

# Samsung Product Support Tool User Guide

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Version 1.2



## Revision History

Version Number	Author	Description of Changes	Revision Dates
1.0	Bharat Modi/Shams Mahmood	Initial Draft of the User Guide	08/08/04
1.1	Bharat Modi/Shams Mahmood	N330 graphics changed	09/13/04
1.2	Patrick Milton		02/10/05

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# About Samsung's Product Support Tool (PST)

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The Samsung Product Support Tool (PST) consists of three offerings, the Samsung PST Framework, and Samsung PST Lite Framework and the Samsung handset Dynamic Link Libraries (DLLs). The Samsung PST and PST Lite are Windows based applications. That uses Samsung's PST handset Dynamic Link Libraries to provide basic device provisioning functionality (i.e. software upgrades, PRL upgrades, ERI upgrades, and phone settings programming). The PST Framework is dedicated for field or lab use while the PST Lite Framework is utilized in stores.

The combination of Samsung's PST Framework, PST Lite Framework and PST handset DLLs allows this single application to program various Samsung handset models. This document outlines the installation and use of the PST applications.

# Setting Up Your Environment to Use Samsung's PST

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- Any of the following operating systems are required:
  - Windows 2000 Professional (SP3 or higher)
  - Windows 2000 Server (SP3 or higher)
  - Windows Advance Server (SP3 or higher)
  - Windows XP Professional
  - Windows XP Home
  
- Verify that your system has the minimum system requirements:
  - Pentium 1 or greater
  - 128 MB of memory
  - 80 MB of free space
  - 800 x 600 Monitor Resolution
  
- Universal Serial Bus (USB) Port.
- Samsung CDMA Modem Driver (MCCI Driver).
- PST Software with appropriate cable.
- ActiveSync (Microsoft OS) or HotSync (Palm OS) must be installed for all MITS devices.

# Installation of the USB Driver

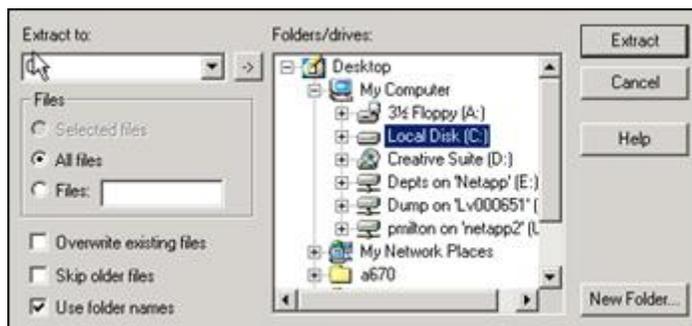
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## Prerequisite

- A Zip application must be installed.

### ✓Notes:

- If a Samsung USB driver (MCCI Driver v4.24) is present on your machine, it is not necessary to perform this operation.
  - Do not have handset USB cable connected to PC while installing Samsung USB Driver (MCCI Driver v4.24).
1. Download and Save the Samsung USB Driver Zip File into a specified directory.
  2. Click the **Extract** icon. The **Extract console** displays.
  3. View the **Folders/drives** section of the console. Select the desired extraction path.



4. Type the desired name of folder in the **Extract to:** field.
5. Click the **Extract** button. The Samsung USB Driver installation files will be extracted to the folder created in Step 4.
6. Navigate to the folder created in Step 4.
7. Run the **SETUP.EXE** file to install the Samsung USB Driver.
8. Follow the on screen instructions to complete the installation.
9. Reboot your computer when installation is complete.
10. Connect the handset to complete the modem installation.

✓**Note:** When the handset is connected for the first time, the PC will detect the new hardware and will install the SAMSUNG CDMA modem for the connected handset. See Checking COM Port.

## Connecting Handset to USB Driver

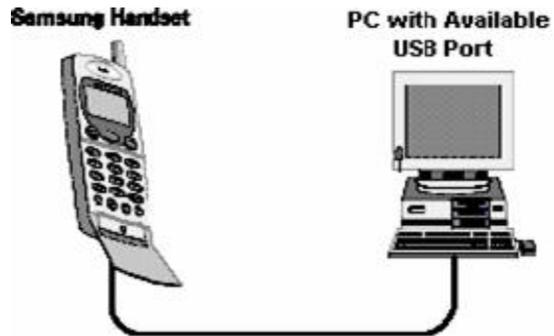
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Configure the COM Port for the desired USB connection. Use the appropriate cable for your handset to ensure connectivity.

