

Verizon Wireless i730 Windows Mobile 5.0 Update Utility

User's Guide

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1. General Information:

The Verizon Wireless Windows Mobile Update Utility will enable Verizon Wireless customers to upgrade the operating system on the Samsung i730 Pocket PC Phone to the latest versions of the Windows Mobile 5.0[®] operating system. The tool will be available to customers to download from the Internet to a personal computer.

WARNING: This Microsoft Windows Mobile 5.0[®] upgrade is a major update for your wireless device. During this process, you will completely erase all data and third party applications on your device and update your handheld's operating system. It may be necessary to repeat this process multiple times in order to successfully upgrade your device. If you experience any problems with the upgrade process, please review these instructions carefully and attempt the upgrade again. If you continue to have problems, please contact our Wireless Data Technical Support team.

Microsoft Windows Mobile 5.0[®] is a new operating system for your handheld device. Some third-party applications may not be compatible with your device after the upgrade. If you experience any problems with your third-party applications, please contact the developer for assistance. Verizon Wireless does not provide support for third-party applications.

What's New: The Samsung i730 with Microsoft Windows Mobile 5.0

Your Samsung i730 device will feature different capabilities and functionality once upgraded to Microsoft Windows Mobile 5.0[®].

- Your Samsung i730 with Windows Mobile 5.0 will now feature:
 - Verizon Wireless BroadbandAccess Connect
 - Improved One-Hand operation
 - Improved Outlook Mobile Look & Feel
 - Persistent Storage for personal data and applications
 - Pocket MSN
 - Simultaneous CDMA Voice and Wi-Fi Data
 - Improved Office Mobile Experience and Usability
 - View and edit native file formats of Microsoft Excel and Microsoft Word documents.
 - Create graphs and charts in Excel Mobile.
 - View charts, pictures and other formatting in Word Mobile.
 - View presentations with transitions in PowerPoint Mobile.
 - Enterprise Users: Microsoft Messaging and Security Feature Pack
 - Microsoft Exchange Server 2003 with Service Pack 2 required

For complete details and information, please review the Samsung i730 Owner's Manual for Microsoft Windows Mobile 5.0[®] or visit the Verizon Wireless website.

2. About This Guide:

This User Guide contains step-by-step instructions for upgrading the i730 device using the Update Utility. This will guide you through:

- Establishing a connection to Microsoft ActiveSync® with the Device
- Launching the WinZip Self Extractor
- Reviewing and Accepting the Verizon Wireless Software License Agreement before Update
- Viewing the Verizon Wireless Update Utility Tool
- Viewing the Installation of PDA Image
- Viewing the Installation of Phone Image
- Verifying the Update

3. Installation Instructions:

- Download the Update Utility to your PC (The file is approximately 32MB and available from <http://www.VerizonWireless.com/data>.)
- Cradle your Samsung i730 Device
- Wait for ActiveSync to connect to your device
- Launch the utility and respond to all the dialogs
- The application will notify you when the upgrade is complete
- Your device should now be upgraded and you can use ActiveSync on your PC to restore your email and personal information.

4. Supported Operating Systems:

- Windows 2000 Professional SP4
- Windows XP Home SP2
- Windows XP Professional SP2

