

Toshiba G810 Software Update

Date: 2008-10-24

Category : Software Update

Before you do the software update

Please check following before software update:

1. Check the ROM Date of your Toshiba phone. If the ROM Date is the same or newer, you don't need to update it. To check the ROM Date of your Toshiba phone, click Start > Settings > System tab > System Information, and note the ROM Date.
2. This software update deletes all user data on your Toshiba phone. Please backup your data to your PC with ActiveSync (for Windows XP PC) or Windows Mobile Device Center (for Windows Vista PC).
3. Check the battery is almost fully charged.
Low battery may not be able to provide the enough power during the software update and cause irrecoverable failure to your Toshiba phone.
4. Terminate all communications on your Toshiba Phone, click 'Switch all Wireless Off' on the Communication manager.
*Note) Any communications cannot be supported during software updating.
5. Terminate all the running applications on your Toshiba phone, click Start > Settings > System tab > Task Manager, and then Menu > End All Tasks.

Instruction ; how to software update

Steps

0. Actual software update will start from step 5(Execute software update). And it would take less than 15 minutes for update itself. Total time would be less than 30 minutes. The time may depend on the environment of your PC.
1. Download the file including "Device Software Update Utility (DSUU)". You might need to unzip the file if it is compressed. Save the DSUU file at any folder you like.
2. Make your Toshiba phone is ON and the battery is almost fully charged.
Check all the running applications on your Toshiba phone is terminated.
3. Connect your Toshiba phone to the PC with USB cable.
4. Establish ActiveSync connection. If you have not made the partnership between your Toshiba phone and PC, you will see the Synchronization setup wizard window pop up. (Fig. 1) In this case, please click the "Cancel" button and terminate this wizard. (ActiveSync connection will be established with Guest)

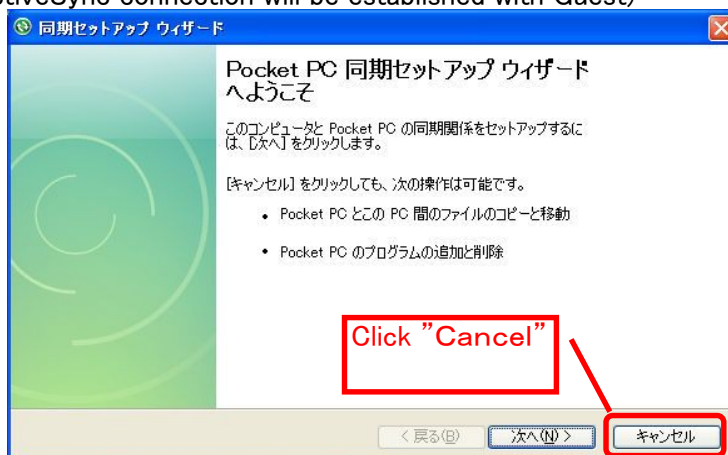


Fig. 1 Synchronization setup wizard screen

5. Execute the DSUU file you saved at step 1.



Fig.2

This Device Software Update Utility(DSUU) will take the following steps.

- a. Check the device;
The DSUU will check the software(ROM) on it. If this DSUU doesn't support the software update on your Toshiba phone, it shows error message. (Fig. 6) You need to terminate the DSUU.
- b. Ask final confirmation before update.
- c. Update the software (approx. less than 15 minutes)
- d. reinitialize the handset

Important

Please do not disconnect the cable during update.

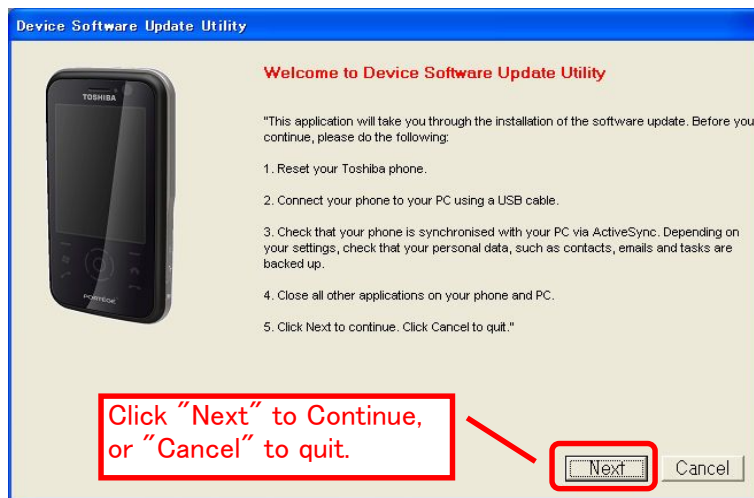


Fig.3 The initial screen you execute the DSUU

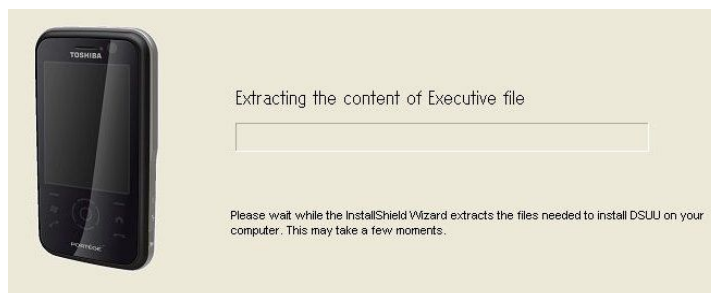


Fig.4

step a. : Check the software on your Toshiba phone(automatically)
You will see the following message on the PC.