1. Remove the protective rubber cover at the bottom of the handset.
2. Insert the USB cable into the base of the handset.

**Note:** This tool does not support standard Serial Port connection. Only USB connection can be used for provisioning handset.

Once the handset has been connected to the PC a virtual COM port will automatically be assigned.



## Installing PST Framework

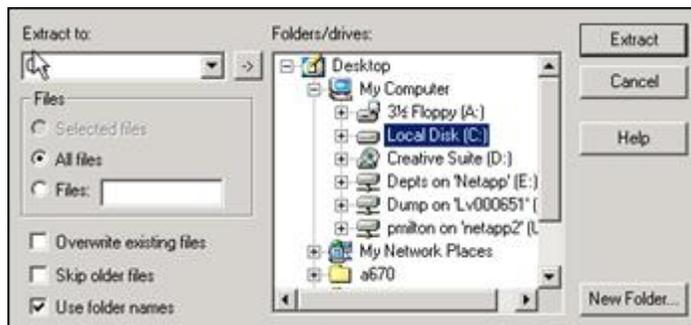
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Samsung's PST Framework application provides two installation types:

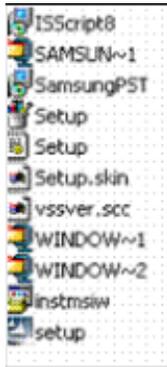
- Samsung PST Framework
- Samsung PST Lite Framework

Use the following procedure to install PST Framework application.

1. Download PST Framework zip file.
2. Click **Extract**. The **Extract console** displays.
3. View the **Folders/drives** section of the console. Select the desired extraction path.
4. Type desired name of folder in the **Extract to:** field.



5. Click **Extract**. The Samsung PST Framework installation files are extracted to the folder created in Step 4.
6. Navigate to the folder created in Step 4.  
**Note:** During the installation of the SamsungPST/Lite Framework, please do not change the default destination (installation) folder.
7. Run **SETUP.EXE** to start installation process.



8. Follow the on-screen instructions to complete the installation. See Using Samsung PST once installation is complete.

## Installing Handset DLL

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1. Create a folder on the c: drive.
2. Unzip the SamsungPST handset DLL zip file into the folder created in Step 1.
3. Navigate to the folder created in Step 1.
4. Run **SETUP.EXE** to start installation.  
**Note:** During the installation of the handset DLL, please do not change the default destination (installation) folder.
5. Follow the on-screen instructions to complete the installation.

## Using Samsung PST

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### **Note:**

- Use a fully charged handset battery when programming/downloading handset software. If the battery power is low and the phone powers

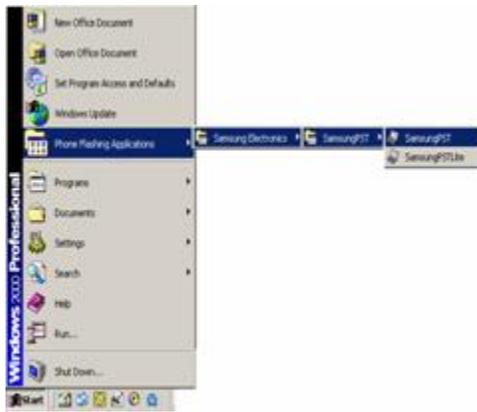
down during programming (software download) the handset is at risk of being damaged.