5. Supported ActiveSync Versions:

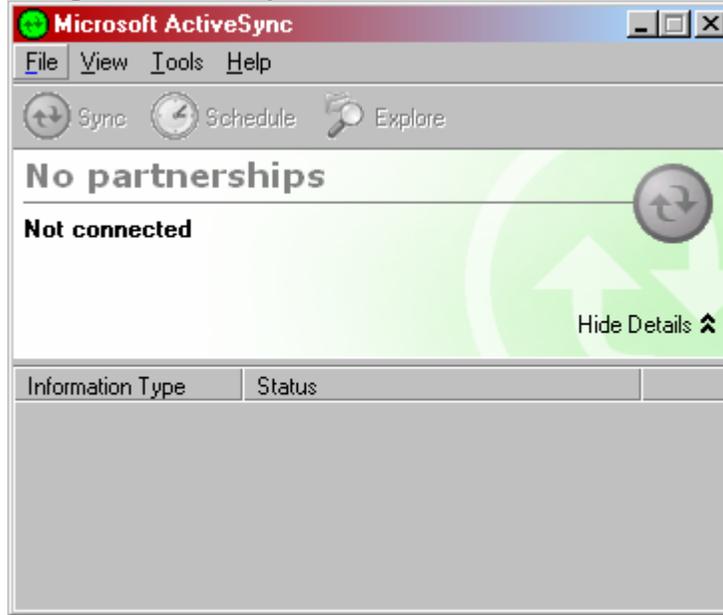
- 4.1

6. Requirements:

- Laptop computers should be plugged into AC power.
- Computer should have:
 - At least 50MB of free disk space.
 - Microsoft ActiveSync (version 4.1) must be installed on your computer
- Back up email and personal information with Microsoft Outlook and establish a partnership between the PC and Samsung i730. Ensure that ActiveSync shows status as “Connected”
- Samsung i730 should be connected to AC power.
- Samsung i730 must be connected directly to the computer with the USB cradle, not into a USB hub or peripheral (keyboard, monitor, etc.)
- Samsung i730 must have a device version of S:i730.2.6V.YE05.15045 or S:i730.2.6V.YH25.15045.

7. Screen Navigation:

Fig 1-1 ActiveSync is “Not Connected”



- Step1: Launch “Microsoft ActiveSync” from Computer Start Menu
- Step2: If Status Shows “Not Connected”, Click on File / Connection Settings

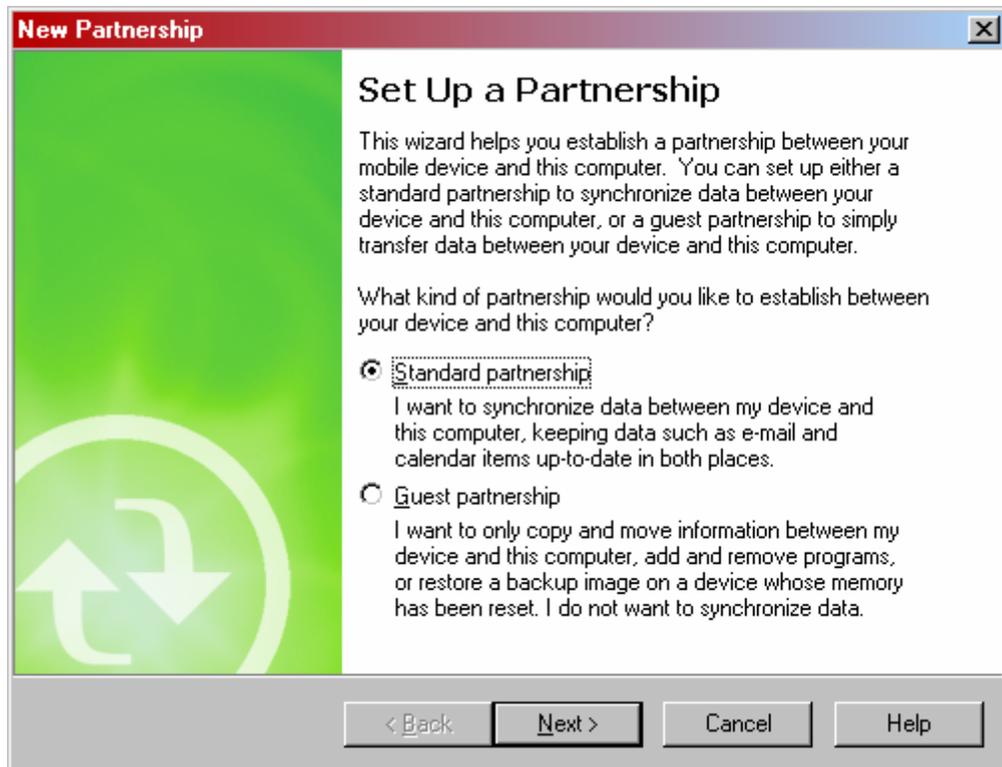
Fig 1-3 Connection Settings for Active Sync 4.1



- Step 1: Ensure “Allow USB connection” is checked.
- Step 2: Click on “OK” Button

Fig 1-4 Establishing a Partnership Between Device and PC

Note: If you have a partnership already configured, you can skip this step.



