

SRS Unlock and Repair Manual

Version 1.4 - 9 March 2010

Samsung Remote Server - *Think, Save \$, Unlock*

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How to use this manual

First scan through the whole manual so you know what the main steps are and what is needed. Then start the process by beginning at step 1 ('Preparation and gathering important phone information') and follow this manual step-by-step. Please don't skip any steps because you think you know how to do it or if you think it's not necessary for your situation. It might be crucial to a fast, easy unlocking experience.

What to do in case of any error

If something does not go exactly as described in the manual please contact support at your reseller and describe to them the following:

- Your SRS username
- Model you are trying to unlock and which cable you are using (Original Samsung USB cable, Serial cable, FTDI USB cable etc.)
- Which Operating System you are using (Windows XP (pro), Vista etc. See; 'Start' -> 'Settings' -> 'Control Panel' ('Switch to Classic View') -> 'System' if you don't know)
- The step in the manual where it went wrong. Please describe in as much detail what did happen (or didn't happen; screenshots are always very useful)

- Copy the log from your unlock / repair attempt in the white log screen from the SRS software to us (if you lost this you can find it at c:\program files\samsung remote client\operations.log)

If you follow the manual step-by-step and don't skip any steps you will have an unlocked / repaired phone in under 10 minutes.

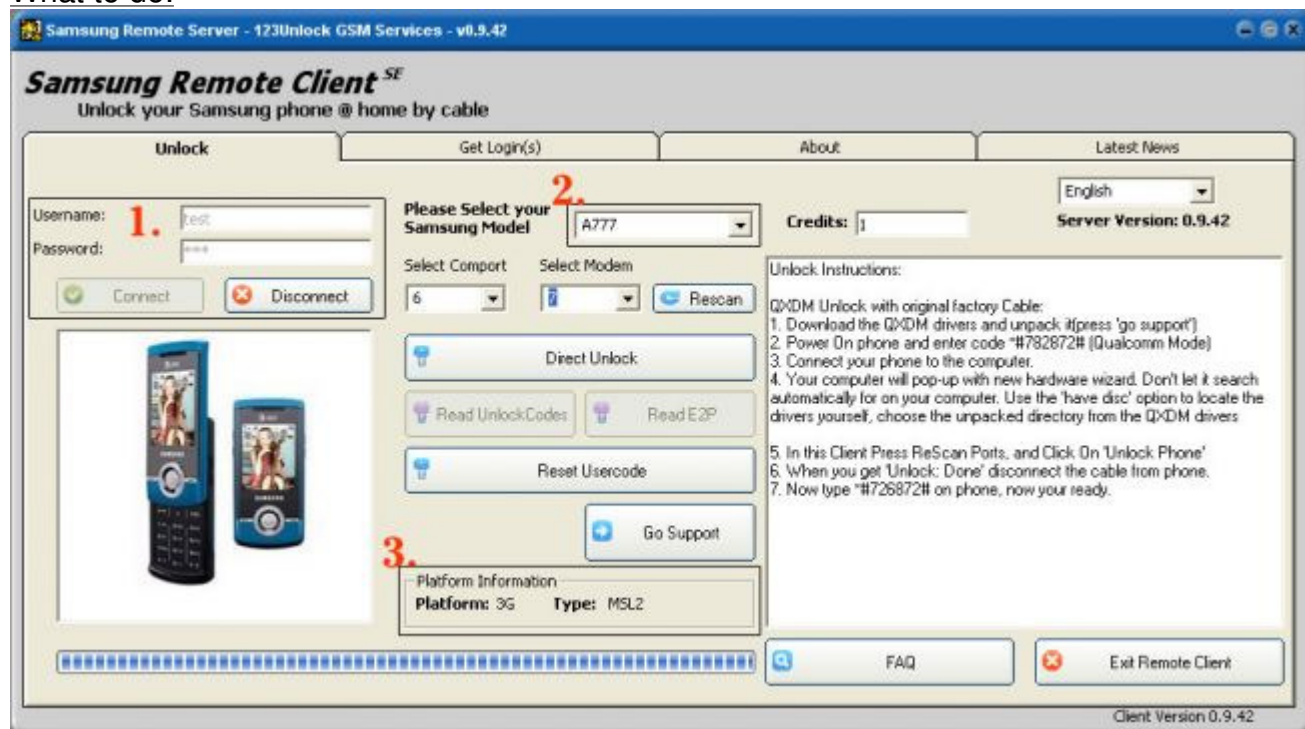
1. Preparation and gathering important phone information

In this step you will be downloading and installing our latest SRS software and make sure you have everything you need to unlock and / or repair your Samsung mobile phone. Please do not skip any steps.

What you need:

- Make sure you have a fully 100% charged battery (very important)
- Latest SRS client installer. Download at; <http://www.UnlockSamsungOnline.com/files/srs-setup.exe>
- Samsung data cable compatible for unlocking. See our [Samsung Unlock Guide](#) which cables are compatible for your Samsung model
- Check the [System Requirements](#) for our software

What to do:



1. Download the [SRS client installer](#)
2. Double click the file (srs-setup.exe) and run the installer
3. Start SRS client ('Start' -> 'Programs' -> 'Simlock Remote Client' -> 'SRS Samsung Remote Unlock Client')

If you get any errors please run 'C:\Program Files\Simlock Remote Client\reg-ocx.cmd' and make sure you have a stable internet connection

Vista note; right mouse click 'SRS Samsung Remote Unlock Client' then choose 'run as' then choose 'administrator'

4. Login using username: 'test' password: 'srs' and press 'connect' at **1**.
5. Select your Samsung phone model at **2**.
6. Now have a look at **3**, there it states which platform you have; 2G or 3G (you can also have 2.5G but consider this as 2G!)

Now based on which platform your phone has continue with the next step ' [Unlock + repair your 2G Samsung mobile phone](#) ' or ' [Unlock + repair your 3G Samsung mobile phone](#) '

2. Unlock + repair your 2G Samsung mobile phone

When you have completed 'Preparation and gathering important phone information' and determined that your phone model is a 2G or a 2.5G model follow the following steps to unlock and repair your Samsung model. **Please only connect the cable to your computer and phone when the manual states you should.**

A note about 'repairing': a software solution can NEVER repair hardware damage. If your phone has been damaged by water or dropping your phone on a hard surface we can not help you. With repairing we mean that we can fix '*Phone freeze*' and '*Phone locked, return for service*' messages which often happen after using free 'unlock codes' or after using bad (free / cracked) Samsung unlock software. Messages such as 'User fault on illegal trial' or damaged IMEI's (Check; *#06# - all zeros or ones) can only be repaired using [SRSpro accounts](#) .