- Do not use a travel charger/adaptor when using PST application.
- When using SamsungPST Lite FrameWork the **Input MSL Code** window displays when performing the following operations:
  - PRL
  - ERI
  - Software download
  - Settings read/ write

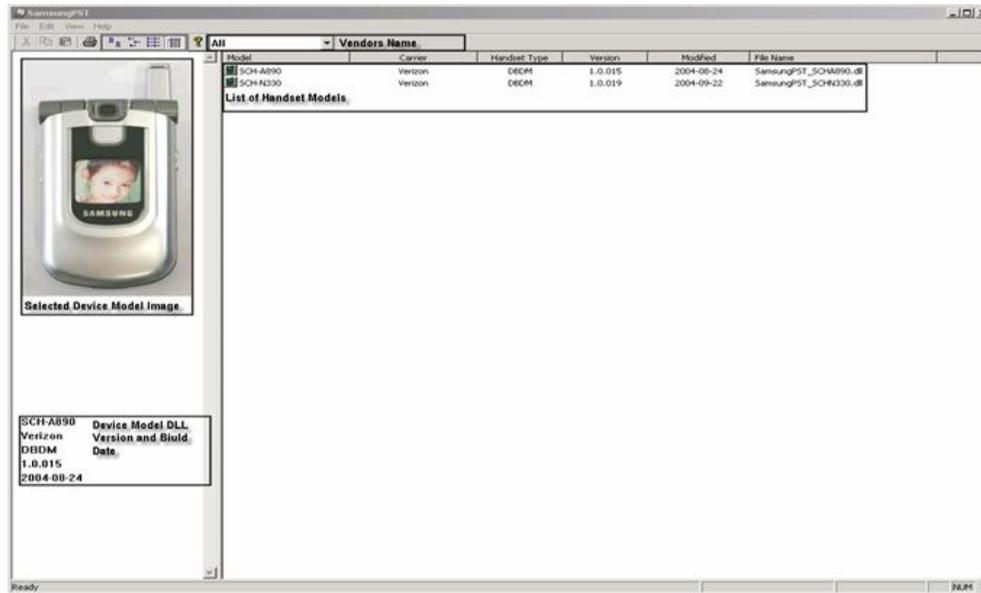
Users must enter six digits MSL code and press **OK**.

From the Start Menu

1. Select **Phone Flashing Applications->Samsung Electronics->SamsungPST->SamsungPST or SamsungPSTLite.**



2. Select and Double-click the handset model. The **Phone Info** window displays.



**Note:** If the **COM Port Setting** window displays during initial launching of PST DLL. Click **OK** to proceed. The Samsung PST window displays.

## Checking COM Port

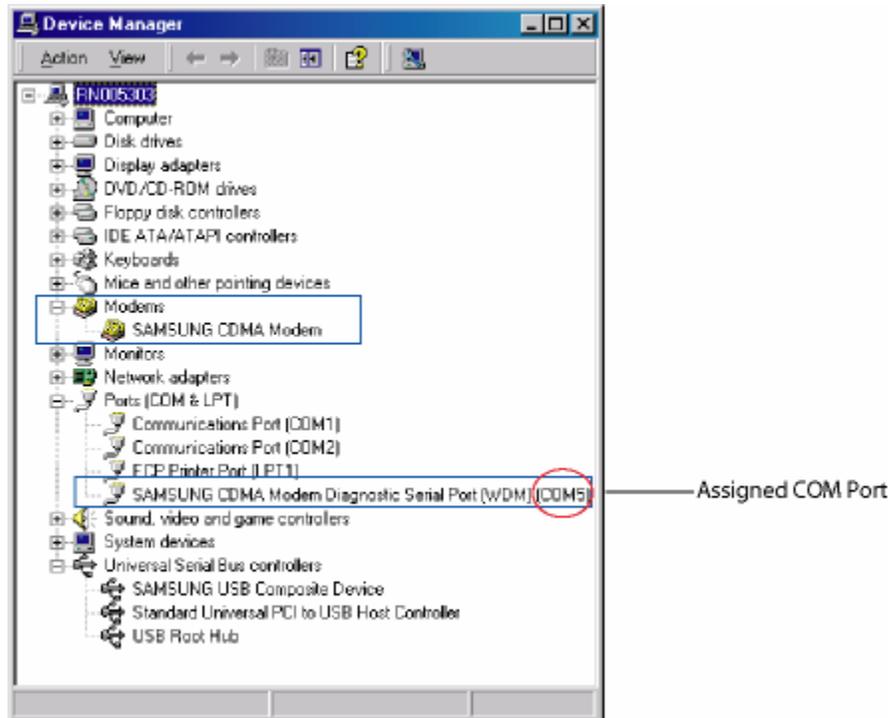
Checking the COM port is not necessary. Samsung PST automatically detects and set the correct COM port once the mobile device has been detected. Use the following procedure if the COM port is not automatically detected.