Step1: Click on Next Button

Step2: Wait for ActiveSync to connect to your device and show as “Connected”

Fig 1-5 ActiveSync is “Connected”

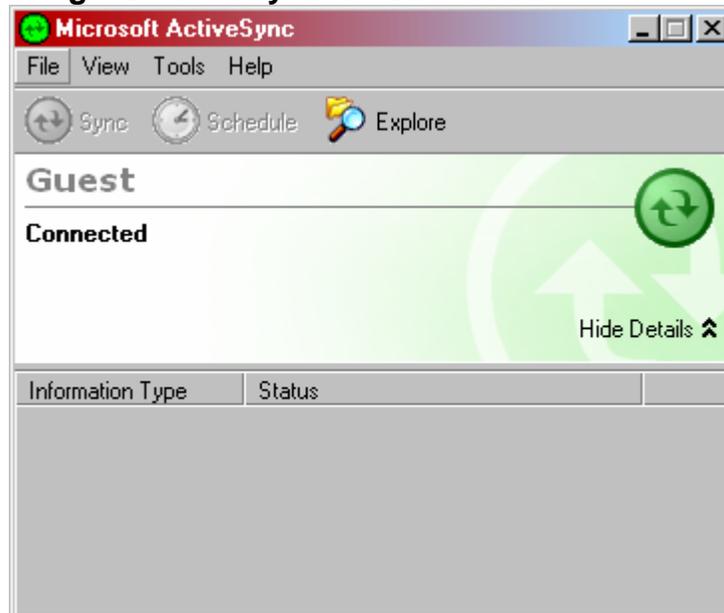
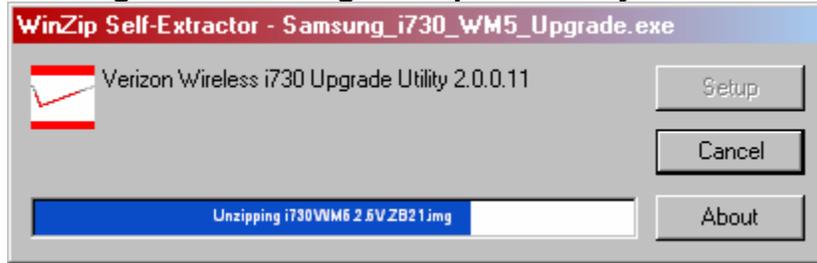
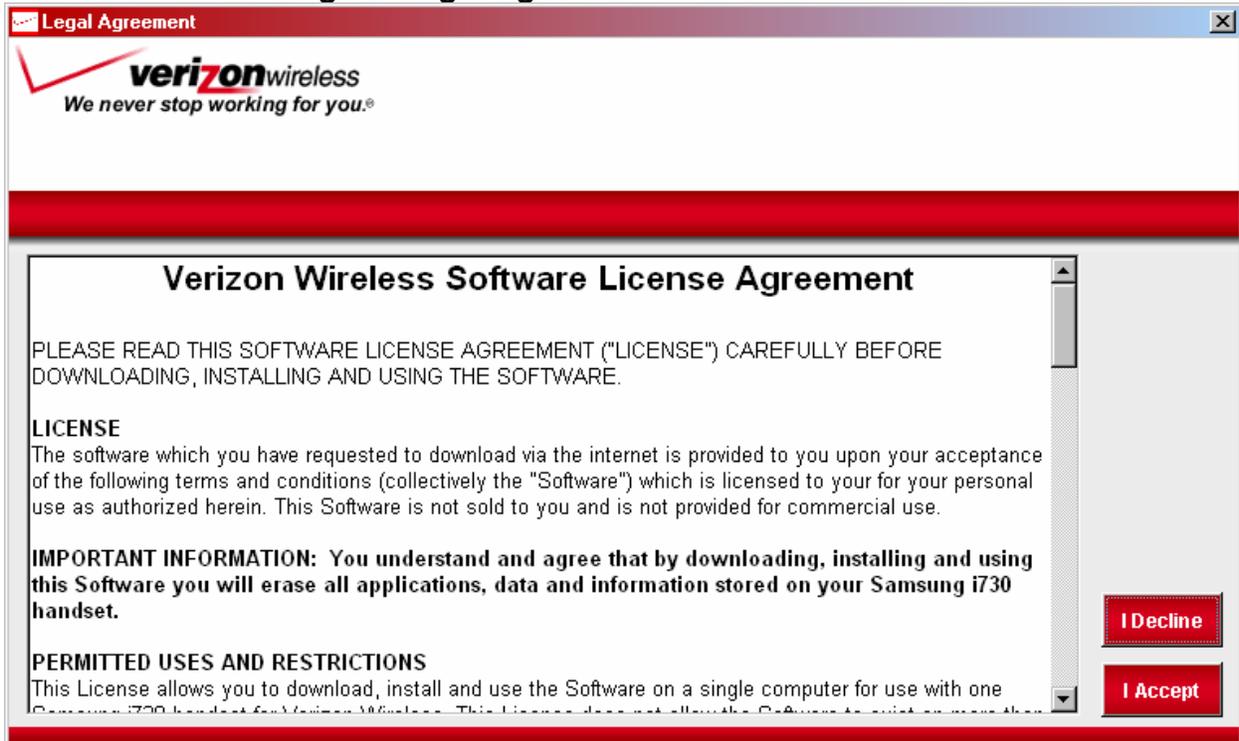