Difficulty rating: easy

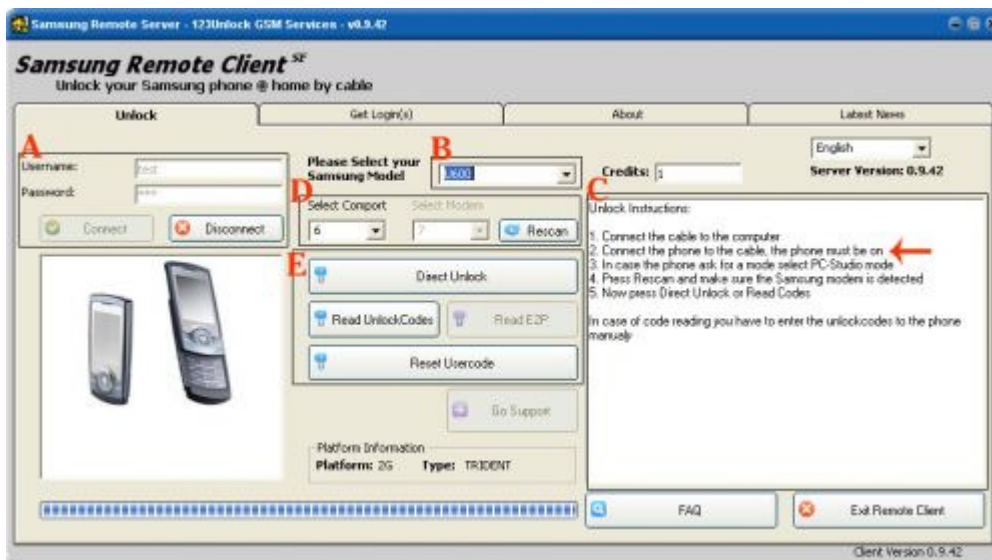
Estimated time: 5 - 8 minutes

What you need:

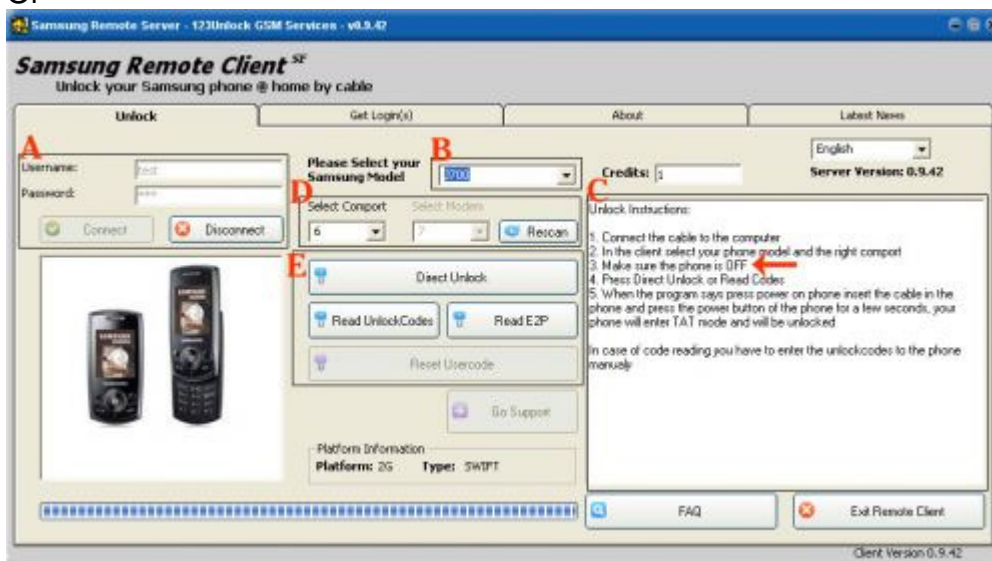
- Stable internet connection (min 128kb up and download)
- Samsung unlock compatible data cable (see 'Preparation and gathering important phone information')
- SRS login with at least 3 credits (Get it at [UnlockSamsungOnline.com](#))
- Recommended; Windows XP professional SP3 (IMPORTANT; 64 bit computers are NOT supported)

What to do:

1. Uninstall 'Samsung PC studio' software and 'Microsoft Active Sync' from your computer
2. Disable Bluetooth on your phone; this is very important
3. Disable AUTO KEYPAD LOCK on your phone; also very important
4. Put the original working simcard inside the phone (if you don't have the original simcard or your phone is in 'phone freeze' mode don't put any simcard in the phone)
5. Start the SRS client ('Start' -> 'Programs' -> 'Simlock Remote Client' -> 'SRS Samsung Remote Unlock Client')
6. Login using your SRS username and password and select your model (at **A** and **B**)
7. Now in the white log screen at **C** you will see short instructions telling you that your phone has to be 'ON' or 'OFF':



Or



- At this moment turn your phone ON or OFF according to the instructions.
8.
 - a. If your phone is ON and the instructions in the SRS software look like the first picture in step 5 please install the Samsung 2G drivers
 - b. If the instructions in the SRS client say '3. Make sure the phone is ON and use Serial or FTDI cable you need an FTDI USB cable and install FTDI drivers
 - c. If your phone is OFF you need an FTDI USB cable and install FTDI drivers
 - d. If you are going to use a Serial cable you don't need any drivers; connect the cable to your computer and phone and you can proceed. (if you cable has a 9v battery connector you will need to connect a 9v battery also)
 9. After installing the correct drivers Hit the 'Rescan' button at D, the client should detect your Samsung modem driver if the phone is ON.

An example for a phone that is turned ON (COM numbers can be different and more or less detected ports!):

Rescanning Ports...

Detected COM3 - Status: Ready

Detected COM12 - Status: Ready

Samsung Modem Detected on COM12

If the phone is turned OFF you will only see something like (COM numbers can be different and more or less detected ports!):

Rescanning Ports...
Detected COM3 - Status: Ready
Detected COM12 - Status: Ready

It is not possible to detect FTDI drivers or serial cable. To check on which Comport your FTDI driver is located see - [How to check your drivers?](#) - so you can set the 'Comport' at **D** manually or just try all available ports. If you are using a 'Serial cable' the Comport number will likely be 1 or 2. You will also have to set this manually. You can also try setting the Comport number to both 1 and 2 and try to unlock to see which port works.

10. When the driver is properly installed and the Com port numbers are set correctly you can Unlock and Repair:

Repair + unlock ALWAYS use the 'Read Unlock Codes' or 'Read E2P' option and enter repair code and unlock codes manually on your phone as stated in the log screen at **C**.

Unlock use any option you like

*'Reset user code' does NOT unlock your phone, it resets the so called 'user code' or 'security code' to 00000000 (8 times zero) and also costs 3 credits.

3. Unlock + repair your 3G Samsung mobile phone

When you have completed 'Preparation and gathering important phone information' and determined that your phone model is a 3G model follow the following steps to unlock and repair your Samsung model. **Please only connect the cable to your computer and phone when the manual states you should.**

A note about 'repairing': a software solution can NEVER repair hardware damage. If your phone has been damaged by water or dropping your phone on a hard surface we can not help you. With repairing we mean that we can fix '*Phone freeze*' and '*Phone locked, return for service*' messages which often happen after using free 'unlock codes' or after using bad (free / cracked) Samsung unlock software. Messages such as 'User fault on illegal trial' or damaged IMEI's (Check; *#06# - all zeros or ones) can only be repaired using [SRSpro accounts](#) .

