when you use Update Service.</p>

Uninstalling Update Service

Here are solutions and answers that can be helpful when uninstalling Update Service.

Problem	Solution
After uninstalling Update Service not all files are removed. How do I remove them?	Not all files are removed when uninstalling Update Service. However, after the application is uninstalled you can delete the <i>Update Service</i> folder in <i>Program Files/Sony Ericsson/Update Service</i> . So all files are deleted from your computer.

Trademarks and acknowledgements

Microsoft, Windows and Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The marble logo is a trademark or registered trademark of Sony Ericsson Mobile Communications AB.

Adobe and Flash are either trademarks or registered trademarks of Adobe System Incorporated in the United States and/or other countries.

Java and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc, in the U.S. and other countries. End-user license agreement for Sun Java™ J2ME™.

1. Restrictions: Software is confidential copyrighted information of Sun and title to all copies is retained by Sun and/or its licensors. Customer shall not modify, decompile, disassemble, decrypt, extract, or otherwise reverse engineer Software. Software may not be leased, assigned, or sublicensed, in whole or in part.

2. Export Regulations: Software including technical data, is subject to U.S. export control laws, including the U.S. Export Administration Act and its associated regulations, and may be subject to export or import regulations in other countries. Customer agrees to comply strictly with all such regulations and acknowledges that it has the responsibility to obtain licenses to export, re-export, or import Software.

Software may not be downloaded, or otherwise exported or re-exported (i) into, or to a national or resident of, Cuba, Iraq, Iran, North Korea, Libya, Sudan, Syria (as such listing may be revised from time to time) or any country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nations or the U.S. Commerce Department's Table of Denial Orders.

3. Restricted Rights: Use, duplication or disclosure by the United States government is subject to the restrictions as set forth in the Rights in Technical Data and Computer Software Clauses in DFARS 252.227-7013(c) (1) and FAR 52.227-19 (C) (2) as applicable.

This Getting started guide is published by:

Sony Ericsson Mobile Communications AB,
SE-221 88 Lund, Sweden

Phone: +46 46 19 40 00

Fax: +46 46 19 41 00

www.sonyericsson.com

© Sony Ericsson Mobile Communications AB,
2007. All rights reserved. You are hereby granted
a license to download and/or print a copy of this
document.

Any rights not expressly granted herein are
reserved.

First edition (July 2007)

Publication number: 1202-4573.1

This document is published by Sony Ericsson Mobile Communications AB, without any warranty*. Improvements and changes to this text necessitated by typographical errors, inaccuracies of current information or improvements to programs and/or equipment, may be made by Sony Ericsson Mobile Communications AB at any time and without notice. Such changes will, however, be incorporated into new editions of this document. Printed versions are to be regarded as temporary reference copies only.

*All implied warranties, including without limitation the implied warranties of merchantability or fitness for a particular purpose, are excluded. In no event shall Sony Ericsson or its licensors be liable for incidental or consequential damages of any nature, including but not limited to lost profits or commercial loss, arising out of the use of the information in this document.