1. Connect the USB cable into the base of the handset. Connect the opposite end into the USB port.
2. Click the **Microsoft Start** button.
3. Select **Settings->Control Panel->System**. The **System Properties** window displays.
4. Click the **Hardware** tab. The **Hardware** tab displays.
5. Navigate to the Device Manager section of the window.
6. Click the **Device Manager** button. The **Device Manager** window displays.
7. Select and Double-click **Modems** to expand.
8. Select and Double-click **Ports [COM & LPT]** to expand.

**Note:**

Depending on the handset model, the assigned COM Port will be displayed under **Ports [COM & LPT] > SAMSUNG CDMA Modem Diagnostic Serial Port [WDM] (COM#)**. The COM Port displayed in parenthesis is the port that is being utilized.

If the SAMSUNG CDMA Modem Diagnostic Serial Port does not display under **Ports [COM & LPT]** proceed to Step 9.



9. Select and Double-click **SAMSUNG CDMA Modem**. The **SAMSUNG CDMA Modem** properties window displays.

10. Click the **Modem** tab. The Port number is displayed.



## Manually Selecting COM Port

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The PST tool utilizes USB connectivity only. It automatically detects and set the COM port for the connected handset. When you get no response or the error message **Cannot Open COM Port** displays, perform the following to check and/or set the COM port:

From the Info Package window select the appropriate COM port by

1. Clicking **Setup >Port Setting** in the menu bar (or click the COM port icon). The **COM Port Setting** window displays.

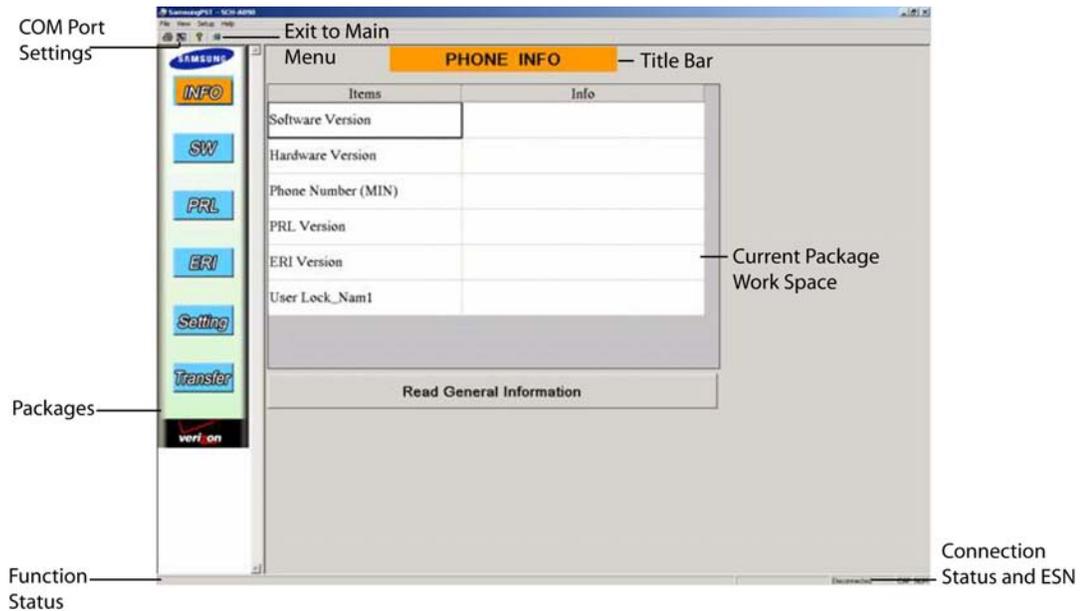


2. Select the appropriate port for USB connection from the drop down menu and click 'OK' button.

**✔ Note:** The status of the selected **COM Port connection** will appear in the bottom right hand corner of the window.

# Phone Info Package

The Phone Info window displays general phone information after reading of the handset is complete. The following common items will be displayed:



- Software Version
- Hardware Version
- Phone Number (MIN)
- PRL Version
- ERI Version
- User Lock (PDA model types are questionable)

To display **General Information**, verify the USB cable is connected to both the PC and handset. Then simply click the **Read General Information** button.