Difficulty rating: easy

Estimated time: 7 - 10 minutes

What you need:

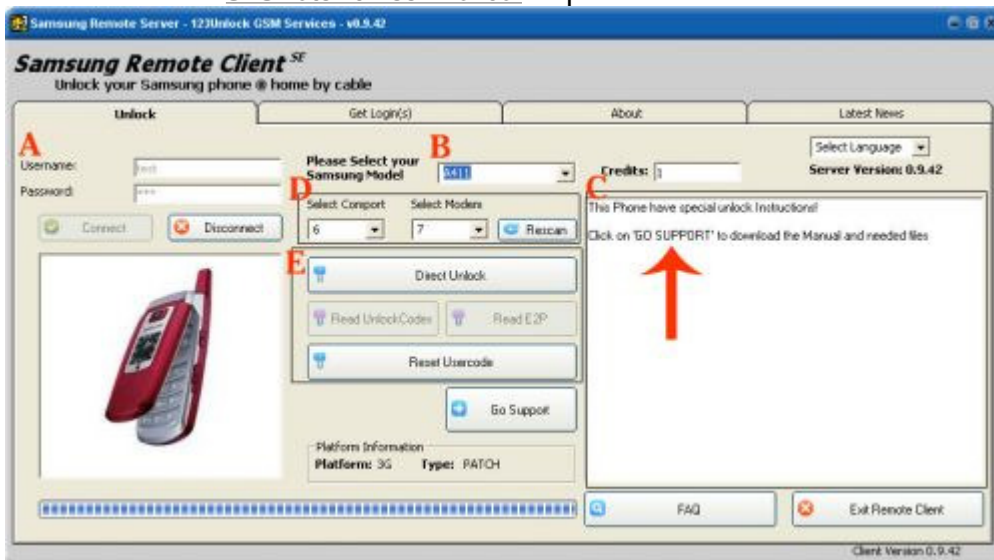
- Stable internet connection (min 128kb up and download)
- NOTICE; You can NOT use 3G modem as internet connection (especially Huawei modems) when unlocking / repairing a Samsung 3G phone
- Samsung unlock compatible data cable (see 'Preparation and gathering important phone information')
- SRS login with at least 3 credits (Get it at [UnlockSamsungOnline.com](#))
- Recommended; Windows XP professional SP3 (32 bit recommended; 64 bit computer may cause problems)

What to do:

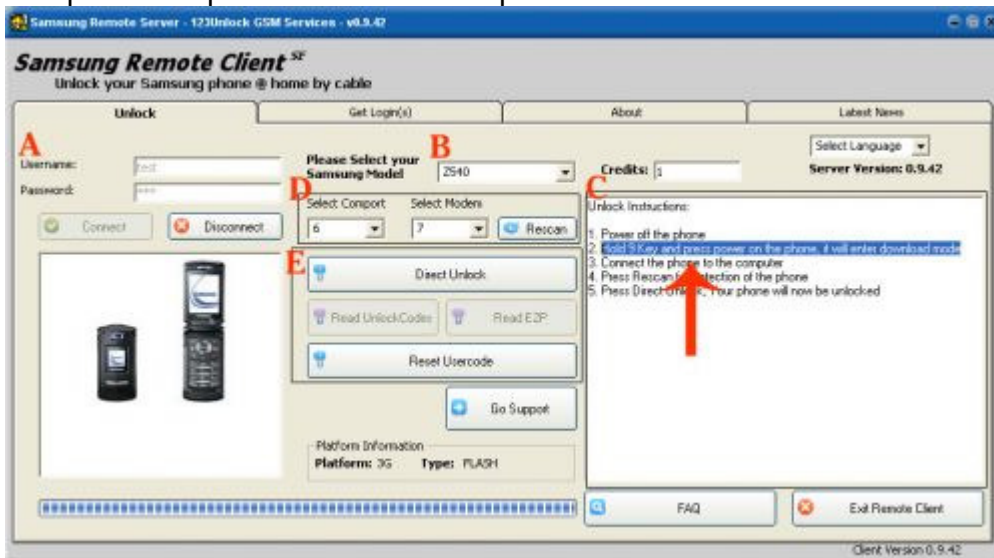
1. Uninstall 'Samsung PC studio' software and 'Microsoft Active Sync' and any 3G /

UMTS Modem software from your computer

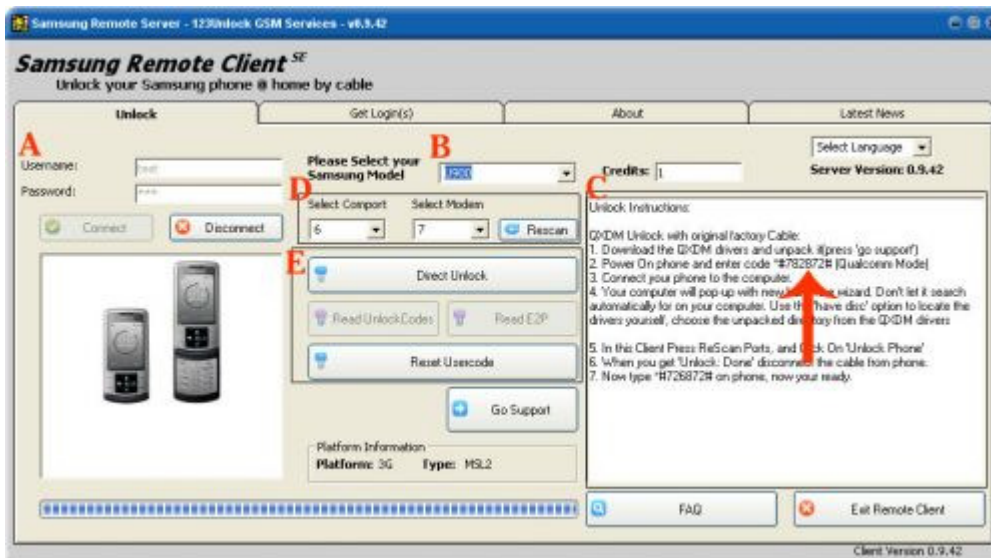
2. Disable Bluetooth on your phone; this is very important
3. Disable AUTO KEYPAD LOCK on your phone; also very important
4. Put the original working simcard inside the phone (if you don't have the original simcard don't put any simcard in the phone)
5. Start the SRS client ('Start' -> 'Programs' -> 'Simlock Remote Client' -> 'SRS Samsung Remote Unlock Client')
6. Login using your SRS username and password and select your model (at **A** and **B**)
7. Now in the white log screen at **C** you will see some short instructions.
 - a. Does it say to press the button 'Go support' you have to patch unlock your phone. Please use the [SRS Patch unlock manual](#) to proceed.



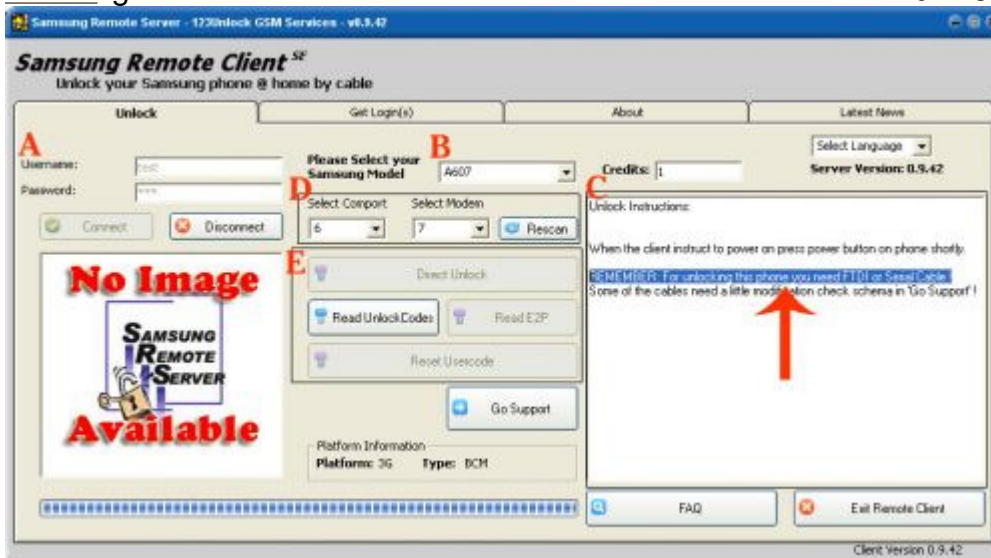
- b. If it says 'Hold 9 Key and press power on the phone, it will enter download mode', the drivers are automatically installed with our SRS installer so please hold the 9 key and press the power button on the phone and continue.



