

# SH-08A Software update Simplified operating procedure

## Software update

### Updating software

## Software update

Connect the FOMA terminal to the network and check for software updates. If necessary, use packet transmission\* to download software and update. Update the software which is an important part for operating the FOMA terminal to improve the function and operability of the FOMA terminal.

\* There is no packet transmission charge for updating software. Check the DOCOMO website or “お客様サポート” (user support) on iMenu for updates.

When updating, select “Auto-update”, “Now update” or “Reserve”.

Auto-update : New software can be updated automatically and rewritten on set time in advance.

Now update : Update immediately.

Reserve : Software updates automatically on set date and time.

- Do not remove the battery pack while the software is updating. Failure to update software may occur.
- Software can be updated even if the FOMA terminal contains phonebook, camera image or download data. However, DOCOMO cannot protect data that could be lost due to malfunction, damage, water exposure and so on. It is recommended that important data be backed up before updating. Note that some data, such as downloaded data, cannot be backed up.

## Using software update

- Software is updated even when Access point setting of Common Settings in i-mode setting is set to a custom host.
- Recharge battery before updating software.
- Software cannot be updated during the following conditions.
  - While in Self mode
  - During a call/Outside the service area
  - Connected to an external device
  - Omakase Lock is set
  - During International roaming
  - Date and time are set incorrectly
  - Battery level is below the necessary level to update software
- Updating (downloading and rewriting) software may take time.
- Making/Receiving calls, transmission functions and other functions cannot be used while software is being updated (Receiving voice calls is possible during download).
- During software update, the handset makes an SSL/TLS connection with the server (DOCOMO site). Set the SSL/TLS certificate to valid (The default setting is [Enable]. Refer to “Enabling/Disabling CA certificates” in the user’s guide).
- It is recommended to update software at a location with a strong signal (three bars for the antenna icon) and you are not moving.
  - ※ If signal status becomes weak or download is interrupted when downloading software, update software again in a location with good signal conditions.
- If software has already been uploaded, [No update is needed. Please continue to use as before] appears when software update is checked.
- While updating software, received i-mode mail and Message R/F are held at i-mode center. Received SMS is held at SMS center.
- When software is reloaded after update, icons which indicate storage status of i-mode center (Refer to “Viewing display” in the user’s guide) will disappear. In addition, even if Receive option is set to [ON] and mail is received during software update, notices may not appear on the display after update is completed. Mail and messages are held at i-mode center.

- When updating software, information about the FOMA terminal (model, serial number, etc.) is automatically sent to the server (DOCOMO software update server). Sent information is only used for software update.
- If software update fails, [Rewrite failed] appears and all operations are not available. In this case, bring the FOMA terminal to a repair center that DOCOMO specifies.
- Updating of software is not available overseas.
- During software update, Reception reserve alarm and Recording reserve alarm are not activated. In addition, watching or recording does not start.

## Updating software automatically <Set auto-update>

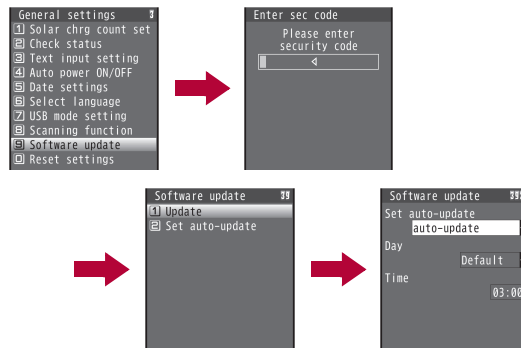
The new version of software is automatically downloaded, and the software is rewritten on the time set in advance.

At the time of purchase, Set auto-update is set to [auto-update], Day is set to [Default], and Time is set to [03:00].

When the software becomes ready to be rewritten, the stock icon [🔧] (Update required) appears to confirm the time when the rewrite starts, the time to rewrite can be changed, and whether to rewrite now can be selected. If the time when the rewrite starts arrives with the stock icon [🔧] (Update required) displayed, the software is automatically rewritten and the stock icon [🔧] (Update required) disappears.

