KWPST – QCP-6035 Upgrade KZ1.1.21 and SX1.1.12 (Verizon)

Overview

This document provides instructions on how to upload handset software into a QCP-6035 Smartphone. Upgrading the QCP-6035 is a two-part procedure, which updates the Personal Data Assistant (PDA) and the phone module. The Kyocera Wireless Product Support Toolkit (KWPST) is required. This document also includes instructions on updating the QCN file. The QCN file enables MO-SMS activation, updates Preferred Roaming List (PRL) and inputs the IP address to the handset.

MO-SMS is a feature that Verizon must simultaneously support on their network. MO-SMS is the ability for the phone to send SMS text.

FYI *Note:*

You must first upgrade the SW to version KZ1.1.21 and SX1.1.12 before loading the QCN file. This latest software version supports Wireless Application Protocol (WAP).

Instructions

FYI *Note:*

KWC recommends the you use KWPST version 3.1.70 or newer.

The order of executing the two upgrades does not matter. Confirm with end user that a synchronization was performed recently on their computer. Tell the end user that all PDA data will be lost at the completion of this software upgrade and that they will need to re-sync with their computer to retrieve their PDA data.
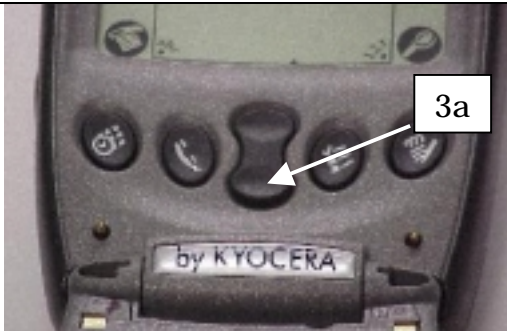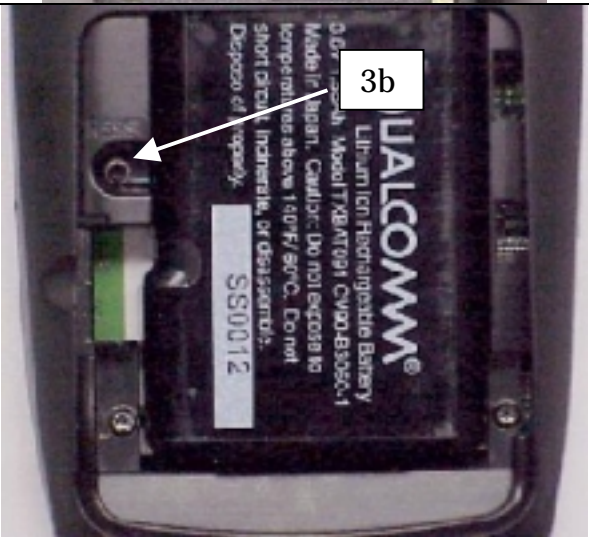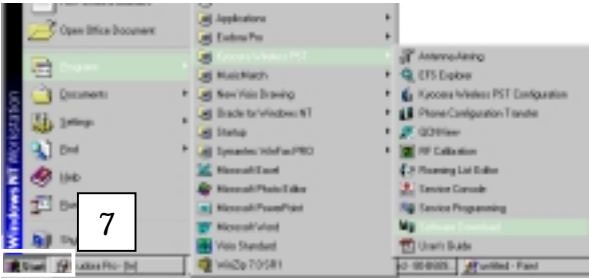
⚠ Caution!