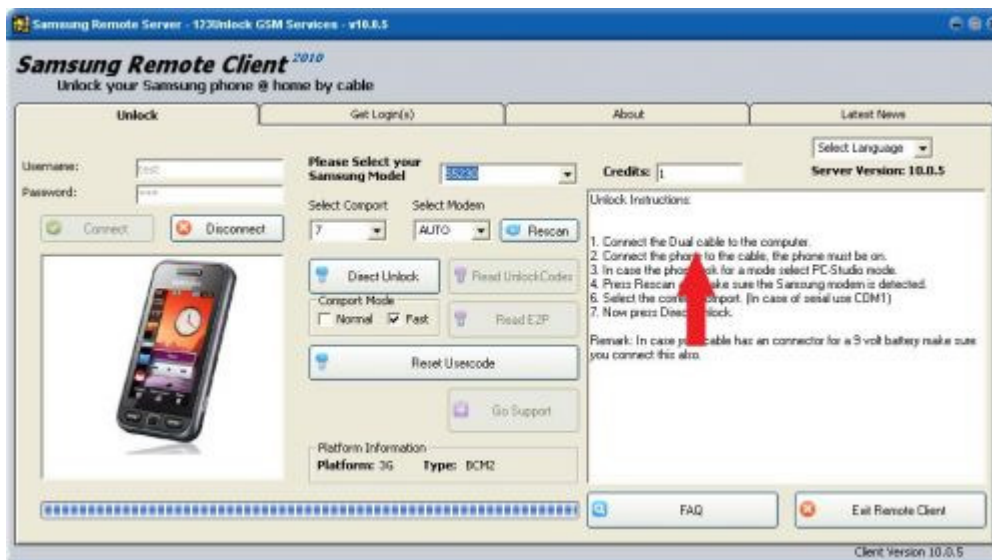
- c. If the instructions in the client say to type *#782872# or *#9998*324# and then the '9' and the '6' key, please type in this code on your phone and go to the Driver installation instructions and install the **Samsung QXDM drivers** (if you have 'phone freeze' take out the simcard before typing the code)



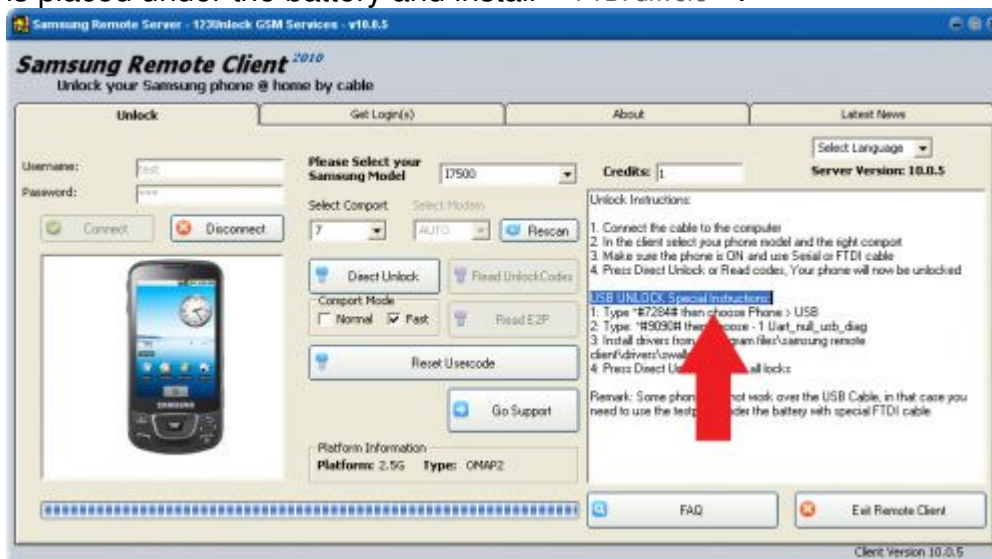
d. If the client says 'REMEMBER: For unlocking this phone you need FTDI or Serial Cable!' go to the [Driver installation instructions](#) and install the **FTDI drivers**



e. If the client says '1. Connect the Dual cable to the computer.' then you need a special DUAL cable (COM + USB). You need to install drivers for the USB part of the cable. In case you have a **BCM(2)** type phone you need to install the [Broadcomm drivers](#).



f. If the client says USB UNLOCK Special instructions then depending on your branding you can use original USB cable or Special UART cable. If you can not follow the instructions at 1. or 2. (e.g. can't find those options) your provider turned them off in your firmware and you have to use UART cable. When you can use Original USB cable you need to install Swallow drivers otherwise you will need UART cable which is placed under the battery and install FTDI drivers.



8. When the correct drivers for your phone / cable are installed connect your phone (turned ON, except in case 'd') to your computer (if its not already connected). Please connect the cable to an USB port at the back of your computer
9. If the phone will ask you in what mode to connect on the phone itself choose 'PC studio mode' (not 'Mass storage'). If your phone does not ask this please check this setting at: Menu -> Settings -> Connection -> USB -> USB connection Mode on the phone itself (directions to check this might be slightly different on your phone)
10. Give Windows a couple minutes to detect the new hardware (only necessary when you just connected your phone to your computer)
If you get 'Found New Hardware Wizard' at this point the correct drivers have NOT yet been installed properly
11. Hit the 'Rescan' button in the SRS client software at **D**. The client should now detect the drivers.
For QXDM drivers (COM numbers can be different and less or more detected ports!):
Rescanning ports...
Detected COM6 - STATUS: READY

Detected COM7 - STATUS: READY

*QXDMv2 Modem Detected on COM6
QXDMv2 DiagPort Detected on COM7*

For CDMA driver you will see (COM number can be different!):
Samsung CDMA Modem Detected on COM7

For FTDI driver you will only see something like (COM numbers can be different and less or more detected ports!):

Rescanning ports...

Detected COM6 - STATUS: READY

Detected COM7 - STATUS: READY

FTDI drivers can not be detected. See - [How to check your drivers?](#) - to check on which Com number your FTDI drivers are installed. You will have to select the Comport number at **D** manually.

