

# Service Documentation

## BenQ XCSD Tool

### TI-Platform & P50

Release	Date	Department	Notes to change
R 1.0	24.10.2005	BenQ Mobile	New document
R 1.1	24.11.2005	BenQ Mobile CC S CES	Partnummer modification
R 1.2	26.11.2005	BenQ Mobile CC S CES	Procedure modification
R1.3	09.12.2005	BenQ Mobile CC S CES	SW Update P50 added

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## 1 Introduction

### 1.1 Purpose

This Service Repair Documentation is intended to carry out software downloads on BenQ mobile phones for repair level 1-4.

### 1.2 Scope

This document is the reference document for all BenQ authorised Service Partners which are released for software update of BenQ mobile phones.

### 1.3 Terms and Abbreviations

## 2 System Requirements

### Hardware:

Operation system:	Win98 / WinNT / Win2000 / WinXP
CPU:	Pentium 100 Mhz or higher.
Hard Disk:	Free 10MB space.
Memory:	64MB RAM.
Input Device:	Keyboard and mouse
Mobile connection:	USB boot cable with USB foxlink driver (for TI Platform) <b>F30032-P601-A1</b> USB boot cable (for P50) <b>F30032-P603-A1</b>

### Software for TI Platform:

Latest version of "XCSD" Tool >> available via C-Market  
 Latest version of USB to serial Driver for Cable F30032-P601-A1

Core software according to release tables	(ending with .mot)
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Language software according to release tables	(ending with .mot)
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Configuration files according to release tables	(ending with .ppf)
Database file for configuration	(ending with .bin)

### Software for P50:

Latest version of "XCSD" Tool >> available via C-Market

Boot loader software (OS EP) according to release tables	(ending with .bin)
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Windows Mobile SW (OS Image) according to release tables	(ending with .bin)
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Modem Software (GPRS file) according to release tables	(ending with .mot)
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### 3 Setup of the Software

#### Download of the required software:

Download the driver, Microsoft ActiveSync (only for P50 software update) and the XCSD software mobile software (core-software and language files) from the Technical Support Page:

<https://market.benqmobile.com/so/welcome.lookup.asp>

#### Installation of USB – Serial converter boot cable:

Start the “DataCableDrvInstaller.exe” file and follow the instructions of the installer.



Plug in the Data cable and follow the installation instructions to complete the process.

**Check the Comport number of the data cable in the device manager.  
(XCSD tool supports only Comport 1 to 10)**

#### Installation of Microsoft ActiveSync (only required for P50 Software Update) :

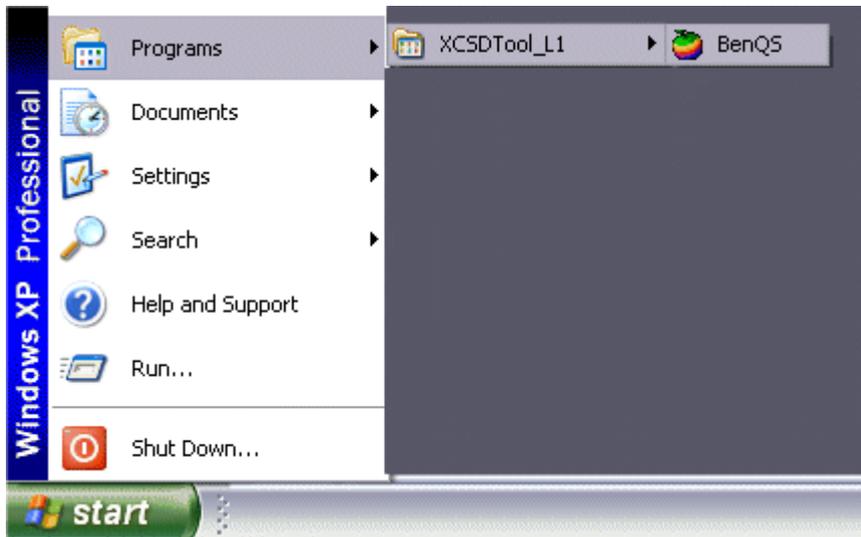
Start “active\_sync\_41\_setup.exe” and follow the instructions of the installer.  
After successful installation the PC must be rebooted.

After reboot active sync should be closed. Not required to “search” for hardware.