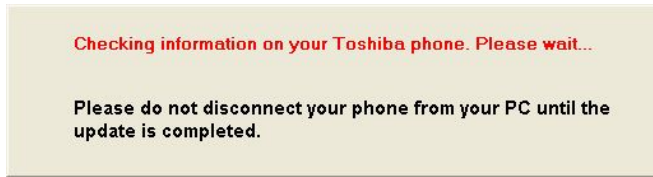


Fig. 5

If the software is not supported by the DSUU, the DSUU show the error message and terminate the update. Click "exit" to terminate the DSUU.



Fig. 6 DSUU error message

step b. final confirmation before the software update

note: Device CE image and Radio Image Version is internal purpose only.
Please ignore the version on this screen.

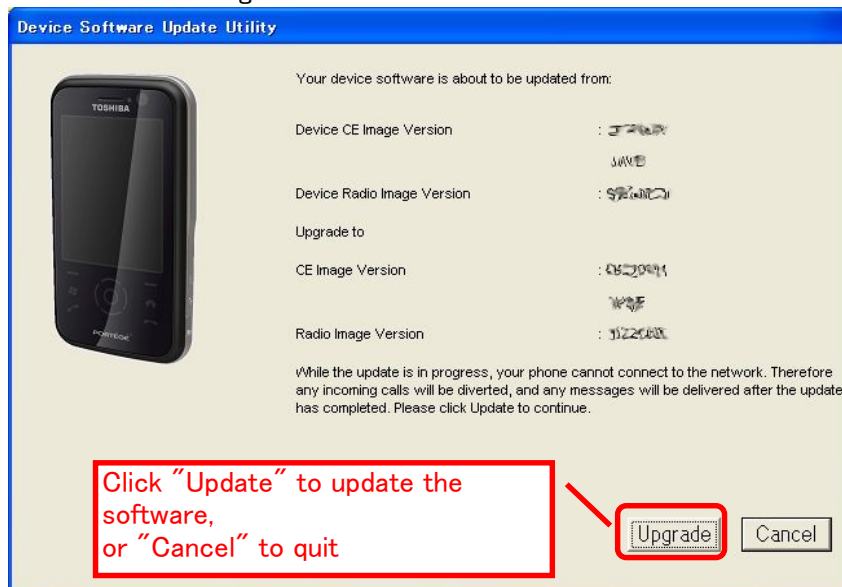


Fig. 7

step.c Update the software

You will see following message on the PC. (Stage 1 to 6)