## ■ Setting date and time for auto-update

- 1 In the Custom menu, select [Settings] ▶ [General settings] ▶ [Software update] ▶ enter the terminal security code ▶ [Set auto-update].



- 2 Select the [Set auto-update] field ▶ [auto-update].
  - To not set: Select [disable] ▶ [Yes].
  - If the notification icon appears when software must be updated: Select [only notification] ▶ [🔧].
- 3 Select the [Day] field ▶ select day of week ▶ [🔧].
- 4 Select the [Time] field ▶ enter the time ▶ [🔧].

- If software update cannot be activated at the automatic update time, the stock icon [🔧] (Update required) appears in stand-by.
- When [only notification] is selected, new software is not downloaded. For details on downloading and rewriting method, refer to "Starting software update".

## ■ Actions when software update is required

When the software is automatically downloaded, the stock icon [O] (Update required) appears in stand-by.

### 1 In stand-by, press [O] select the stock icon [O] (Update required) [O].

### 2 Select the rewrite method.

- ◆ Select [OK].
  - The stand-by display reappears. Rewrite starts when the set time arrives.
- ◆ Select [Change].
  - Set the day of week and time.
- ◆ Select [Now rewrite].
  - Rewrite starts.
  - Upon the completion of rewriting, the stock icon [O] (Update complete) appears.
- The stock icon disappears when it is confirmed once.

## Starting software update

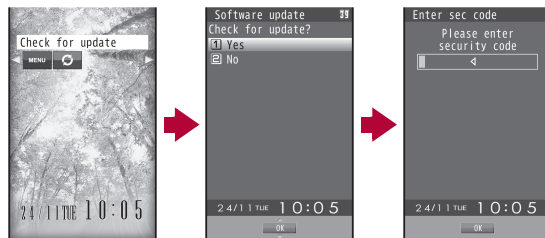
To start software update, press the key when the stock icon is displayed on the screen, or perform it from the menu screen.

- The stock icon appears in the following cases.
  - When a notification is received from DOCOMO on setting auto-update to [only notification]
  - When Reserve is failed or canceled
  - When update is required after the interruption of software update

## ■ Starting from stock icon

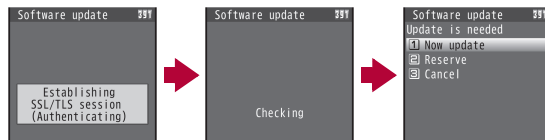
### 1 In stand-by, press [O] select the stock icon [O] (Check for update) [O] [Yes].

- To not update the software: Select [No].



### 2 Enter the terminal security code [O].

- Numbers are masked with [\*]. The default setting is [0000].



### 3 Select the update method.

- When software update is necessary, [Update is needed] appears.
  - ◆ Select [Now update] proceed to step 1 of “Updating the software immediately”.
  - ◆ Select [Reserve] proceed to step 1 of “Setting a time at which update will be performed”.
  - ◆ Select [Cancel] [Yes] stand-by display is returned.
- When software update is not necessary, [No update is needed. Please continue to use as before] appears.
- When updating software, information about FOMA terminal (model, serial number, etc.) is automatically sent to the server (DOCOMO software update server). Sent information is only used for software update.

## ■ Starting from menu

1 In the Custom menu, select [Settings] ▶ [General settings] ▶ [Software update].

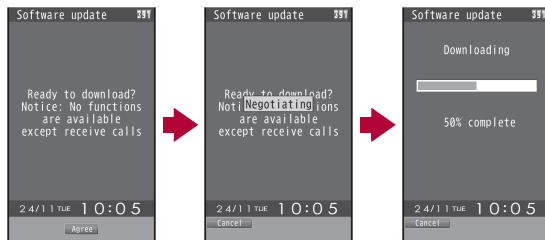
2 Enter the terminal security code ▶ ▶ [Update].

- Start check of whether software update is necessary.
- For subsequent operations, refer to step 3 of “Starting from stock icon”.

## Updating software immediately <Now update>

1 Select [Now update] ▶ ▶ start download.

- Approximately 5 seconds after [Now update] is selected, download will start automatically.
- Once the download starts, software is automatically updated without selecting menus.
- If the download is canceled during download, data downloaded up to that point is deleted.