12. If the drivers are not detected properly like stated above check - [How to check your drivers?](#) - to check if your drivers are installed properly and on what Com Port number (s) they are so you can set them manually. In some rare cases it happens the detection doesn't work properly due to built-in modems in your computer. If this happens with you just set the Com port numbers manually using the '[How to check your drivers](#)' instructions
13. Now you are ready to unlock (+ repair)
Unlock + repair: always use 'Read unlock codes' when available. Note that after reading codes you need to enter repair code (with non accepted simcard) and unlock code (WITHOUT simcard) manually.
Unlock only: choose any function you want. If you encounter a problem with 'direct unlock' try the 'read unlock codes' option (when available) and vica versa.
Note; 'Reset user code' does NOT unlock your phone, it resets the so called 'user code' or 'security code' to 00000000 (8 times zero) and also costs 3 credits.
14. In case you entered **#782872#* in a previous step, enter this code again to put it in normal mode so you can connect your phone with Samsung PC studio software

4. Unlock Vodafone (Huawei) *Special

Unlocking the supported Vodafone models is done using a special add-on client for the SRS server. This client is only for some phone models which have been released exclusively for Vodafone such as the Vodafone V715 and the Huawei U120. If your phone is just locked on Vodafone use the normal client and manual (described above)

Difficulty rating: very easy

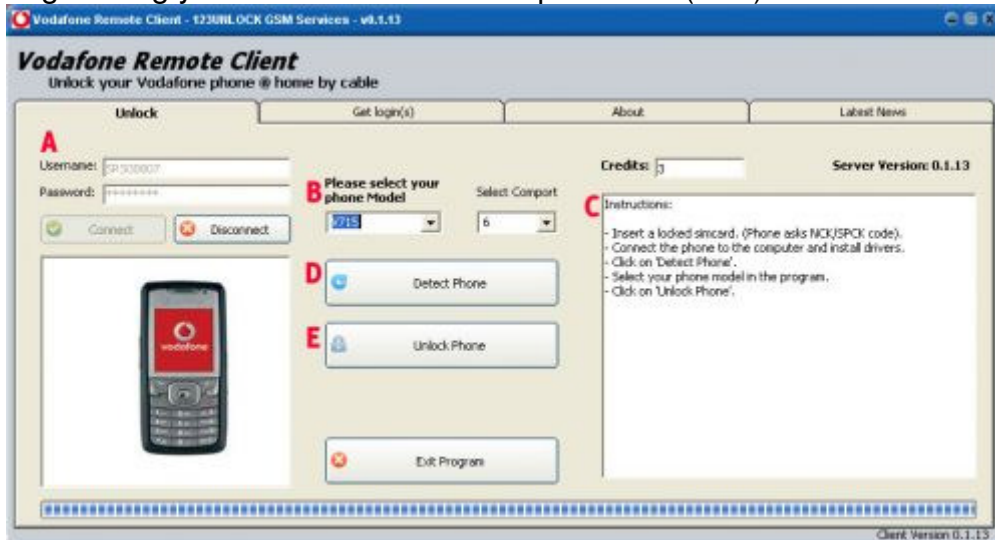
Estimated time: 5 - 8 minutes

What you need:

- Stable internet connection (min 128kb up and download)
- Mini-usb cable (also used for (photo) cameras, PDA's etc)
- SRS login with at least 3 credits (Get it at [UnlockSamsungOnline.com](#))
- Recommended; Windows XP professional SP3

What to do:

1. Uninstall 'Microsoft Active Sync' and any other software that came with the phone from your computer
2. Put the original working simcard inside the phone (if you don't have the original simcard don't put any simcard in the phone)
3. Start the Vodafone Huawei client ('Start' -> 'Programs' -> 'Samsung Remote Client' -> 'Vodafone Huawei Remote Client')
4. Login using your SRS username and password (at **A**)



5. Put a not accepted simcard in the phone. So the phone will ask for 'NCK / SPCK code'
6. Connect the Mini-USB cable to your computer and your phone
7. Give Windows a couple minutes, it will now recognize new hardware connected (your phone)
8. Windows will pop-up with 'new hardware found wizard'. Use the [Driver installation instructions](#) to install the Vodafone USB PCUI Interface drivers
9. When the USB PCUI drivers are installed click the 'Detect phone' button at **D**. It should now detect the driver and set the 'Comport' at **B** to the correct number. If it gives an error your driver is not properly installed yet
10. When the driver is installed correctly and detected by our software select your phone model at '**B**' and click 'Unlock phone' at **E**

5. Driver installation instructions

Installing the drivers is vital for the unlocking / repairing process of your mobile phone. We have learned that if people have any difficulty with our product it mostly comes down to having trouble installing the drivers. That is why we now dedicate a complete section on how to install the drivers with screenshots to make it as easy and understandable for our customers as possible.

We highly recommend Windows XP in favour of Vista because Vista can be more difficult to install drivers. Mainly due to Vista's behaviour of thinking it knows everything and does not allow you to install the correct drivers because it thinks it already has the correct drivers. The only solution to this problem is uninstalling the wrong drivers from your 'Device Manager' and then reinstalling the correct ones. Check - [How to uninstall drivers](#) - on how to uninstall drivers.

If you have any questions or trouble concerning the driver installation don't hesitate to contact your reseller's support department.

Please choose which drivers you want to install:

- Install Samsung 2G drivers
- Install Samsung QXDM drivers
- Install FTDI drivers
- Install Vodafone USB PCUI Interface drivers
- Install Swallowtail / Shrewsbury drivers

Install Samsung 2G drivers

The 2G Samsung drivers are needed when unlocking / repairing a 2G Samsung phone using the Original Samsung USB cable (which often comes with the phone).

- Download the drivers from www.unlocksamsungonline.com/files/Samsung_USB_Driver.exe
- Run the installer and follow the instructions
- **Go back** and proceed with unlocking / repairing your Samsung 2G phone using Original USB cable

Install Samsung QXDM drivers

The QXDM drivers are necessary to unlock / repair Samsung 3G mobile phones using an original Samsung USB cable which often comes with the phone (cable is also referred to as 'data cable' and 'data link').

- Make sure you have entered the 'QXDM mode code' as instructed in the SRS client software and you have confirmed it on your phone
- Then connect your phone with your computer and your phone using the Original Samsung USB cable
- Windows will pop-up with some small info boxes in your right lower corner. Give Windows a few minutes and it should then show the 'Found New Hardware Wizard':