Fig 1-6 Launching The Update Utility



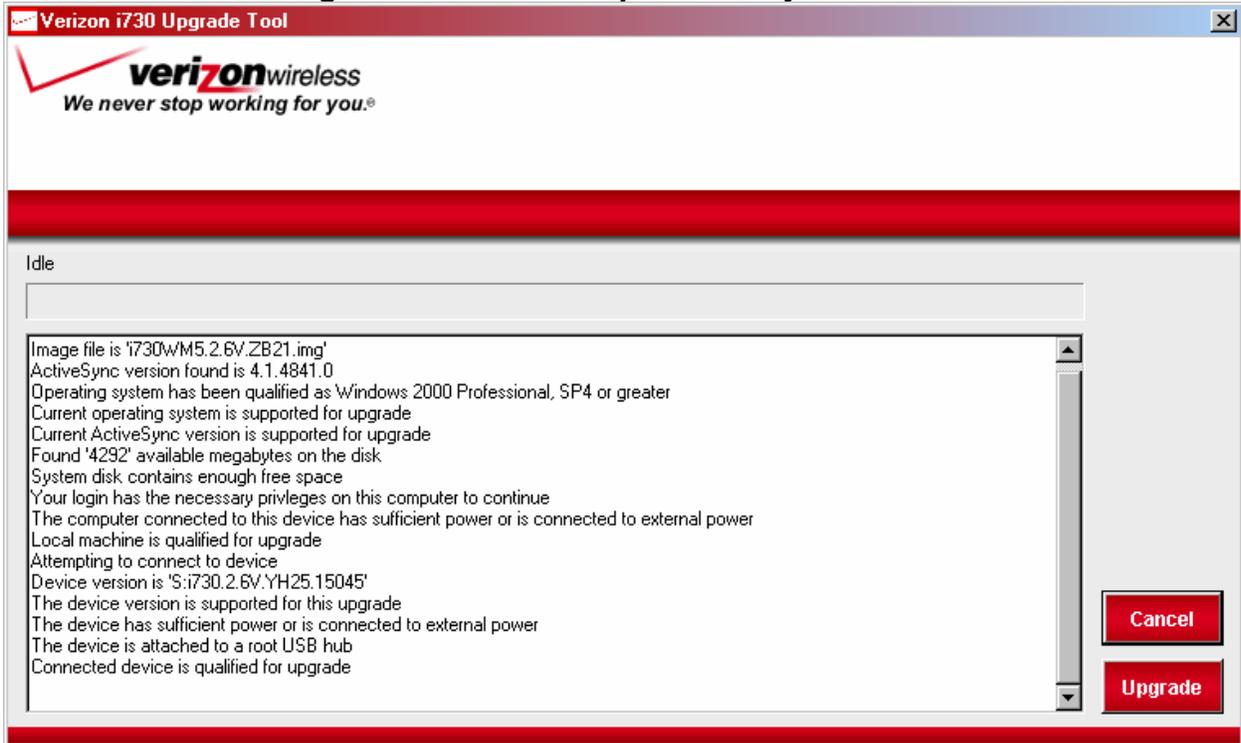
Step1: Double-click Samsung_i730_Maintenance_Release.exe