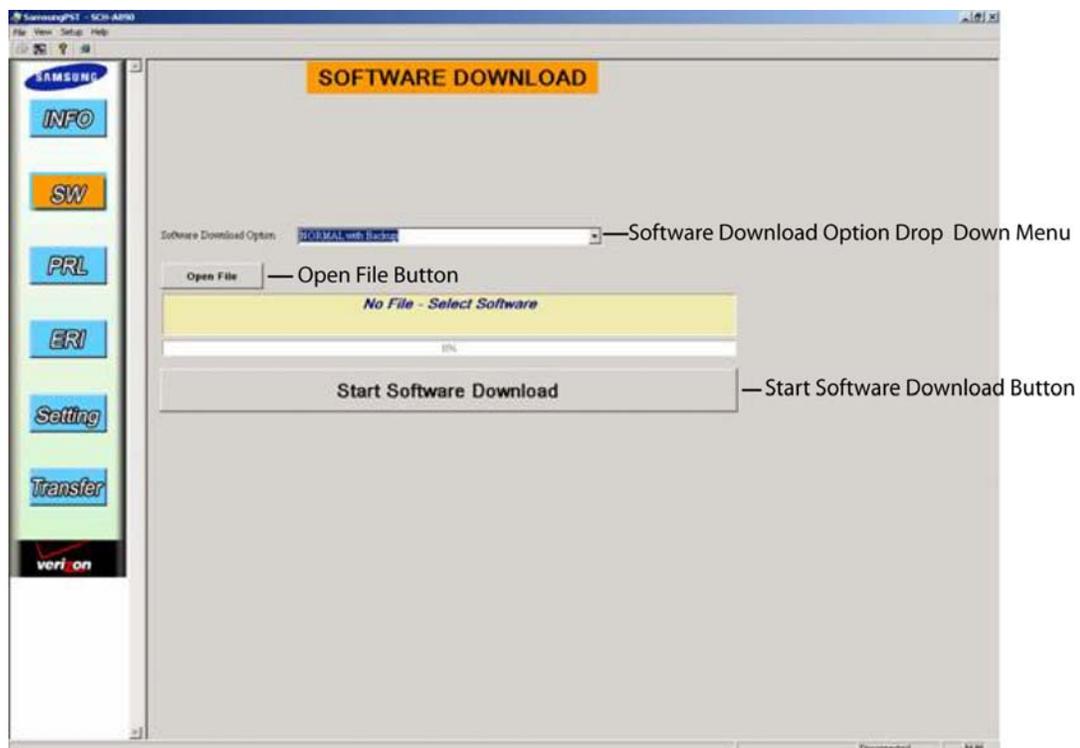
# SW Package (Software Download and Upgrade)

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The Software Package function is used for downloading new and upgrading current Software versions. Samsung recommends viewing Setting Packages before proceeding.