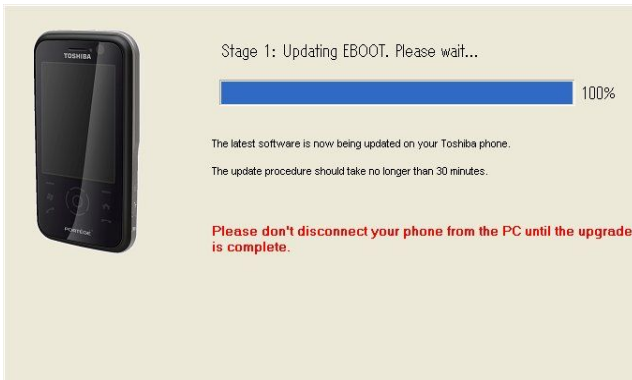


Fig. 8

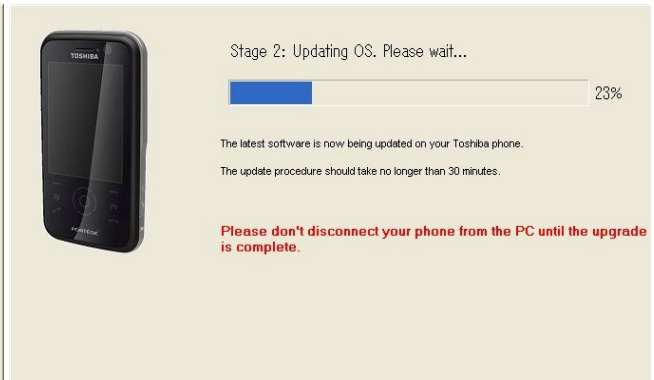


Fig. 9

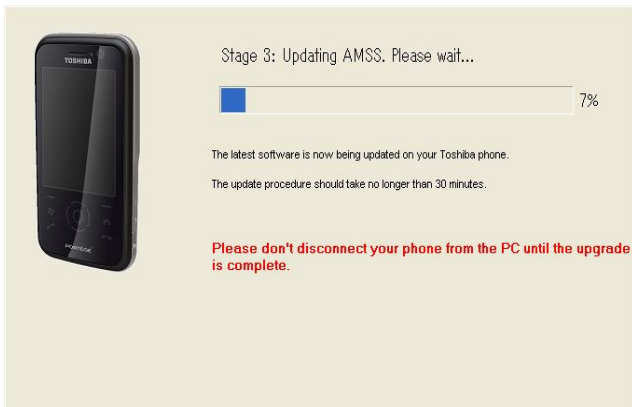


Fig. 10

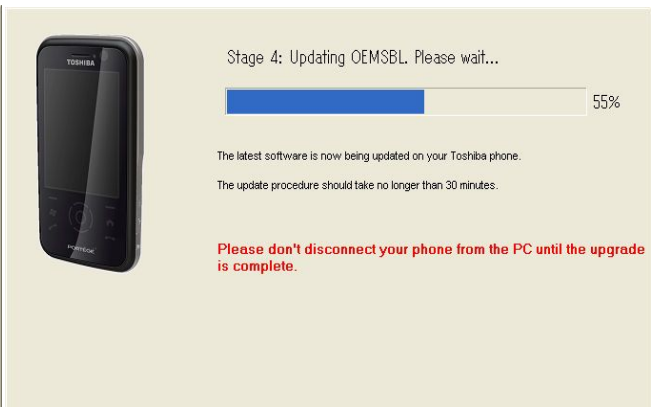


Fig. 11

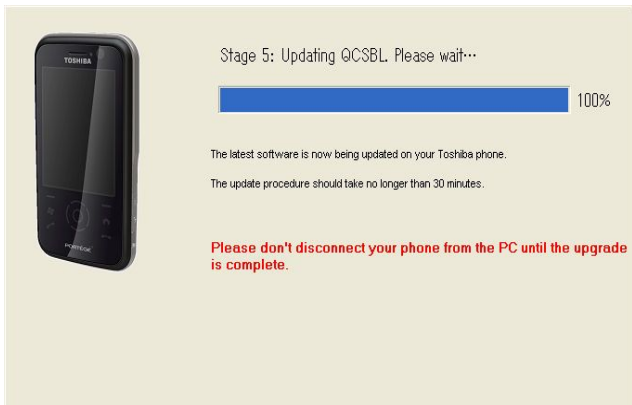


Fig. 12

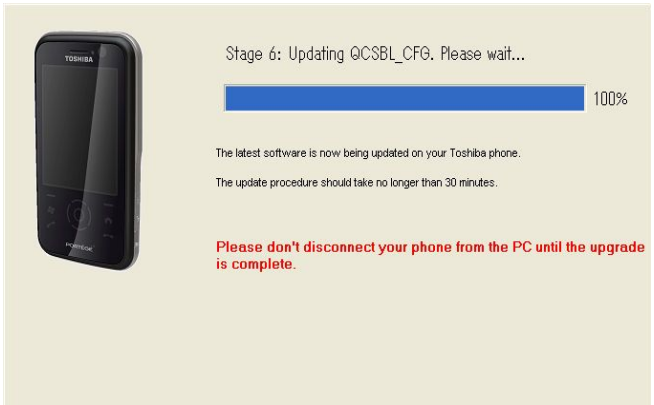


Fig. 13

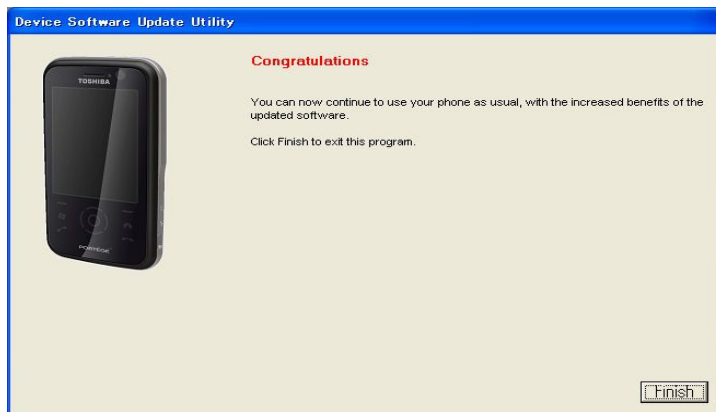


Fig. 14

The software update has been completed. Your Toshiba phone will automatically power up. Switch off your Toshiba phone and proceed to next step.

step d. reinitializing the handset(hard reset)

It is same method on your Toshiba phone user manual "Reinitializing your Toshiba phone"

1. With your Toshiba phone switched off, press and hold both Volume keys.
2. With keeping the Volume keys pressed, press the Power key for approximately three seconds.
3. Wait for the touch panel to load.
4. Press Y to reinitialize your Toshiba phone. Your phone will restart.

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