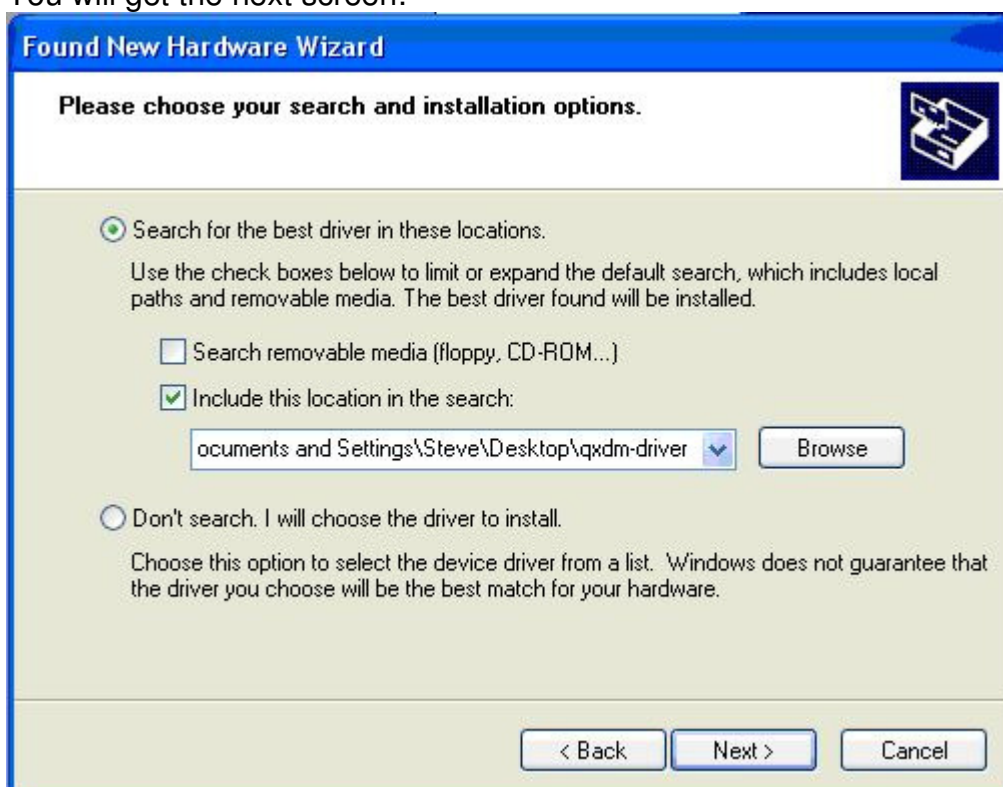


- Choose 'No, not at this time' and click 'Next >'
- You will now get:



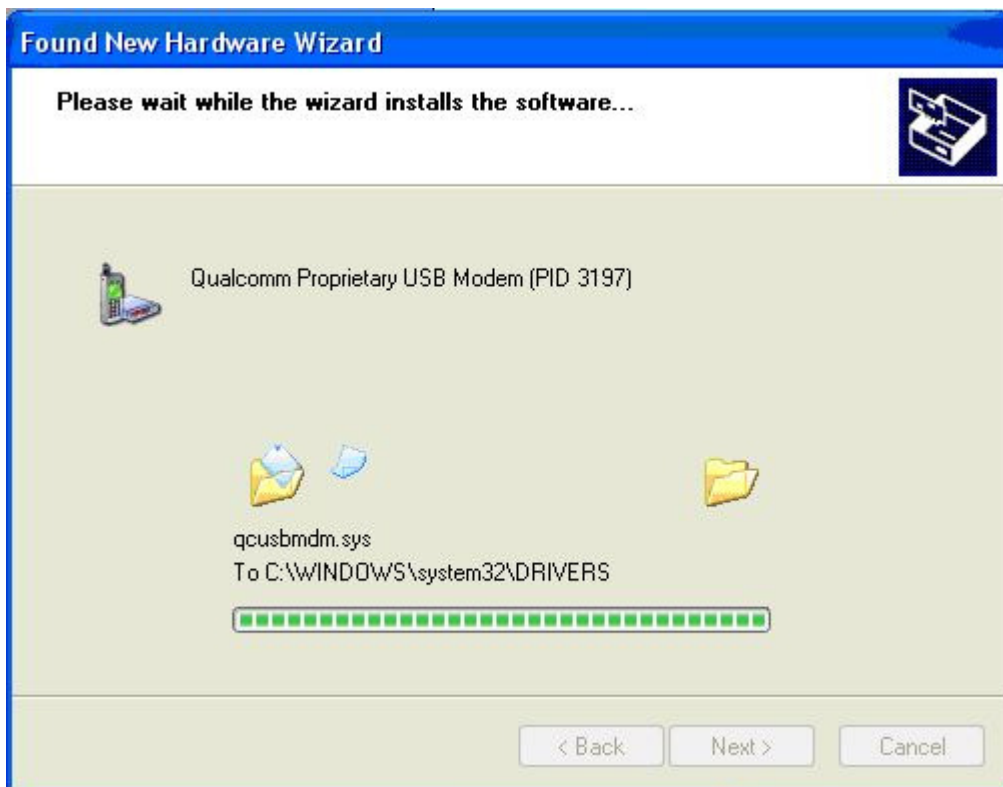
Choose 'Install from a list or specific location (Advanced)'. Click 'Next >'.

- You will get the next screen:



Choose the first option and only tick the 'Include this location in the search:' Then click 'browse' and go to: `c:\Program Files\Simlock Remote Client\Drivers\QXDM\`. Then click 'Next >'.

- You will see:



If you get an error that there are no drivers found for your device try using drivers from C:\Program Files\Simlock Remote Client\Drivers\Samsung Qualcomm MSM7200A HS USB Driver

- Now you will see:



Click 'Finish'.

YOU ARE NOT YET FINISHED!

- After you clicked 'Finish' Windows will AGAIN pop-up with 'New hardware found wizard'. Do the previous steps exactly the same again. Then when you come to the above screen click 'Finish' again and you are done. The QXDM drivers are now installed correctly. For some devices (mainly with GPS built-in) you have to do this process 2 times

more! Because you will also be installing GPS driver; NMEA Device.

- **Go back** and proceed with unlocking / repairing your Samsung 3G phone using Original USB cable

Install FTDI drivers

The FTDI USB cable drivers are needed when unlocking a Samsung phone that has to be turned OFF when starting the unlock / repair process. The FTDI USB cable is an alternative for using a Serial cable as many modern computers don't have a Serial port at the back anymore (especially laptops).

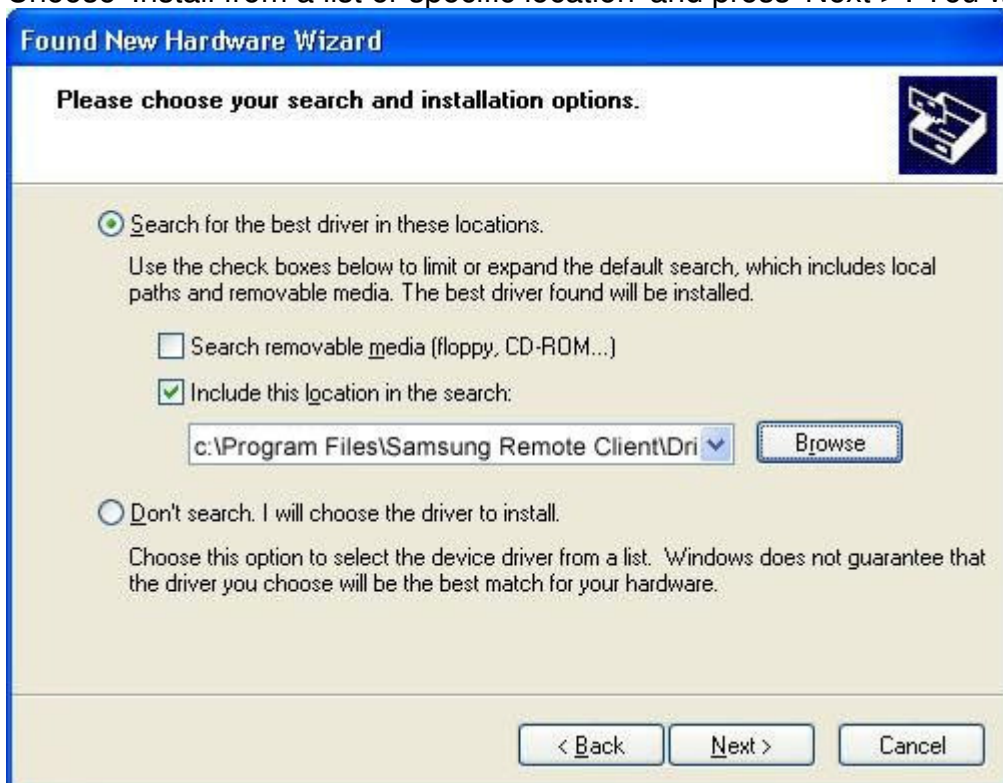
- Connect the FTDI USB cable to your computer and your phone. Please use a USB port at the back of your computer (especially with Laptops). If your FTDI USB cable has a external power supply (9 Volt battery connection) you have to use it and connect a 9V battery with sufficient charge.
- Now Windows will detect new Hardware. Some info boxes will pop-up at your right lower corner. Give Windows a couple minutes to finish this and Windows should pop-up with the 'Found New Hardware Wizard'