**Installation of XCSD tool:**

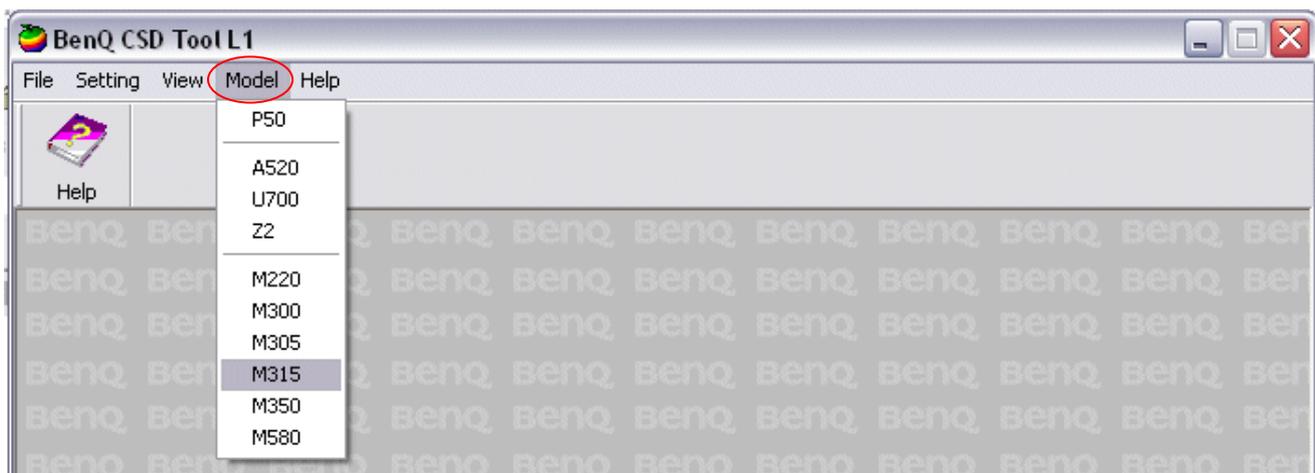
Start "setup.exe" file and follow the instructions.

The installer creates a shortcut in the start menu bar. Start – Programs – XCSDTool\_L1 - BenQS

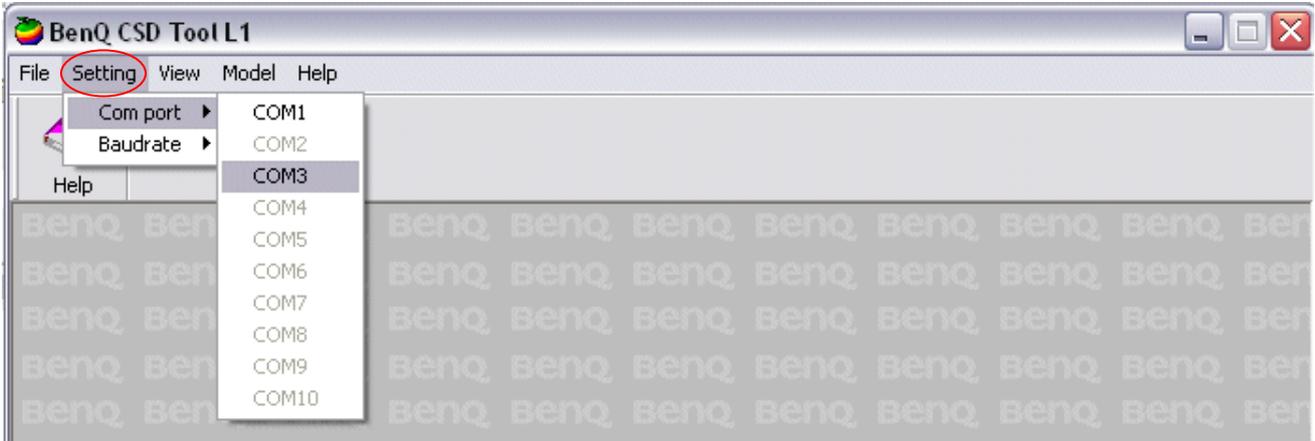


## 4 Software basic settings

- Start the software (BenQS.exe). The XCSD tool will be shown on the screen
- Select Model:

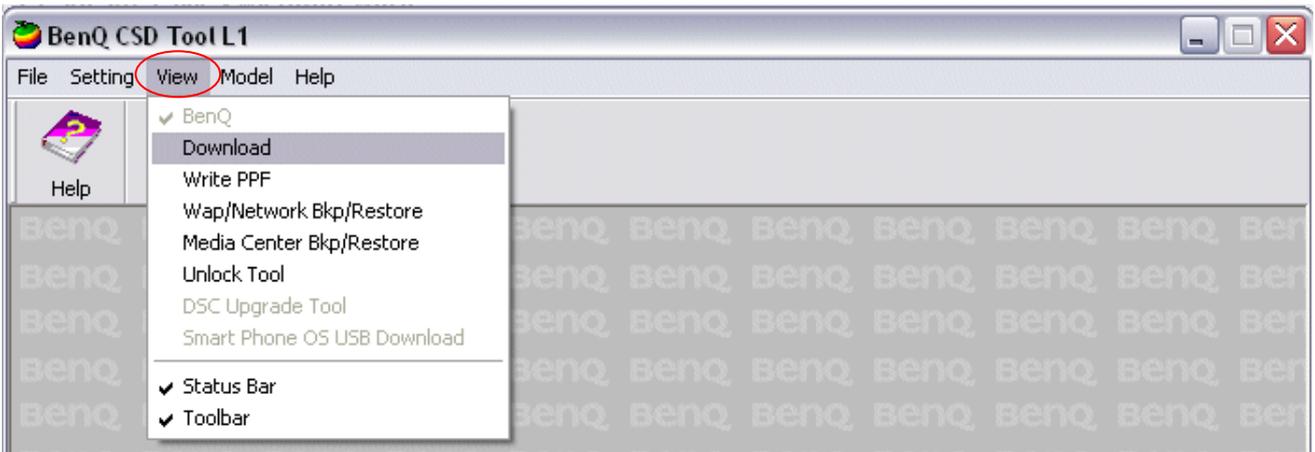


- Select Com port (Setting – Com port):  
(not required for P50 USB software update)

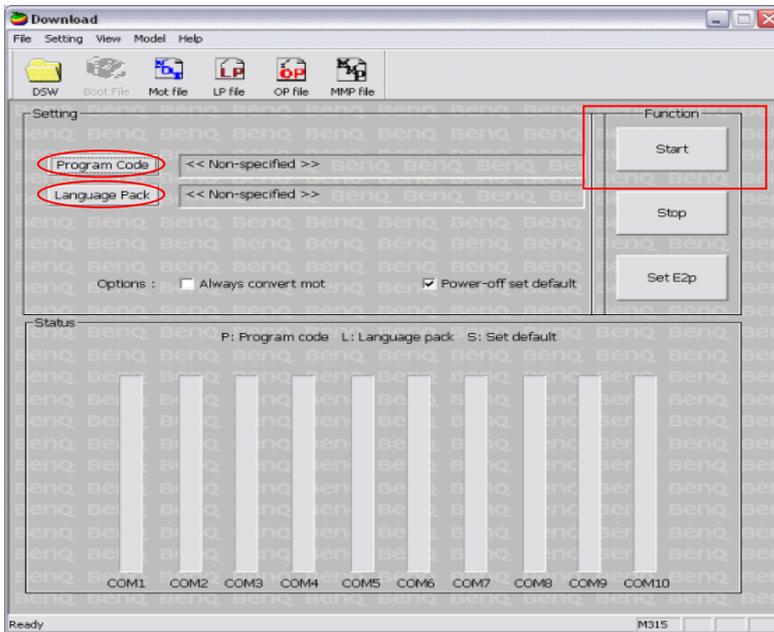


## 5 Software Download procedure

- Select Download Option (View – Download):



- Select Program Code (example: E22 1 11710.mot) and Language Pack (example E22 L 11711.mot)



Status bar colour scheme:

- yellow waiting for update
- blue update in progress
- red error occurred
- black Comport not available
- green Update successful

- Connect mobile phone with data cable. Phone must be switched off. Click on “Start” button and press the power on button shortly on the handset to start the download. During download process status bar shows the state of the process of P = Program code, L = Language file and S = Set default (if activated). After successful SW download, the status bar of the used Com port is changed to green.

**!! in case the SW-Update does not continue automatically (yellow bar is shown) press “On/OFF) shortly again to continue with the SW-Update!!**

Erase of customer data:

Select the “Power-off set default” option to erase all customer data of the phone during the download process.

- Click the “Set E2p” to erase the customer data without software update.