Fig 1-7 Legal Agreement Window



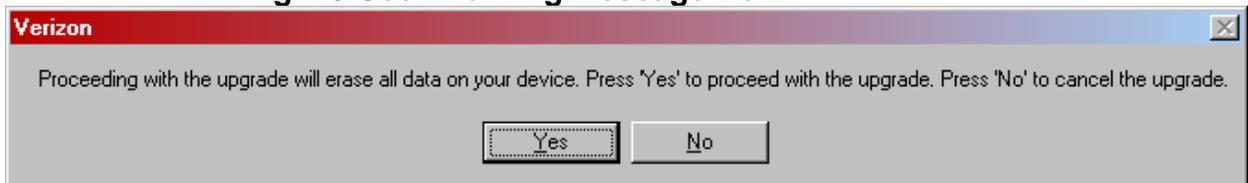
Step1: Read the Verizon Wireless Software License Agreement, and Click the Accept Button if you agree to the terms and wish to continue.

Fig 1-8 Verizon i730 Update Utility



Step1: Click Upgrade Button

Fig 1-9 User Warning Message Box:



Step 1: Click "Yes" Button

Step 2: The Samsung i730 device will reset itself automatically and then the utility starts updating your handheld automatically.

Fig 1-10 Installing PDA Image

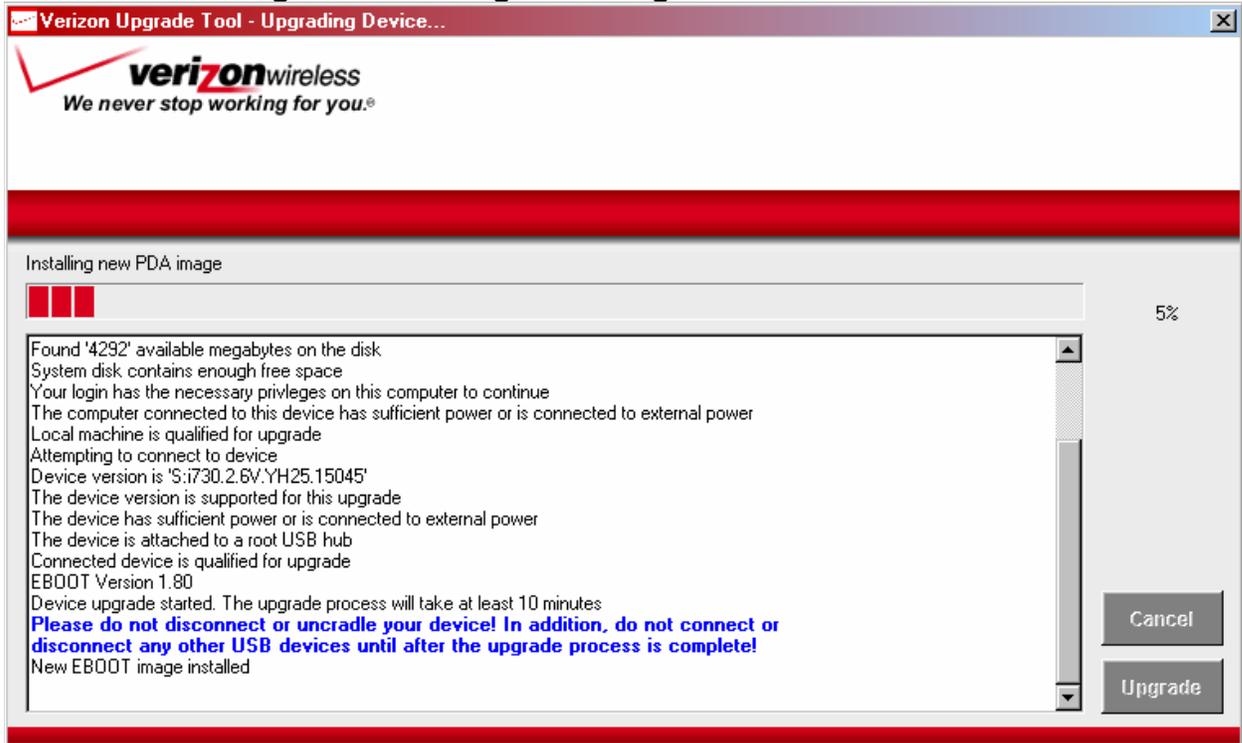


Fig 1-11 Installing Phone Image

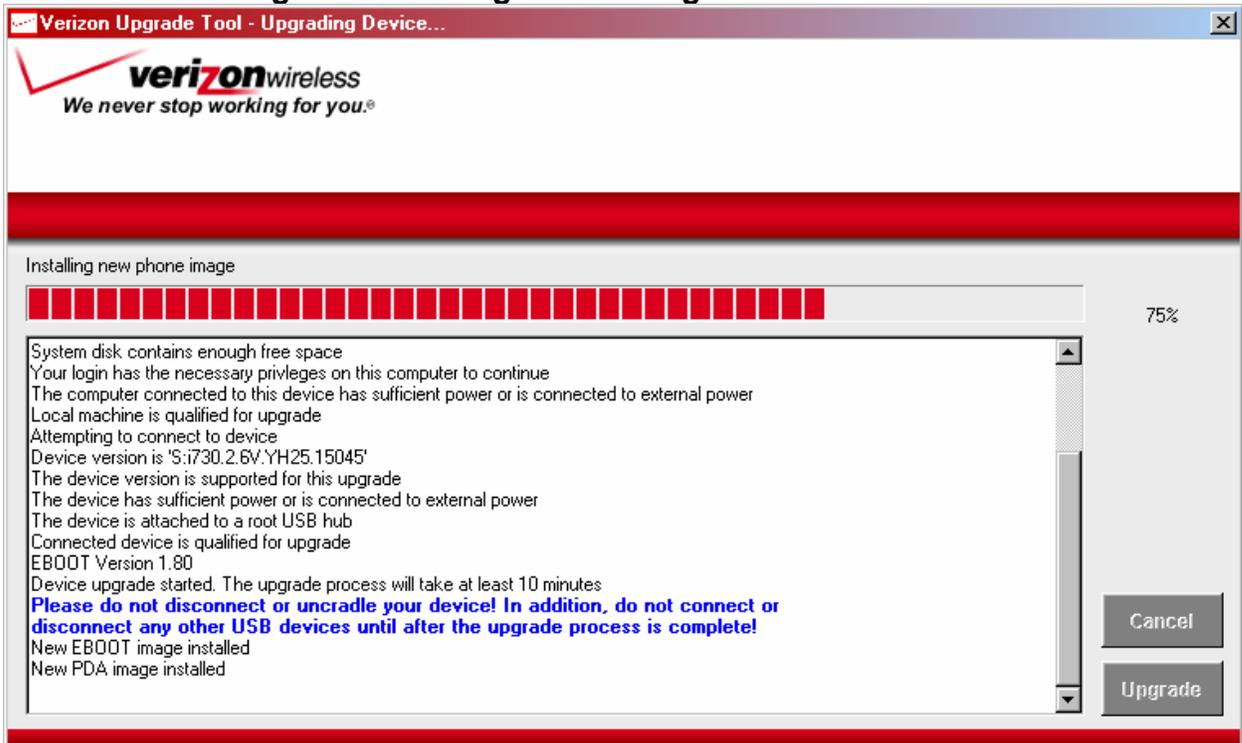
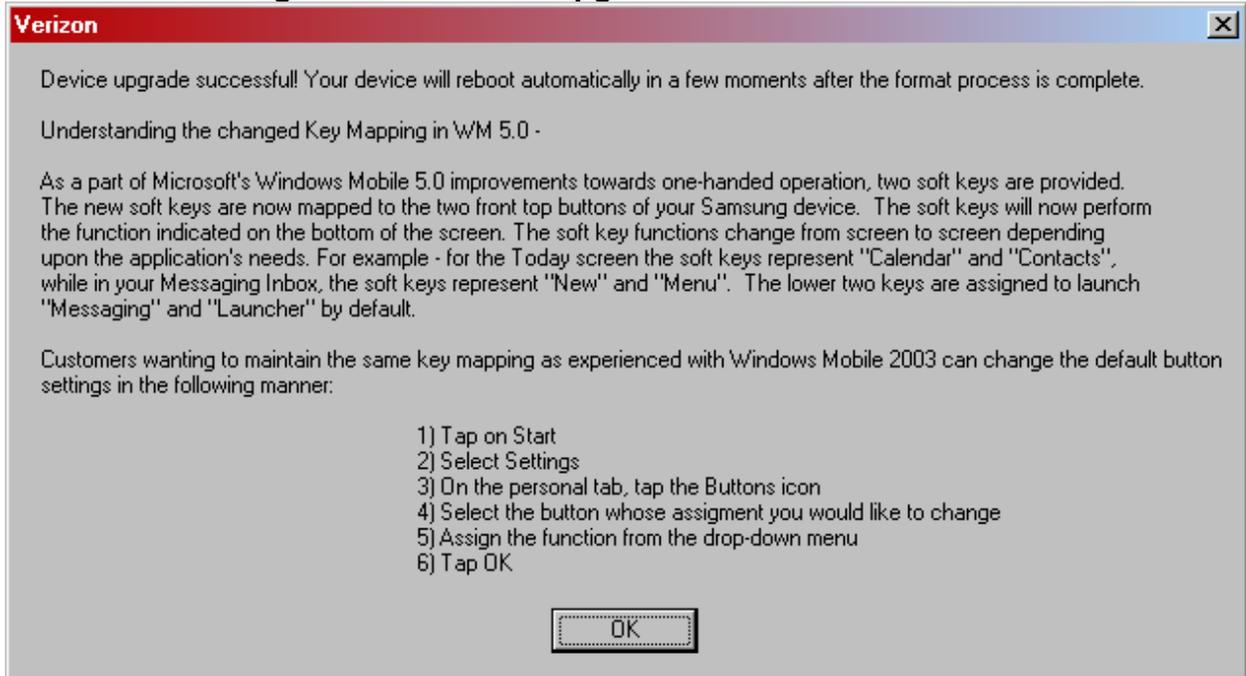
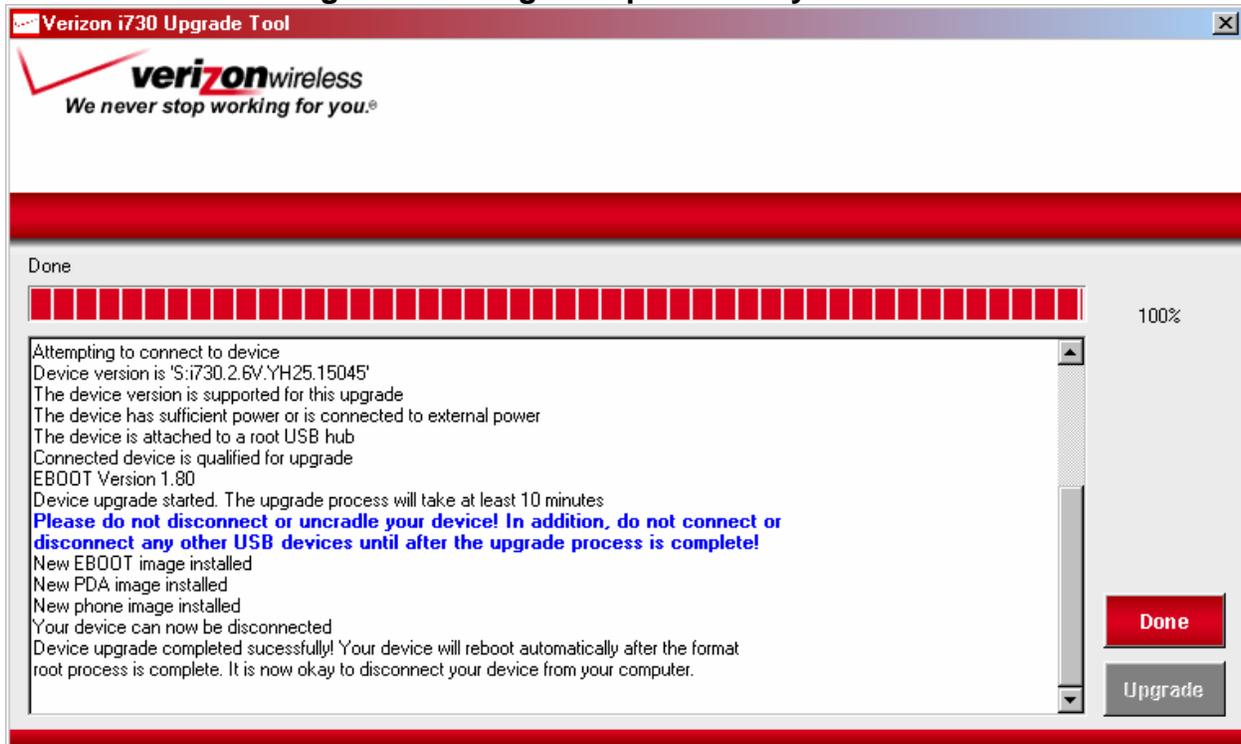