- Choose 'No, not at this time' and click 'Next >'. You will then see:



- Choose 'Install from a list or specific location' and press 'Next >'. You will now see:



Click on the 'Browse' button and browse to: c:\Program Files\Simlock Remote Client\Drivers\FTDI-Cable\. Then click 'Next >'

- Depending on the security settings on your machine Windows might ask:



Click 'Continue anyway'

- Now the drivers are being installed:



- Click 'Finish' in the last screen
- **You are NOT done yet**; after you click 'finish' the 'Found New Hardware Wizard' will pop-up again. You will have to do the same process exactly the same again. Depending on your cable its is possible you have to do the same process twice more
- You are done installing the driver now go back and proceed with unlocking / repairing your Samsung

Install Vodafone USB PCUI Interface drivers

The drivers needed to unlock the special Vodafone models using the SRS Vodafone add-on client.

- When the 'Found New Hardware Wizard' popped-up you will see:



- Choose 'No, not at this time' and click 'Next >'
- Choose 'Install from a list or specific location (Advanced)'. Click 'Next >'
- In the next screen choose the first option and only tick the 'Include this location in the search:' Then click 'browse' and go to: 'c:\Program Files\Simlock Remote Client\Drivers\Vodafone Huawei\'. Then click 'Next >'
- The drivers are now being installed, please wait until the necessary files are copied
- In the last screen, you will get a confirmation the driver has been installed and click 'Finish'
- Go back and proceed with unlocking your Vodafone model using the mini-USB cable

Install Broadcom drivers

These drivers are needed for Samsung phone types identified as 'BCM' or 'BCM2' in the SRS client software.

When you connect the phone with the cable turned on you will get the 'Found new hardware wizard'.

- When the 'Found New Hardware Wizard' popped-up you will see:



- Choose 'No, not at this time' and click 'Next >'
- Choose 'Install from a list or specific location (Advanced)'. Click 'Next >'.
• In the next screen choose the first option and only tick the 'Include this location in the search:' Then click 'browse' and go to: 'c:\Program Files\Simlock Remote Client\Drivers\Mobile 1.0 Broadcomm driver'. Then click 'Next >'
- The drivers are now being installed, please wait until the necessary files are copied
- In the last screen, you will get a confirmation the driver has been installed and click 'Finish'
- Go back and proceed with unlocking your Samsung BCM model

Install Swallowtail (or Shrewsbury) drivers

These drivers are needed for Samsung phone types identified as OMAP2 in the SRS client software.

When you connect the phone with the cable turned on you will get the 'Found new hardware wizard'.

- When the 'Found New Hardware Wizard' popped-up you will see:



- Choose 'No, not at this time' and click 'Next >'
- Choose 'Install from a list or specific location (Advanced)'. Click 'Next >'
- In the next screen choose the first option and only tick the 'Include this location in the search:' Then click 'browse' and go to: 'C:\Program Files\Simlock Remote Client\Drivers\swallowtail-V4_48_0_0_WHQLed\'. Then click 'Next >' for the shrewsbury drivers go to 'C:\Program Files\Simlock Remote Client\Drivers\Shrewsbury'
- The drivers are now being installed, please wait until the necessary files are copied
- In the last screen, you will get a confirmation the driver has been installed and click 'Finish'
- [Go back](#) and proceed with unlocking your Samsung OMAP2 model

6. FAQ / Troubleshooting

The most asked questions by SRS customers answered, and some very useful extra information in case you have any problems with unlocking / repairing your phone.

What is a FTDI USB cable?

A FTDI USB cable is often also called an 'unlock cable'. This is a special USB cable used to unlock certain Samsung models which can NOT be unlocked using the original Samsung USB cable (the cables that often comes with the phone).

This special cable emulates a serial com port (serial cable) and is needed when a Samsung model has to be turned OFF for unlocking. This cable is used as an alternative to the Serial cable because many modern computers don't have a Serial port anymore.

How to get your FTDI USB cable;

There are many websites selling such cables. Have a look at

www.unlocksamsungonline.com/links.php for some good websites with such cables.

[Go back](#)

How to check your drivers?

Sometimes people have trouble installing their drivers or our software detects the com port numbers wrong due to built-in modems and you need to set the com port numbers manually. Following the instructions bellow will help you check if your drivers are installed and on which port numbers so you can set them manually in our software.

Connect your phone to the computer (in case of 3G phone put it in QXDM mode first)

On XP go to: Start -> Settings -> Control Panel -> (Switch to Classic view) -> System -> Hardware (tab) -> Device Manager.

On Vista go to: Start -> Type in the following commando in the 'Search box': devmgmt.msc and hit enter.

On Windows 7: Click the pearl button (start button) then in the search box type 'Device Manager', you will see 'Device Manager' in the search results. Click and it opens.

Now press the '+' at the following:

- 'Modems'
- 'Ports (Com & LPT)'

In case of 3G phones

In case of 'MSL' or 'Qualcomm' models using Original Samsung usb cable:

At 'Modems' you should see a device called 'Qualcomm proprietary modem' (or 'ZTE proprietary modem' or 'Samsung HS-USB Modem 9002'). Right mouse click on it and choose 'properties'. Browse to the 2nd tab ('Modem') in the new screen to see on which com port this driver is located. Write this down. This is the number you must select in the dropdown box in the SRS client under 'Select Modem'.

At 'Ports (Com & LPT)' you should see 'Qualcomm diagnostic interface (com xx)' (or 'ZTE diagnostic interface (com xx)' or 'Samsung HS-USB Diagnostics 9002 (COM xx)'). This directly tells you on which com port number it's located. Select this number in the SRS client software in the 'Select Comport' dropdown box.

In case of 'OMAP' or 'BCM (2)' models using FTDI USB cable:

Go to 'Ports (Com & LPT)', you should find the FTDI drivers for your cable here.

This can be identified by different names but search for 'FTDI' or 'USB serial port'. You can directly see on which comport it sits.

Select this number under 'Select Comport' in the SRS client.

In case of 'BCM2' models using DUAL cable (SERIAL + USB)

The Serial part is usually on com 1 or com 2. For the USB part the Broadcomm modem driver is needed (this driver comes with the SRS installer in de folder 'drivers') and you can see this under 'Modems' in your device manager' which can be identified by 'Samsung Broadcomm'.