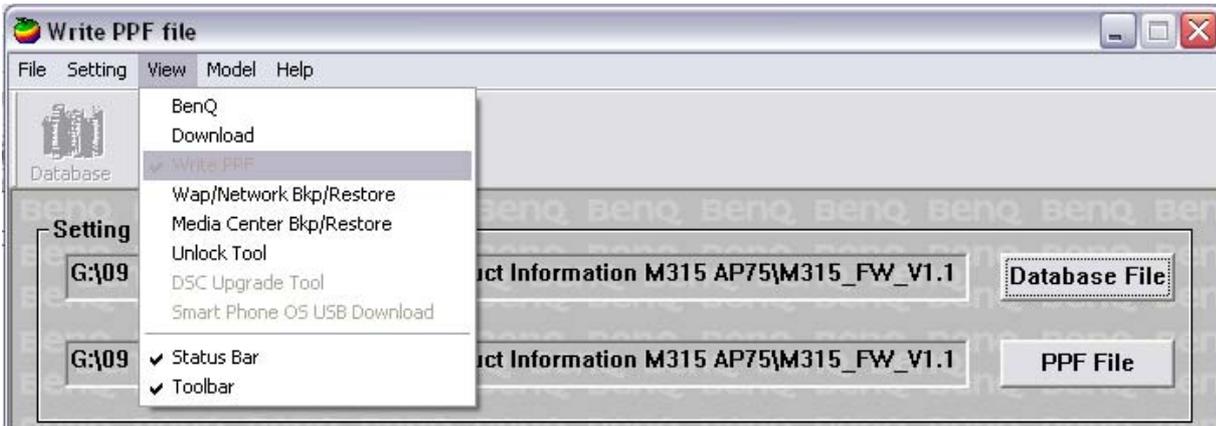
SW files naming rules:

Program Code E22111710  
 Language Pack E22L11711

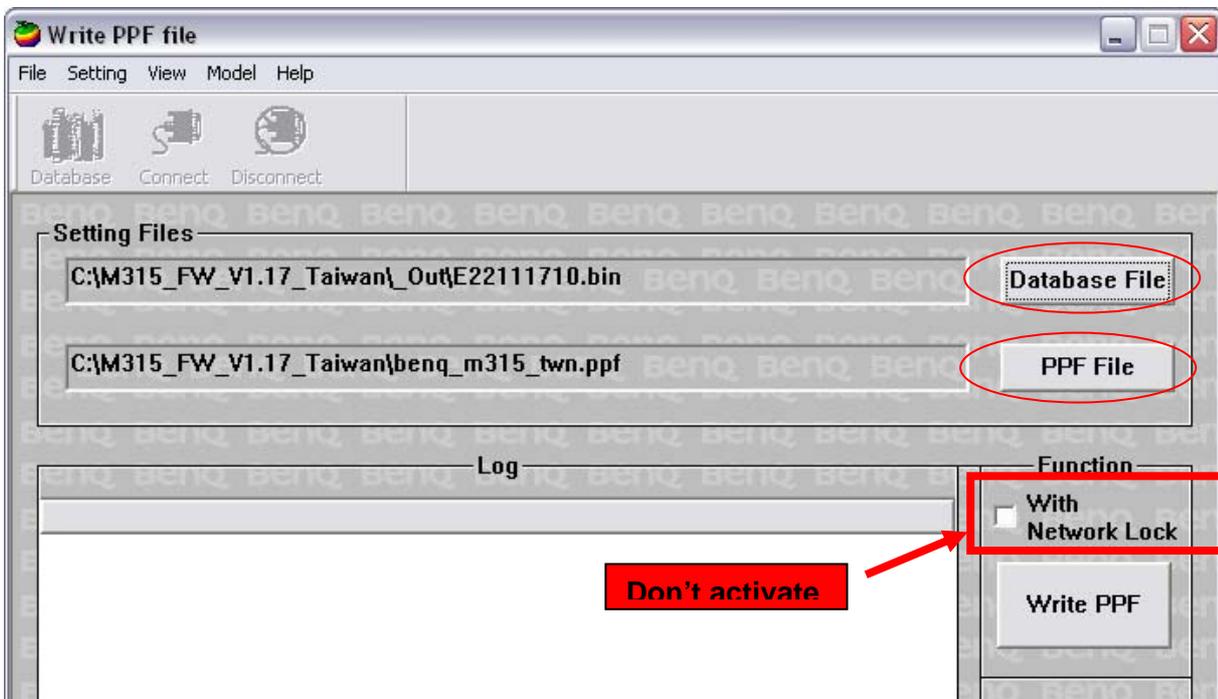
E22 Project name  
 117 Program Code  
 L Language Pack  
 117 Version 1.17  
 10/11 Program Code ID

## 6 Download PPF (Handset configuration)

- Select write PPF option (View – Write PPF):



- Select Database File (example: E22111710.bin) and PPF File (example benq\_m315\_twn.ppf)



- Connect mobile phone with data cable. Phone must be switched on. Click to “Write PPF” button to start the process.