Fig 1-12 Successful Upgrade



Step1: Click "OK" Button

Fig 1-13 Closing the Update Utility



Step 1: Click "Done"

8. Troubleshooting Common Upgrade Problems:

- 1) When the utility reports "The Device appears to be missing, disconnected or off. ActiveSync may need to be reconfigured" message:
 - Please remove the Samsung i730 from the sync cradle and reconnect it.
 - Re-establish the ActiveSync connection between the Samsung i730 device and PC using the USB sync cradle or optional USB sync cable.
 - Make sure that "Allow USB connection with this desktop computer" checkbox is checked in ActiveSync Connection Settings and ActiveSync has connected to the device.
 - Re-Launch the Verizon Wireless Windows Mobile Update Utility.

- 2) When the utility reports "Connected device appears to have been disconnected" and Upgrade button Disabled
 - Please Check the USB connection between the Samsung i730 and computer and make sure that USB Cable is connected directly to the computer.
 - Click the "Cancel" button.
 - Re-Launch the Verizon Wireless Windows Mobile Update Utility.

- 3) The Update Utility reports "The user does not appear to have the necessary privileges needed to upgrade the device." Please contact your IT or systems administrator. Have them:
 - Verify the user account has Local Administrator Privileges.
 - Upgrade the user account to a Local Administrator or log in using a different user account and then re-launch the Verizon Wireless Windows Mobile Update Utility.

- 4) The Update Utility is unable to upgrade the phone portion of your device. Symptoms include the utility not progressing beyond 75% or your device reports in Version Information that your Phone software version that is not "S:i730.2.6V.ZB21".
 - Please check to ensure that you do not have an older version of the Samsung MCCI drivers installed on your PC as these will interfere with the Update Utility. Uninstall these drivers and reboot your computer.
 - Customers may have this driver installed on their PC if they have previously performed the Windows Mobile 2003 upgrade for either the Samsung i600 or Samsung i700.
 - If you are running a personal firewall, you may need to disable it while performing the device upgrade.
 - If possible, attempt the upgrade on another qualified PC.

- 5) I previously attempted the upgrade and was unable to complete it. Now when I try to upgrade it again, it says my device is not qualified for the upgrade. How do I attempt to perform the upgrade again in order to upgrade the phone portion of my device?
 - Enable Emergency Mode on the Update Utility

- Open the “Samsung_i730_WM5_Upgrade.exe” file using WinZIP (or similar application) and extract the files into a folder on your PC.
- Right-click on “VEU4.exe” and select Create Shortcut
- Right-click on the new shortcut and select Properties
- In the Target field, add the switch [/mode=emergency](#) after the quotation marks. The field should now read something like:
"C: \Samsung_i730_WM5_Upgrade\VEU4.exe" [/mode=emergency](#)
- Double-click the new shortcut and follow the on-screen instructions.

If these troubleshooting steps are unable to resolve any problems you encounter with the Verizon Wireless Windows Mobile Update Utility, please contact our Wireless Data Technical Support Team.

9. ActiveSync Connectivity Problems:

Microsoft ActiveSync 4.1 and Microsoft Windows Mobile 5.0 utilize a network interface to establish connectivity between each other over USB. If you are having difficulties with Microsoft ActiveSync and connecting your device to your PC, please visit the Microsoft website for assistance. Common sources of connectivity problems include:

- Network Connection Managers
- Network Traffic Optimization Applications
- Parental Control Utilities
- PC Firewall Applications
- USB Hubs & Laptop Docking Stations
- VPN Clients