In case of 'OMAP2' models using Original USB cable

You will need to install the swallowtail drivers and they can be found under 'Modems'. Right click the device and choose 'properties' and go to the 'Modem' tab to see on which com port it sits. You have to select this number under 'Select Modem' in our SRS software.

For 2G phones:

For 2G phones you only need to select a comport in the dropdown box under 'Select Comport'.

In case you have a trident phone and you are using Samsung original USB cable:

Go to 'Modems' and find your Samsung device here (Name differs per phone model but it will be identified by 'Samsung')

Now right mouse click on the device and choose 'properties'. Browse to the 2nd tab to see on which com port number it sits.

Select the com port number you found in the dropdown box under 'Select Comport'!

In case of Sysol / Swift / OMAP / Trident using an FTDI (unlock) USB cable:

Go to 'Ports (Com & LPT)', you should find the FTDI drivers for your cable here.

This can be identified by different names but search for 'FTDI' or 'USB serial port'. You can directly see on which comport it sits.

Select this number under 'Select Comport' in the SRS client.

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Tip; Select your Samsung model faster from the dropdown list

As you might have noticed we support over 1000 different Samsung models, finding your model in the dropdown box can become somewhat annoying especially if you unlock phones on a regular basis.

To select your model much faster you can do the following:

1. Click on the 'down arrow' right of the dropdown box with your mouse. The text 'Select Phone' will now be highlighted.
2. Now type your phone model, or just the first letter of your model. You will see the list jump to the models starting with the letter you typed and if you type more of the characters of your model you will see the list jump closer to your model.

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What is a Serial cable

A Serial cable is a cable made to connect with the Serial port on your computer. Many modern computers, especially laptops, don't have this connection anymore. If your computer has a serial port it will be located at the back of your computer. It looks like:



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How to uninstall drivers

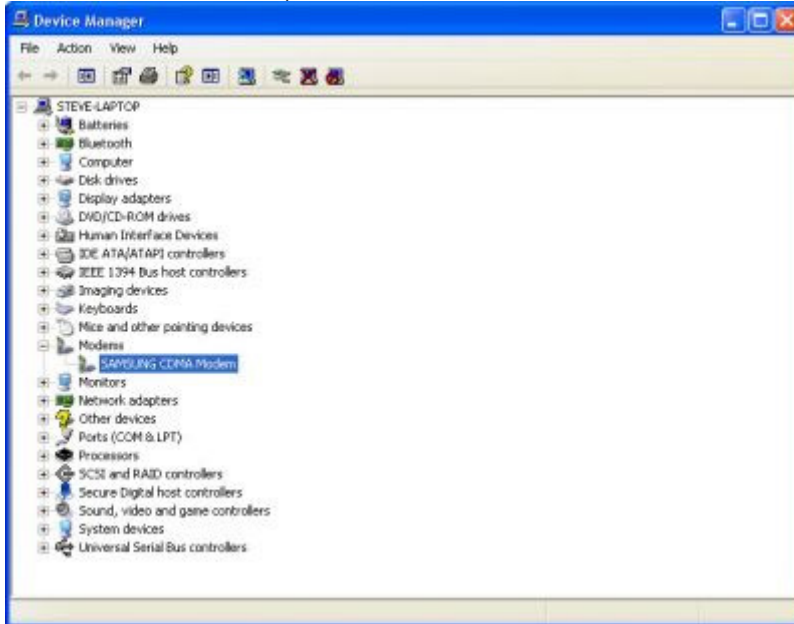
If you have problems with our drivers this could be the result of a conflict with other already installed drivers. If you are using Vista it might think it has the correct drivers for unlocking but it actually doesn't. In that case you need to uninstall the drivers that are wrong to be able to install the correct drivers.

To uninstall drivers go to:

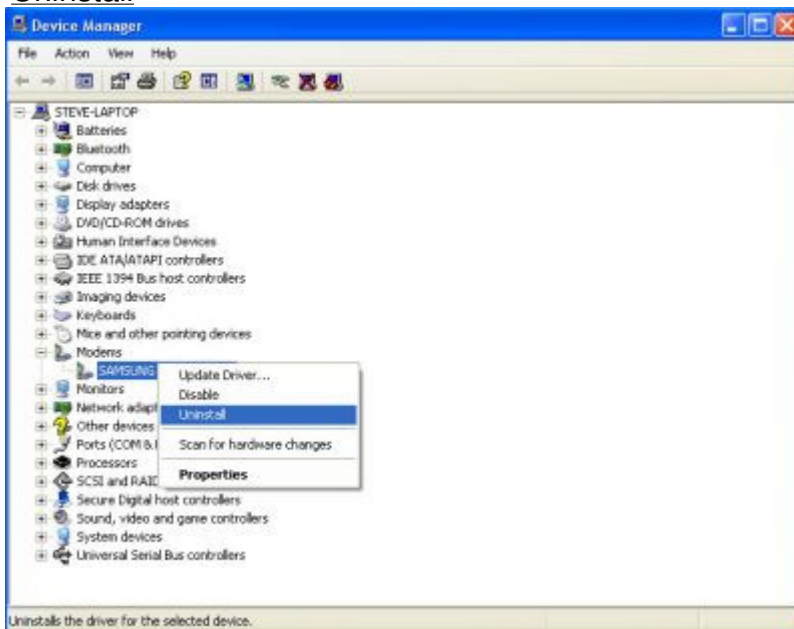
On XP: Start -> Settings -> Control Panel -> (Switch to Classic view) -> System -> Hardware (tab) -> Device Manager.

On Vista: Start -> Type in the following commando in the 'Search box': devmgmt.msc and hit enter.

In the example we will uninstall the 'Samsung CDMA driver'. Uninstalling works the same for all other drivers (Note that some of the drivers only show when the phone is actually connected).



Right click with your mouse on the device (Samsung CDMA driver in our case) and choose 'Uninstall'



You will receive a warning asking you to confirm you are removing that device from the system. Please confirm and you are done.

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System Requirements and incompatible software list

The following System requirements and restrictions are needed to run our software:
We highly recommend Windows XP pro SP3, but other Windows XP versions will work

without problems also. Apple Mac computer are NOT supported by our service.

Our solution does also work on Windows Vista but we do not recommend this as Vista is a very bad OS and it can give you difficulty with installing the drivers. To run our software on Vista you have to run it as 'administrator' by right clicking the 'Samsung Remote unlock client' link in your start menu and then choose 'run as' and then choose 'administrator'.

Other supported operating systems:

Windows 98 (with VB runtimes installed)
Windows NT (with VB runtimes installed)
Windows 2000 (with VB runtimes installed)
Windows 7

Technical specifications:

Min. 128mb internal memory

Min 128kbps Upload and Download stable internet connection*

* When unlocking 3G models do NOT use a 3G modem and uninstall any software related with 3G modems. These conflict with the drivers used for unlocking

**64 Bit Systems are NOT recommended. Some people have made it work while unlocking 3G phones with QXDM driver but any other drivers will NOT work.

Incompatible software

Software that can conflict with our software while unlocking. If you have any of this software we highly recommend to uninstall it before unlocking / repairing:

- Any software that comes with 3G (USB) modems (fast internet via 3G dial up USB modems)
- Samsung PC studio
- Microsoft Active Sync
- Windows Defender (worthless software anyway)
- iTunes connector (*only in some rare cases)
- Nokia Suite (*only in some rare cases)

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