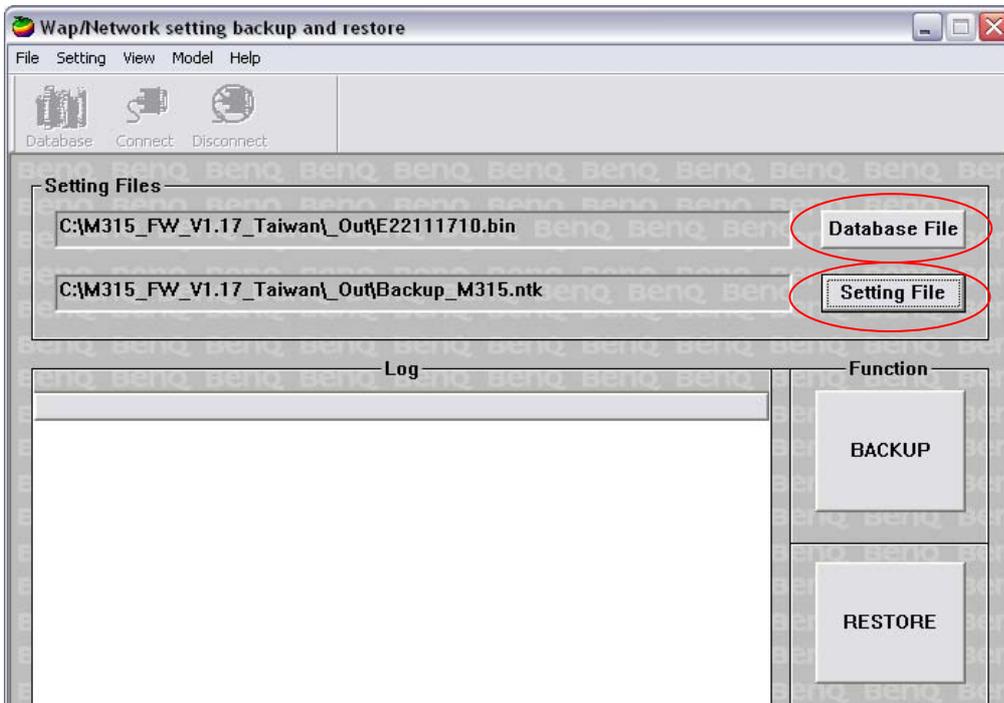


## 7 Backup and Restore of Wap and Network settings

- Select Back and Restore of Wap and Network settings option (View – Wap/Network Bkp/Restore):



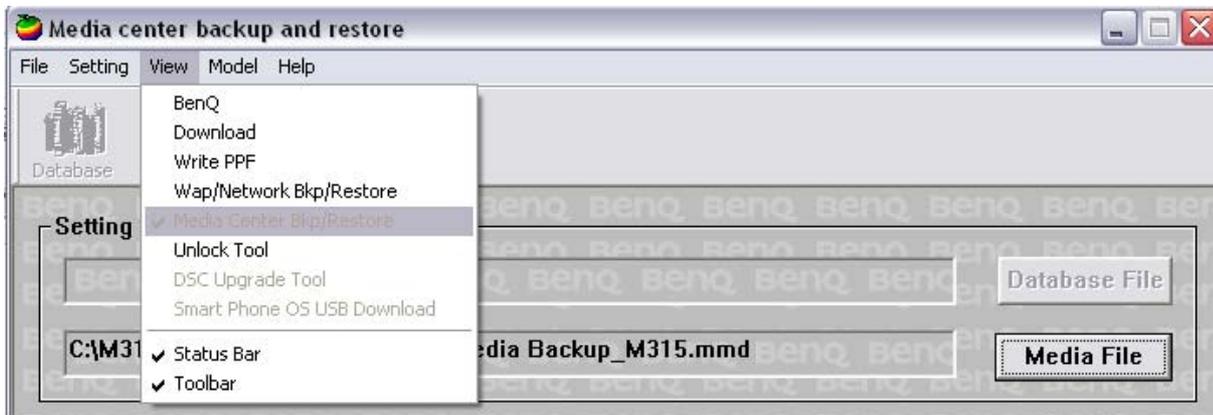
- Select Database File (example: E2211710.bin) and Setting File (create new txt file and rename it to ntk file for settings backup)