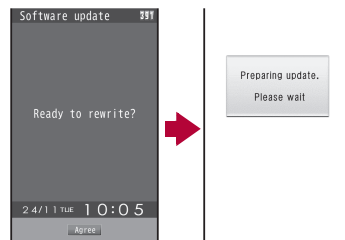


- For Reserve, [Establishing SSL/TLS session (Authenticating)] → [Negotiating] appears.

2 Upon the completion of download, [Ready to rewrite?] appears ▶ .

- Approximately 5 seconds after [Ready to rewrite?] appears, rewriting starts automatically.

- During rewriting, all of the keys are disabled. It is not possible to cancel rewriting. Also, calls cannot be received while rewriting is being performed.
- Upon the completion of rewriting, the power is automatically turned off, and then back on again.



3 When power is turned on, software update starts automatically.

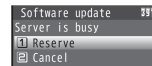
- During update, all of the keys are disabled. It is not possible to cancel update. Also, calls cannot be received while update is being performed.
- Approximately 5 seconds after the completion of updating, the power is automatically turned off, and then back on again.

4 [Your update is complete] appears ▶ .

- Software update ends and the stand-by display appears.
- If is not pressed when the update is completed, the stock icon (Update complete) appears in the stand-by display. Once the stock icon (Update complete) is confirmed, it disappears.

## ■ When server is congested

When [Server is busy] appears, select [Reserve] and set a date on which updating will be performed (For details on setting, refer to “Setting a time at which update will be performed”).



## ■ Post-update display

When the stock icon (Update complete) or (Check update) appears in stand-by, select the stock icon. If the terminal security code is entered when software update is incomplete, a message stating so appears. Retry update.

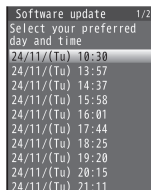
## Setting a time at which update will be performed

### <Reserve>

Set date and time to update software when downloading takes too much time or the server is extremely congested.

#### 1 Select [Reserve].

- Schedule selection screen appears.
- The time and date are the same as the server time.



#### 2 Select the preferred date and time ►► [Yes].

- Alternatively, select the date and time after selecting [Other date/time] and accessing the server. In the screen for selecting times, the schedule status appears as [○:Avail] or [△:Limited] for each time slot. Select a time to reconnect to the server and show schedule candidates. Select a schedule.


### ■ When reserved date and time arrives

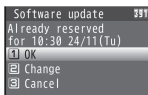


#### 1 [Ready to update?] appears ►◎.

- Approximately 5 seconds after [Ready to update?] appears, software update automatically starts.
- Before software updates, make sure that the stand-by display is displayed and the handset is in a place with a strong signal. Software is not updated if the battery level is below the necessary level to update software at the reserved date and time.
- Software is not updated if the handset at the reserved date and time is performing functions such as a call in progress, sending mail, receiving mail, i-mode, i-appli, or using menus. Software update starts when the stand-by display reappears after the operation.
- Software is not updated if the handset at the reserved date and time is being connected to an external device, in Self mode, or in Omakase Lock.
- If the alarm or another function takes place at the same time when the reserved date and time arrives, alarm or the function is prioritized and software is not updated. Software is updated if stand-by reappears after Alarm operation ends.
- When the FOMA terminal is turned off at the reserved date and time for software update or when the FOMA terminal is turned off right after the update starts, the update will be canceled.
- If "Delete user data" (Refer to "Deleting saved data all at once" in the user's guide) is performed after reservation is completed, the software update is not activated. Reserve the software update again.

## ■ Confirming/Changing/Canceling Reservation

**1** In the Custom menu, select  
[Settings] ▶ [General settings] ▶  
[Software update] ▶ enter the terminal  
security code ▶  ▶ [Update].



**2** Select the item.

- To confirm: Select [OK].
- To change: Select [Change] ▶ select a preferred date (For subsequent operations, refer to “Setting a time at which update will be performed”).
- To cancel: Select [Cancel] ▶ [Yes].

## ■ Ending software update

If [No] is selected or the software update is canceled in each screen, an operation complete screen appears.

Select [Yes] to end software update and return to the stand-by display.

Select [No] to return to the previous screen.