Perform a synchronization operation before the upgrade process, or loose all PDA data!
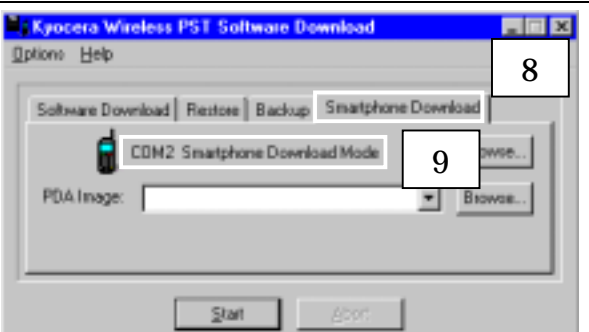
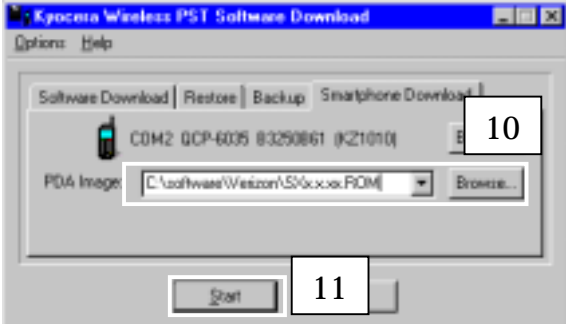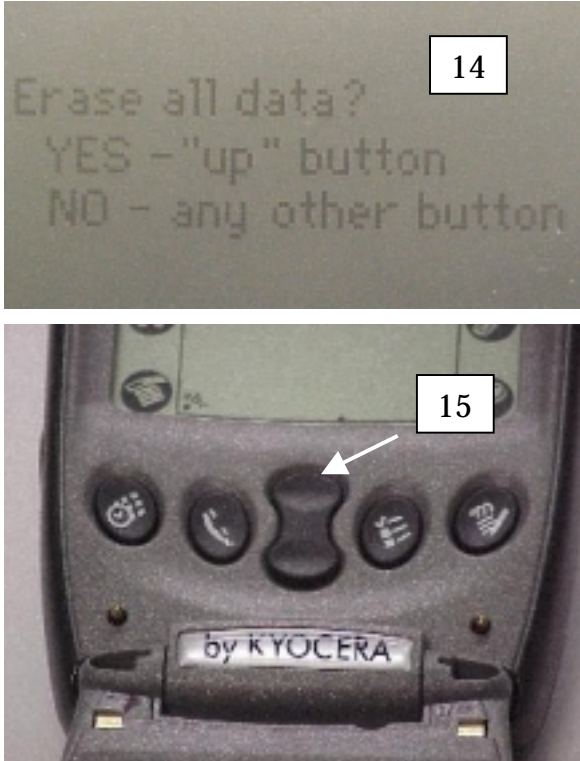### Upgrading the PDA/PalmOS Software

This upgrades the portion of the phone that contains the Palm OS. Due to the nature of this upgrade, ALL data within the PDA will be purged. This includes things as Address book and Date book entries, as well as any installed third-party applications. Perform a synchronization, or loose all PDA data!

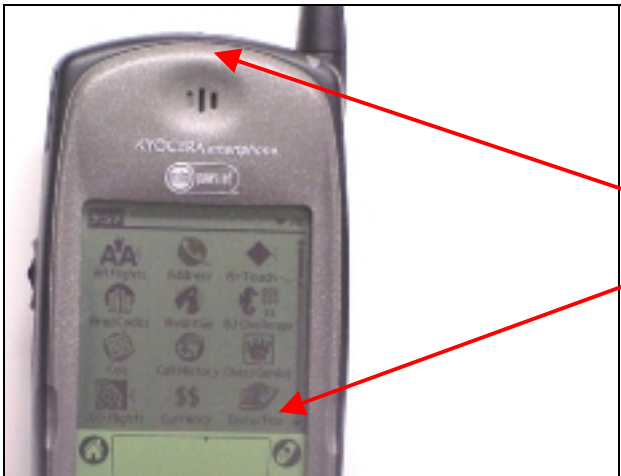|	
	1. Open the flip 2. Remove the battery door. 3. (a)Hold the page-down navigation button on the front lower center portion of the phone and (b)Press the reset button with the stylus.
	4. Release the stylus. A blinking dot should appear in the upper left-hand corner. 5. Release the page-down navigation key. **FYI** ***Note:*** It is recommended that you have the power source applied during the software upgrade process.
	6. Place the Smartphone to its charging cradle or data programming cable. 7. On the computer, launch the KWPST Software Download application. To Start, select the Windows Start menu : Programs : Kyocera Wireless PST : Software Download.

FYI ***Note:***

Make sure that the HotSync Manager or another application is not occupying the COM port to which the cradle is attached.