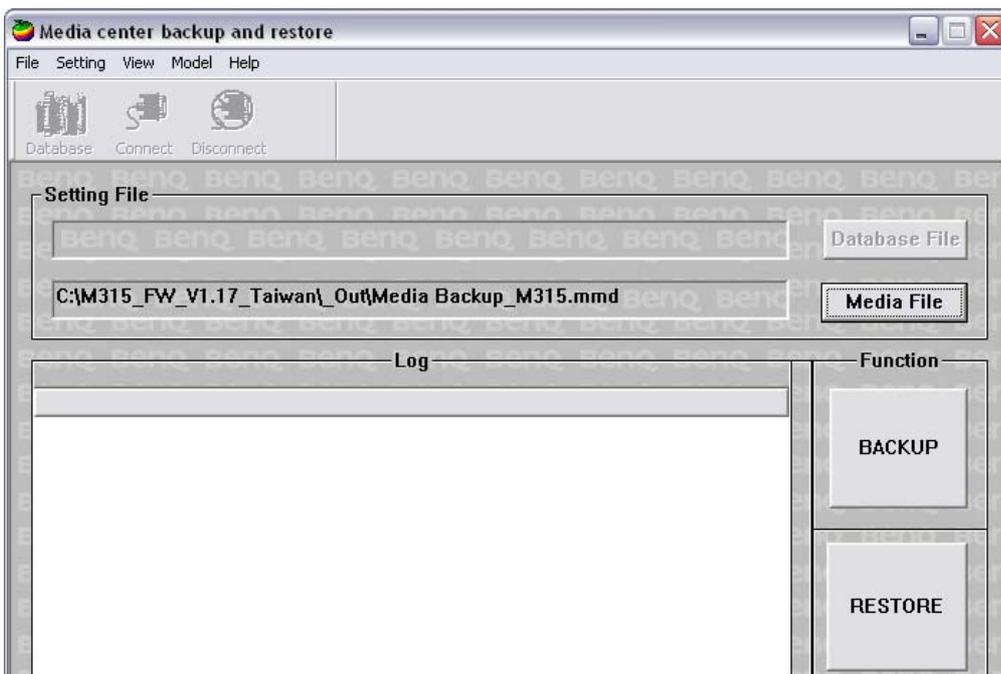
- Connect mobile phone with data cable. Phone must be switched off.
- Click to “Backup” button to start the transfer the settings into the selected file.
- Click to “Restore” button to start the transfer from selected file into handset.

## 8 Backup and Restore of Media Center content

- Select Back and Restore of Media center (View – Media center Bkp/Restore):



- Select  (create new txt file and rename it to mmd file)



- Connect mobile phone with data cable. Phone must be switched on.
- Click to “Backup” button to start the transfer the settings into the selected file.
- Click to “Restore” button to start the transfer from selected file into handset.

## 9 Unlock Tool

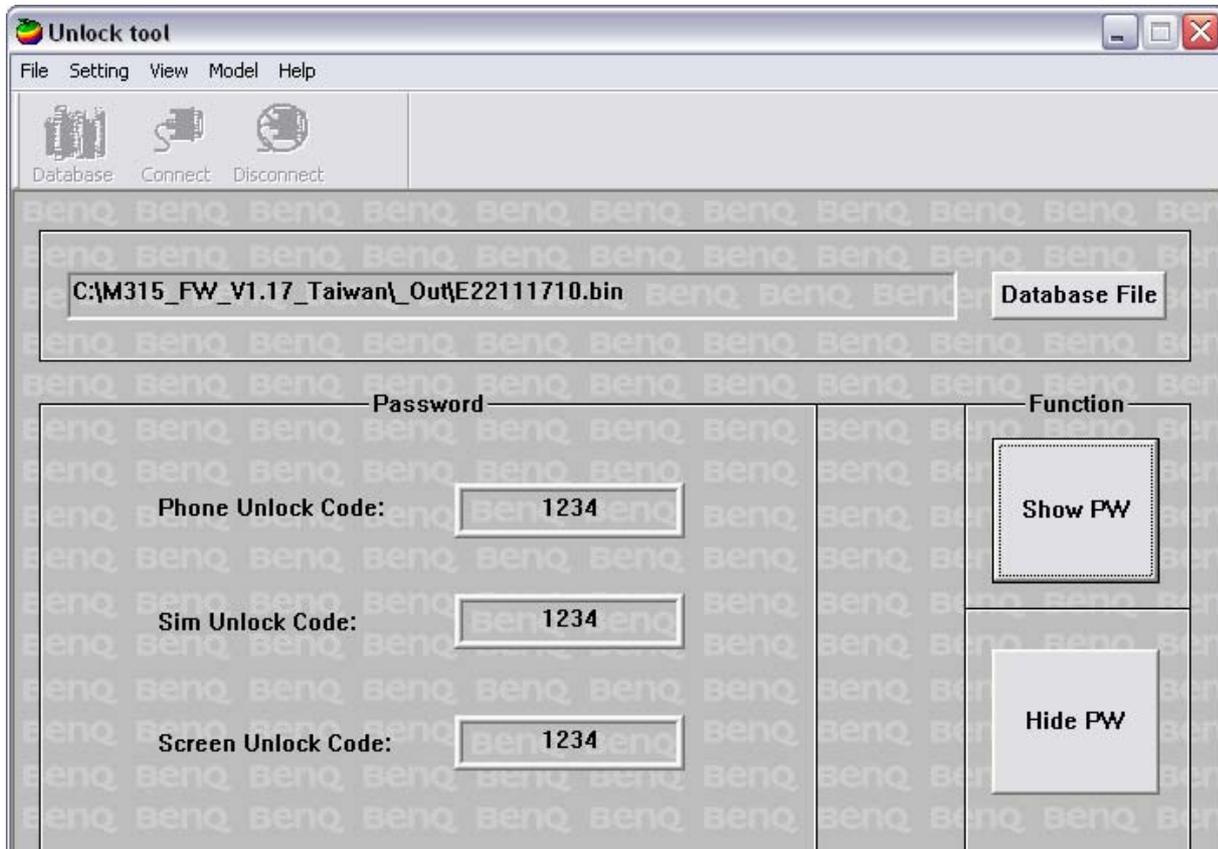
- Select Unlock tool function (View – Unlock Tool):