**CAUTION: DO NOT DISCONNECT OR POWER OFF HANDSET WHILE SOFTWARE IS BEING DOWNLOADED.**

1. Click the  button. The **Software Download** window displays.

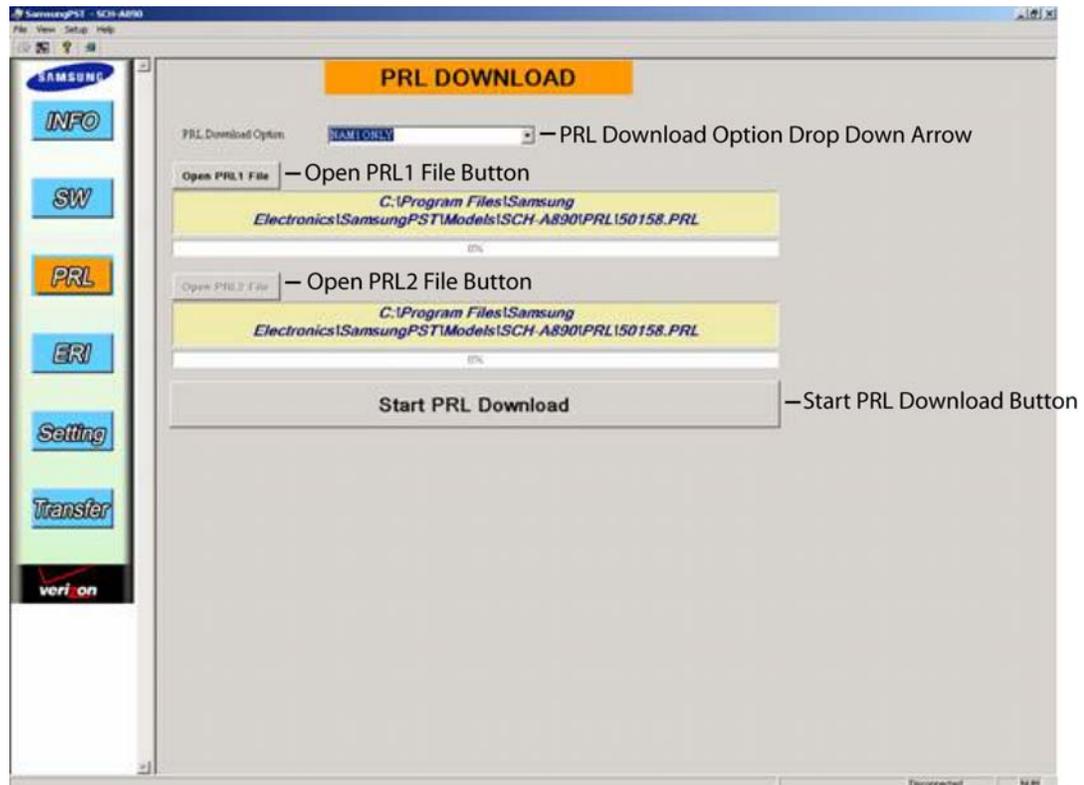


2. Choose the appropriate Software Download Option from the drop down menu.  
**Note:** Follow the Software Release Notes for downloading instructions and options.
3. Click the **Open File** button to browse and select the appropriate Software file.
4. Press **Start Software Download** button to begin software download.

# PRL Package

The PRL Package writes Preferred Roaming List (PRL) for NAM1/ NAM2.

1. Click the  button. The **PRL Download** window displays.



2. Select the appropriate **PRL Download Option** from the drop down menu.

 **Notes:**

- The PRL download options are handset specific.
- Once an option has been selected the **Open PRL file** button(s) will change from grey to black.

3. Click **Open PRL1 File** or **Open PRL2 File**. From the **Open window** browse and select appropriate PRL file.

 **Note:** This selection is based on the **PRL Download Option** selected in Step 2.

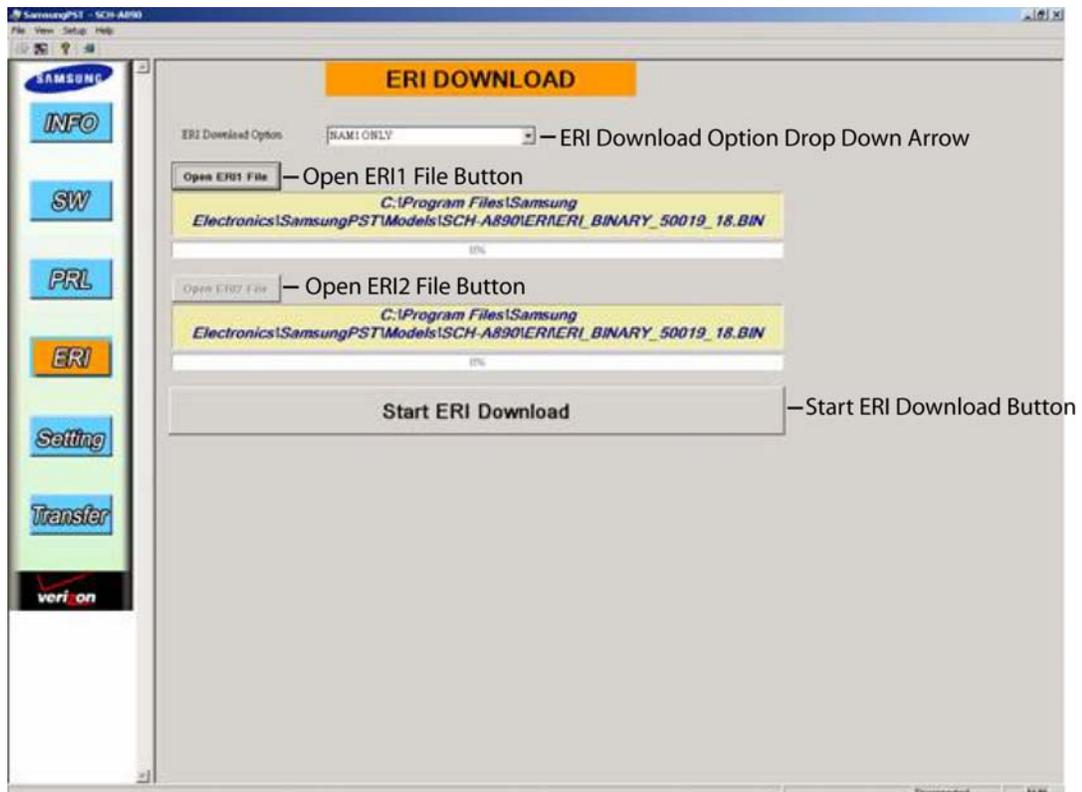
4. Click the **Start PRL Download** button to begin PRL download.

