

Home Update service for i8510

1. Introduction

A Home Update service that allows end users to upgrade the firmware (ROM software) version in their phones is available for some Samsung devices in some countries.

This Technical note summarises the service that is currently available, with specific information about support for the i8510 Innov8.

It is important to note that a firmware upgrade:

- May delete user data on the device and revert to factory settings. You should therefore ALWAYS BACK UP YOUR DATA AND SETTINGS before upgrading
- May not be compatible with your phone if you purchased through an operator
- May not be available for your phone, in your country

2. Home Update

Home Update enables end-users to upgrade the firmware in their phones. It is available in selected countries only, and is made available as a service from Samsung PC Studio 7, the connectivity suite for Samsung phones.

To use the Home Update service, you must first download and install PC Studio (see table below).

3. Countries in which Home Update is supported

The table below lists the countries in which Home Update is available for the i8510 Innov8:

NOTE: This list will be updated as the Home update service becomes available in additional countries and regions.

Countries in which Home Update supports i8510 Innov8	Effective from	Download URL for PC Studio
HUNGARY	Feb 2009	http://hu.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
INDIA	Dec 2008	http://in.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
PAKISTAN	Mar 2009	http://pk.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
PHILIPPINES	Dec 2008	http://ph.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
PORTUGAL	Jan 2009	http://pt.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
ROMANIA	Mar 2009	http://ro.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
SPAIN	Dec 2008	http://es.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do

TURKEY	Jan 2009	http://tr.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
UKRAINE	Jan 2009	http://ua.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do
MIDDLE EAST ASIA & AFRICA including UEA	Jan 2009	<p>English: http://mea.samsungmobile.com/ENG/supports/softwaremanuals/softwareUpdateMain.do</p> <p>Arabic: http://mea.samsungmobile.com/ARB/supports/softwaremanuals/softwareUpdateMain.do</p>
NIGERIA	Mar 2009	http://ng.samsungmobile.com/supports/softwaremanuals/softwareUpdateMain.do

4. Why support varies by country

The mobile phone market is complex.

When a phone model is brought to market in a specific country it may be as:

- an open market device, with no specific operator tie-in
- an operator supported device with exclusive tie-in, for a limited time or for all time
- an operator supported device without exclusivity available through one or more operators, and possibly also as an open market device

Depending on how the phone is launched, the customer relationship may be directly with the manufacturer (open market device), with a retailer (open market device), or directly with an operator (operator supported device).

Supplying firmware updates for operator supported devices requires agreement between the manufacturer and (one or more) operators. Supplying firmware updates for an open market device in a market where the device is also operator supported may also require agreement between the manufacturer and operators. Willingness to allow this service varies in different markets. Typically, operator reluctance is based on the risk of customers deleting their data, or rendering their phones inoperable if a fatal error occurs during the update process.

Samsung's Home Update service is therefore only available in selected countries and regions.

5. How to use Home Update for the i8510

If Home Update is available in your country:

1. Follow the link to the PC Studio download URL for your country or region (see table)
2. The link will take you to the Update page. Read the FAQ and installation instructions before proceeding
3. On the Update page, select **i8510 Innov8** from the dropdown phone model list
4. The download page will open. Click on the **Download PC Studio 7** button
5. Download and install PC Studio 7
6. When you connect your phone to PC Studio 7 using a USB cable, you will see the **Phone Software Update** icon
7. Backup your phone and verify that the backup succeeded before using Home Update
8. Select the **Phone Software Update** icon to start the upgrade process

PC Studio 7 is supported only for Microsoft Windows 2000, Windows XP, and Windows Vista.

6. Identifying firmware and hardware versions

Some useful key codes that assist in identifying device software and hardware versions are:

- IMEI: *#06#
- Firmware information: *#0000#
- Hardware information: *#8868#
- Restore factory settings: *#7370#

7. Trouble Shooting

If the Update process terminates prematurely or the phone does not function correctly afterwards, reboot your phone and run the update again.

If the phone will not reboot, remove the battery, then reinsert and switch on again. A recovery mode is provided in the Update service to recover a phone from errors caused by an incomplete software update.

If recovery mode fails, please consult a Samsung authorized service representative.

8. Revision History

Version	Date	Comments
1.3	06/05/2009	Published