Select Database File (example: E22111710.bin)

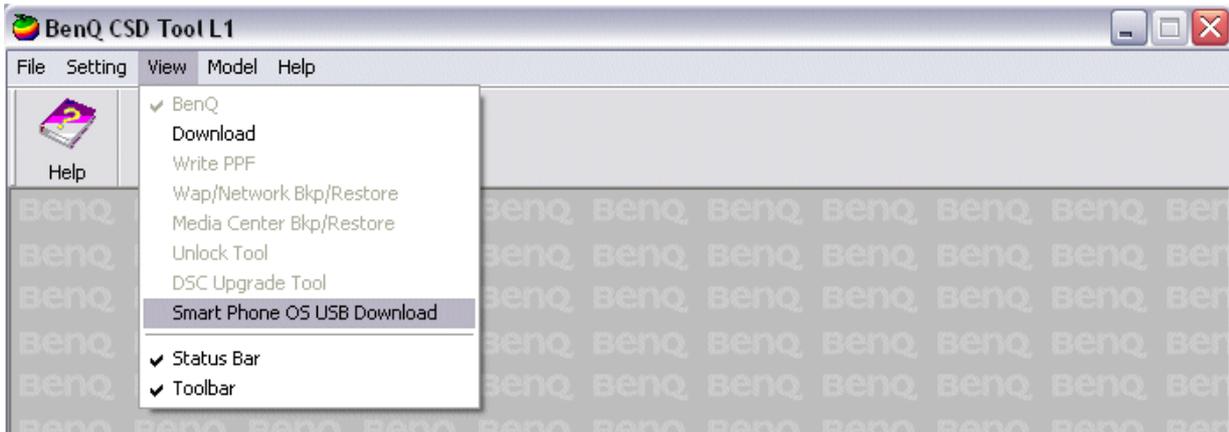


- Click to “Show PW” button to get the codes.
- Unlock the codes in the mobile phone menu.
- Click to “Hide PW” button to hide the codes.