 **Note:** If 'NAM1 ONLY' or 'NAM2 ONLY' option is selected for PRL, then only one button will be activated.

# ERI Package

The ERI Package writes Enhanced Roaming Indicators (ERI) for NAM1/ NAM2.

1. Click the  button. The **ERI Download** window displays.



2. Select the appropriate **ERI Download Option** from the drop down menu.

 **Notes:**

- The ERI download options are handset specific.
- Once an option is selected the **Open ERI File** button(s) will change from grey to black.

3. Click the **Open ERI1 File** or **Open ERI2 File**. From the **Open window** browse and select appropriate ERI file.

 **Note:** This selection is based on the **ERI Download Option** selected in Step 2.

4. Select the ERI file.

**Note:** If 'NAM1 ONLY' or 'NAM2 ONLY' option is selected for ERI, then only one button will be activated.

5. Click the **Start ERI Download** button to begin ERI download.

## Setting Package

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### Phone Book

From the **SETTINGS** window,

1. Click on the Phone Book to view and/or edit phone book entries.

**Note:**

Check box must be checked to enable the option before reading from or writing to the handset or .MMC file.

To edit a cell, you can use the following keys:

- <Enter>
- <Space>
- Arrows Keys (Right, Left, Up, Down) to maneuver in the Phone Book table.

To edit a phone number or a name, move the rectangle box to the cell, which needs editing.

Changes will not be stored to the handset until you 'Write to Phone'.

**CAUTION:**

DO NOT UNPLUG USB CABLE OR DISCONNECT THE HANDSET WHILE PST TOOL IS PERFORMING THE FOLLOWING. WAIT UNTIL IT INDICATES THAT THE PROCESS IS 'COMPLETE'.

- READING FROM THE HANDSET
- WRITING TO THE HANDSET
- DOWNLOADING SOFTWARE TO THE HANDSET

### Reading from Handset

**Note:** Samsung recommends that this operation be performed to save data parameters/settings and phone book/contacts before proceeding with any software download.

1. Click the **Select All** button.

**Note:** Setting items can be individually selected and only the selected items will be executed.

2. Click the **Read From Phone** button. The settings parameters from the handset are displayed.
3. Click **Save MMC** to save the handset parameters for future references.

 **Note:** Using the same PST tool with same DLL version the saved .MMC file can be referenced to restore and exchange data among identical handset models.

## Writing to Handset

If using the **Write To Phone** feature, it is recommended to perform the **Read From Phone** function before making any changes. This will avoid any information from being inadvertently overwritten.

After reading the handset or opening a saved .MMC file, the **Settings** items can be edited. Clicking the **Write to Phone** button allows selected parameter values to be written to the handset.

 **Note:** Some fields are co-dependent on other fields. Any changes that are made in these fields will automatically update others. Users can navigate to this fields and manually input data to make changes to the co-dependent fields.

After successful completion of the Write To Phone function the **Completed Writing To Phone** dialog box displays, press **OK**.

