



Customer and Market Operations  
EMEA Customer Care

Service Bulletin No. SB-009/03.03.06

RM-70

## FLASHING RM-70 BY USING USB CONNECTION

### Needed hardware:

- USB capable PC
- USB connection cable (e.g. CA-53)

### Needed software:

- **Phoenix Service SW version 2005.44.7.123 or later**
- **RM-70 data package v 3.0 (MCU SW 3.56) or later**

### Limitations on MCU software side:

Flashing RM-70 by using USB connection has been made available with **MCU SW version 3.56**

It is not possible to flash RM-70 phone that contains MCU SW version older than version 3.56 with a simple software update. In case the SW version present in the phone is older than v 3.56, a 'Dead Phone USB flashing' must be performed. Note: in that case, all user settings will be lost.

### Limitations on Phoenix Service software side:

Flashing by using USB connection has been possible since **Phoenix Service SW version 2005.44.7.123**.

It is not possible to flash a phone, by using USB connection, with Phoenix Service SW version older than 2005.44.7.123,

### Flashing procedures when using USB connection:

There are two possible flashing procedures when using USB connection for flashing:

1. 'Dead Phone USB flashing', generally used to flash SW on a phone what is not switching on anymore
2. The 'Firmware flashing' used generally to update the firmware of a phone

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## 'Dead Phone USB flashing':

This method should be used in the following cases:

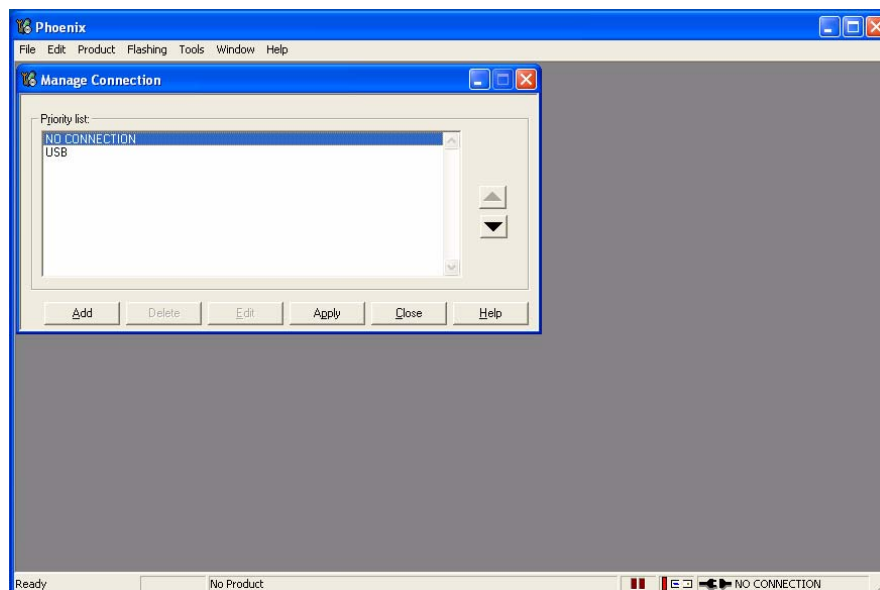
- The phone to be flashed is not responding any more (e.g. it does not switch on)
- The phone to be flashed starts but contains MCU SW version older than version 3.56. In this case, be aware that all the user settings will be lost during the flashing. When flashing a phone that kind of phone, do not switch on the phone before the flashing starts.

### 1. Setting up the connection:

To allow the flashing of a dead phone, the used connection must be set to 'NO CONNECTION'. To do this, go to File -> Manage Connection

In the window 'Manage Connection', highlight the 'NO CONNECTIONS' bar and set it at the first place of the priority list.

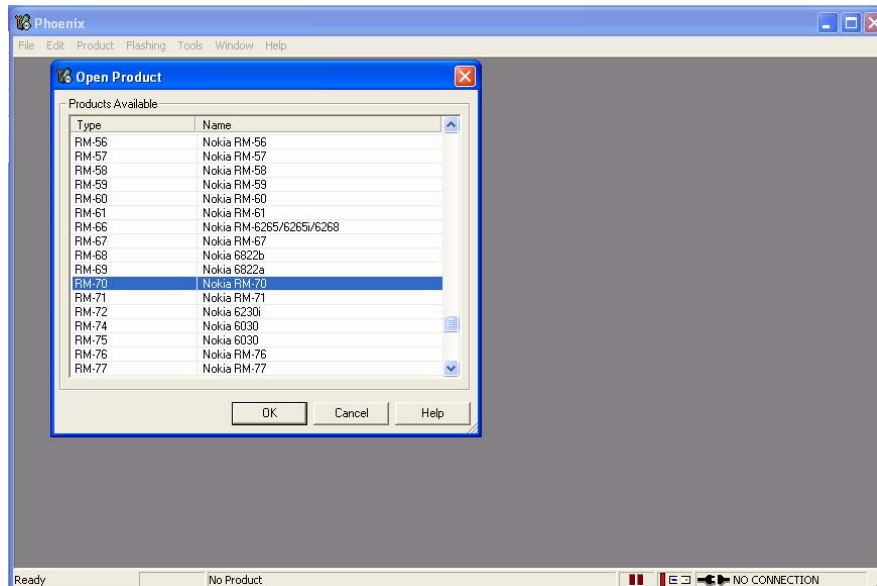
Press 'Apply' button and then close the 'Manage Connection' window.