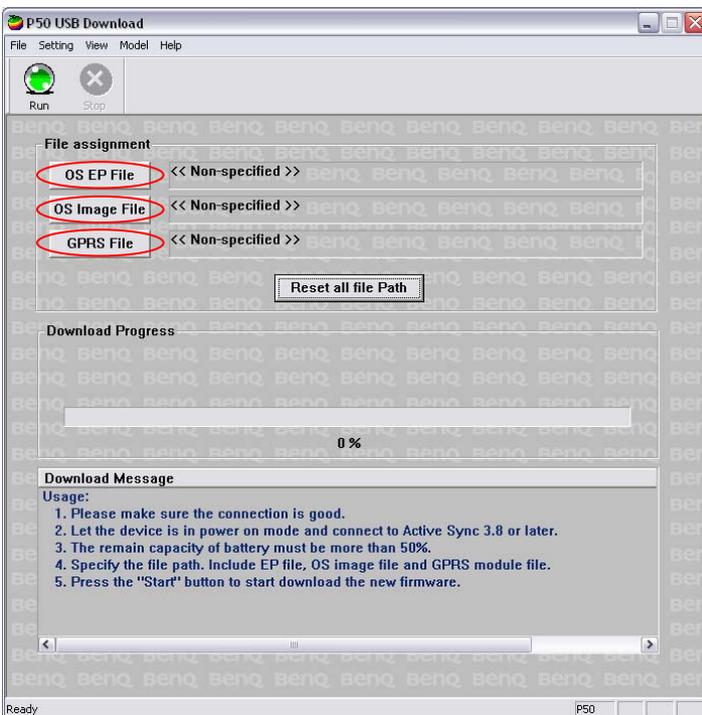


## 10 Software Download procedure P50

- Select Smart Phone OS USB Download Option (View – Smart Phone OS USB Download): (Model must be selected –see chapter 4)

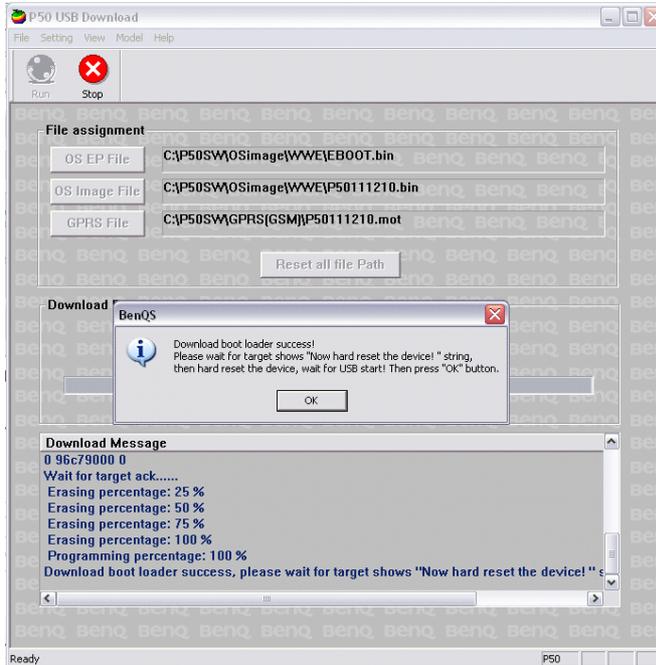


- Select
  - Boot loader - OS EP File (example: EBOOT.bin) and
  - Windows Mobile SW - OS Image File (example P50111210.bin)
  - Modem Software - GPRS File (example P50111210.mot)



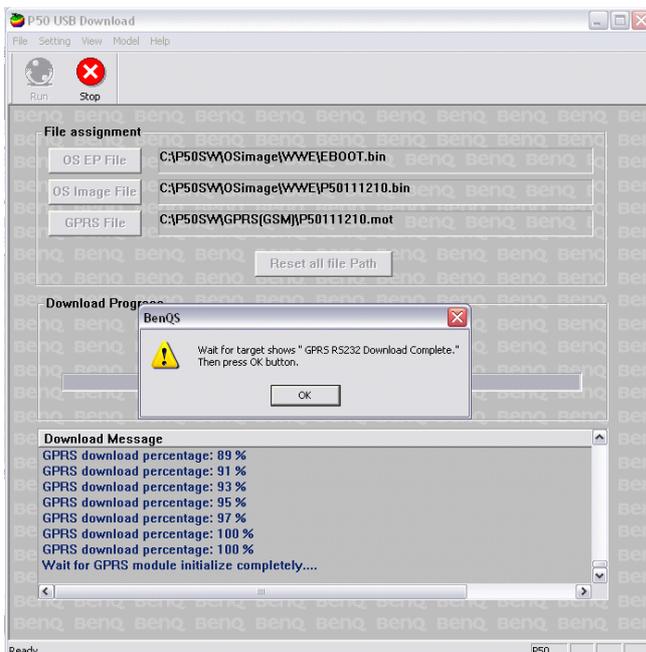
- Connect mobile phone with the USB data cable. Phone must be switched on. Active Sync Software detects the device, select the relationship (**select always Guest**) for the mobile phone. Click on “Run” button to start the download.

- After successful boot loader download, hard reset the device and continue the process when “USB Connected” is shown in the device display



Insert a pin into the recess to trigger the hard reset button

- After successful GPRS firmware update, do not continue the process before “GPRS code download completed” is shown in the device display



- After successful OS firmware update, “OS Image download completed” is shown in the device display and the update process is completed. Disconnect the device and restart the phone.