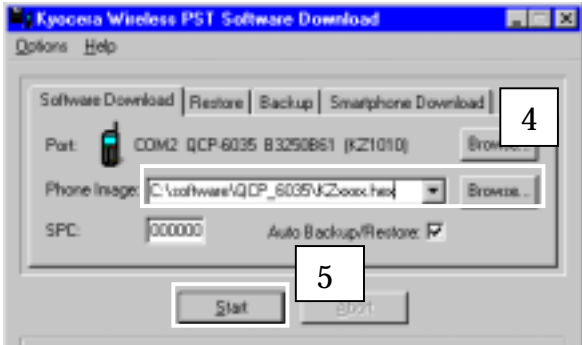|	
	8. Select the Smartphone Download tab. 9. The dialog should state that a Smartphone in Download Mode has been detected.

10. Browse and select the appropriate *.ROM file to place into the phone. (SX1112.ROM)

11. Press Start.

12. Once complete, remove the phone from the cradle.

13. Perform a hard reset. Hold the backlight button for five seconds and press the reset button with the stylus.

14. Release stylus and continue to hold the backlight button until you see the PalmOS splash screen, and then text will appear that reads "Erase all data?"

15. Press page-up to complete the operation.

16. Programming is complete.

This upgrades the phone module of the Kyocera Smartphone. All phone related data is saved by default by the KWPST.
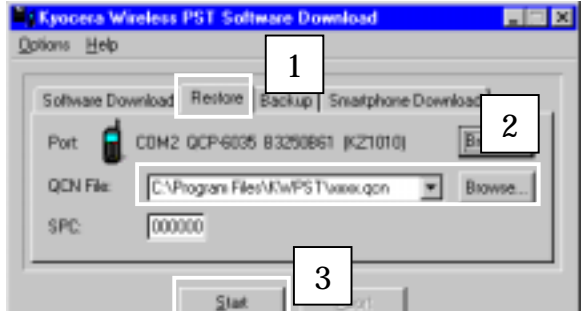

1. Activate QCP-6035's **Service Interface Mode** by the following steps:

2. Press and hold the LCD **Backlight button**, and tap the **Data/Fax icon** on the screen, then release the LCD backlight button. Service Interface mode is now activated and KWPST will recognize the phone in the following steps.
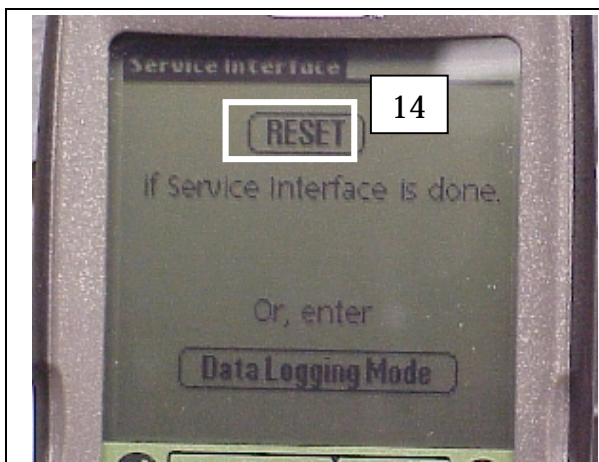
FYI   ***Note:***

Make sure that the HotSync Manager or another application is not occupying the
COM port to which the cradle is attached.

	1. On the computer, launch the KWPST Software Download application. To Start, select the W indows Start menu : Programs : Kyocera Wireless PST : Software Download. 2. Select the "Software Download" tab. 3. The dialog should note that a QCP-6035 has been detected.
	4. Browse to select the appropriate *.hex or *.hxb file to place in the phone. (KZ1.1.21.HEX) 5. Press Start button. 6. Once download is completed, leave phone in service interface mode and follow steps below (update QCN file.)

Update QCN file

	1. Select the "Restore" Tab. 2. Browse to select the appropriate *.qcn file. 3. Press Start button

3. Once the Write process is complete, you can exit KWPST.

4. The phone must be reset from the Service Interface mode, and you can accomplish this by tapping the "Reset" icon as shown in the picture to the left.

FYI *NOTE:*

Voice tags may need to be re-recorded by the end user after this upgrade is completed, if software in the phone was SX1.0.10 or lower. Please see tech tip, *QCP-6035 – Voice Tags Not Registering* (80-B6893-9) for details.