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## 2. Setting the product name:

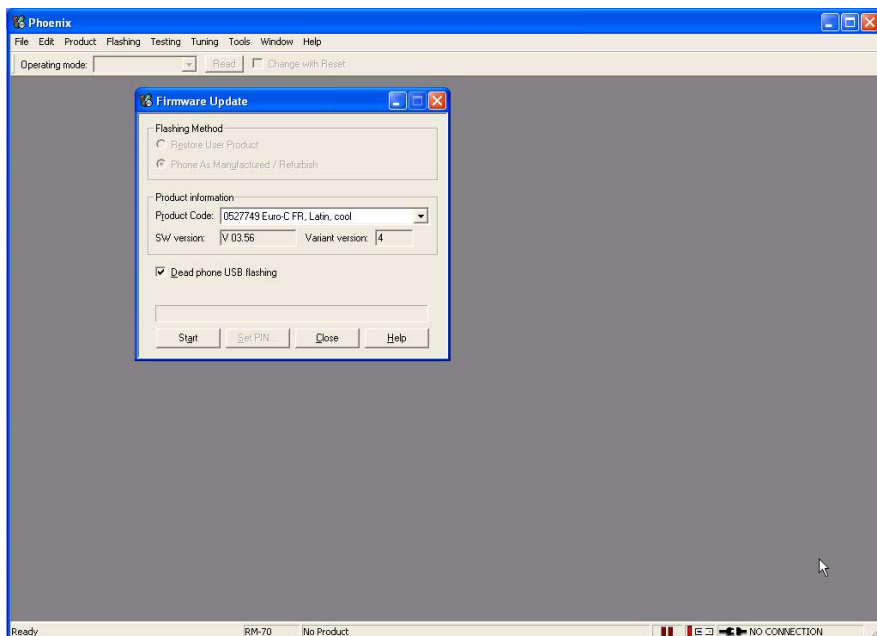
Open the product 'RM-70' using the menu File -> Open Product



## 3. Flashing the phone

To perform the flashing, proceed as follows:

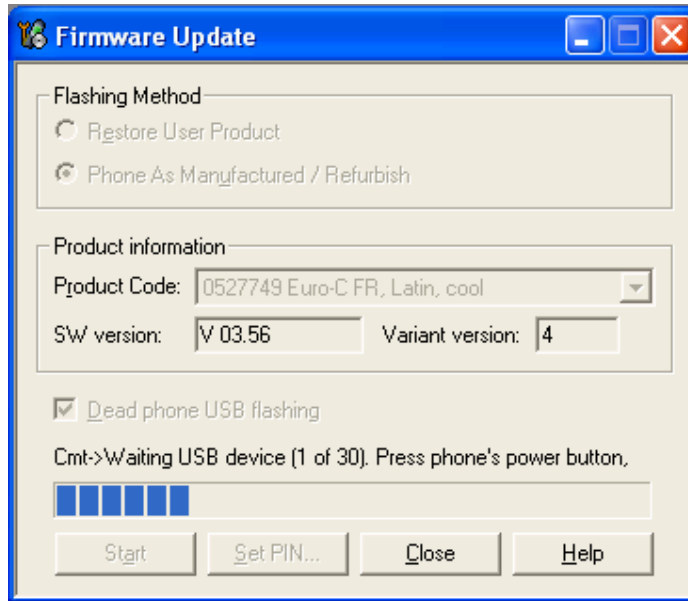
- Choose menu 'Flashing -> Firmware update'
- Activate button 'Dead Phone USB flashing'
- Choose the variant to be flashed
- Press 'Start' button





The flashing starts. After a few seconds the message 'Cmt->Waiting USB device (1 of 30). Press phone's power button' appears.

Press the phone's power button. The flashing will be performed.



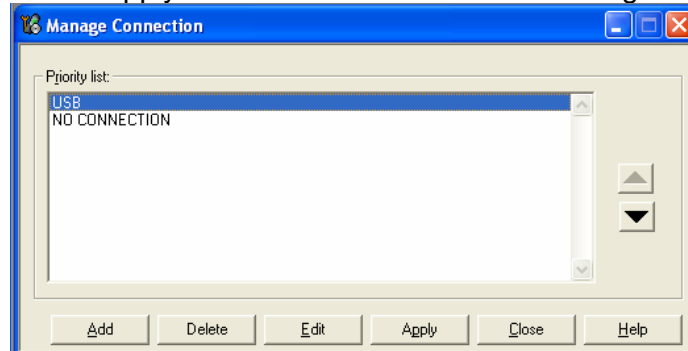
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## Carrying out firmware update:

### 1. Setting up the connection

To allow the flashing of a dead phone, the used connection must be set to 'USB'. To do this, go to: File -> Manage Connection. In the window 'Manage Connection', highlight the 'USB' bar and set it at the first place on the priority list.

Press 'Apply' button and then close the 'Manage Connection' window.



### 2. Scan the product and start the flashing

- Unplug the USB cable, if it has been plugged in before
- Power on the phone with the USB cable unplugged
- Plug the USB cable
- Scan the product by using Ctrl-R key combination or going to 'File -> Scan Product'
- After successful scanning of the product, go to 'Flashing -> Firmware Update'
- Choose between 'Restore User Product' or 'Phone As Manufactured / Refurbish' and press 'Start' button

After a couple of seconds the message 'Mode change' appears on the 'Firmware Update' window. In the meanwhile, the message 'Start up phone without SIM card?' appears on the mobile phone's display. On the mobile phone side, press on the 'Accept' button to confirm the phone's start. The flashing goes on. After a while the flashing is finished.