## Save/Create MMC File

After reading (Read From Phone in Settings) the handset, save the data by performing the following procedure:

1. Click the **Save MMC File** button. The **Save As** window displays.
2. Enter a File name and Click **Save** to store file.

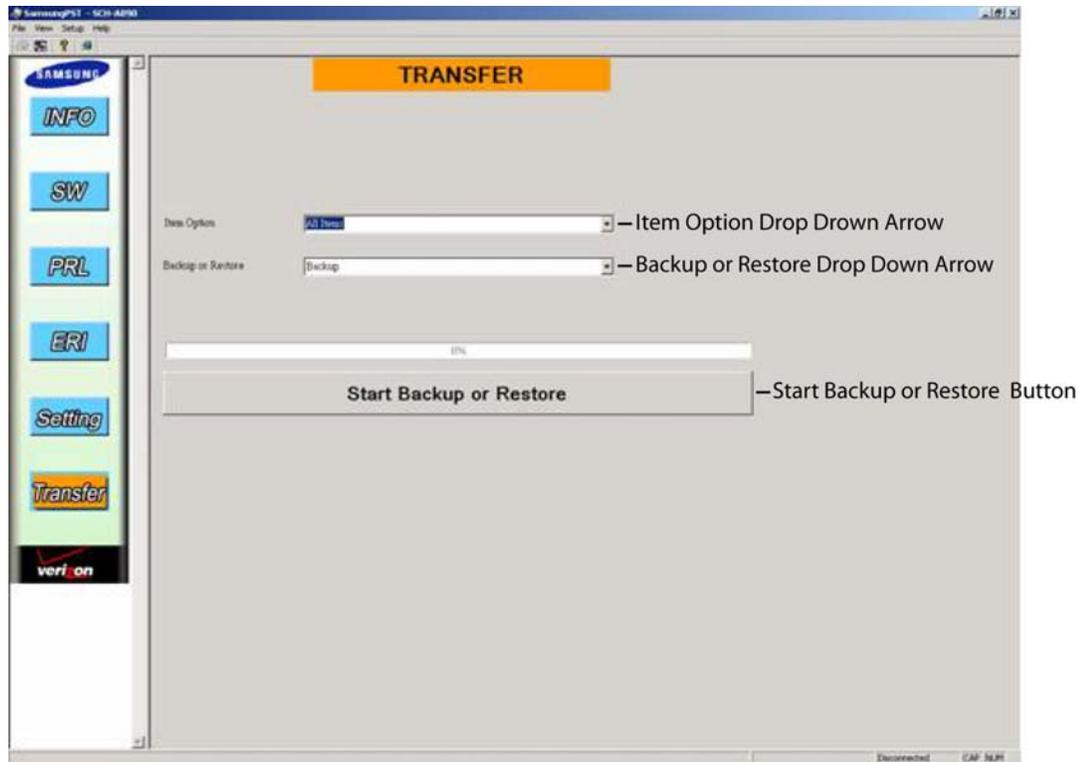
 **Note:** The saved .MMC file can be referenced to restore and exchange data among identical handset models.

# Transfer Package

The Transfer package function allows the transfer of data and the restoring of data (i.e. phonebook, SMS messages) from one handset to another identical handset model.

**Note:** This function is not supported for all handset models.

From the Transfer window



1. Click the **Item Option** drop-down arrow. Select an option from the following items (*Option list will vary by handset model.*):
  - All Items
  - Phonebook
  - SMS/EMS content
  - MMS contents
  - User Interface
2. Click the **Backup or Restore** drop-down arrow.

 **Note:** The **Backup** operation must be successfully performed before proceeding to **Restore**. If the Error pop-up displays requesting that you Backup data perform one of the following listed below.

a. To perform **Backup** operation.

3. Click the **Start Backup or Restore** button to perform the selected operation.
4. The Completed Backup Confirmation pop-up displays. Click **OK**.

To Restore data see **Step B**.

b. To perform **Restore** operation.

3. Click the **Start Backup or Restore** button to perform the selected operation.
4. The Completed Restore Confirmation pop-up displays. Click **OK**.

 **Note:** A user can only Backup one handset and Restore to another identical handset at any given time. The Backup and Restore process must be restarted for each additional handset.