

BQ Firmware Flash Tool 5.0

User manual

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About the BQ Firmware Flash Tool application

The application *BQ Firmware Flash Tool* It has been developed by BQ to allow any user to carry out the flashing process of a mobile device very easily. All BQ Qualcomm devices are supported by the application.

This operation, also known as *hard reset*, restore factory settings in the terminal and install the latest firmware version available for your device directly from the BQ servers.

Additionally, the option of using another official firmware version previously downloaded to your PC from www.bq.com/download



Backup copy

The flashing process necessarily involves deleting all the information and settings previously stored on the phone. It is necessary that you previously save all those files that you want to keep on your computer, hard disk, cloud ... before using the Flash Tool.

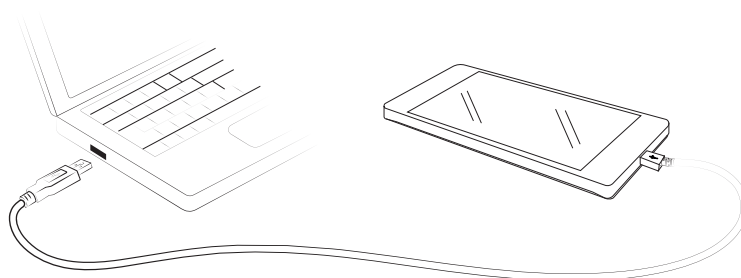
Necessary resources

We list the essential resources to carry out the process of flashing devices using the Flash Tool:

✓ Pc

✓ Internet connection

✓ USB Cable



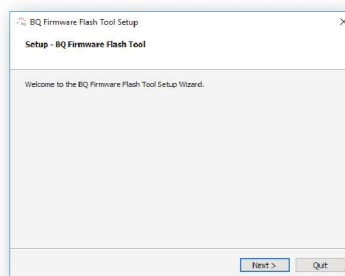
Supported operating systems

The version BQ Firmware Flash Tool It has been tested with good results on Windows 7, Windows 8, Windows 8.1 (in Windows 7 compatibility mode), Windows 10 (in Windows 7 compatibility mode) operating systems. In other versions of Windows the application is also responsive but may require manual driver update.

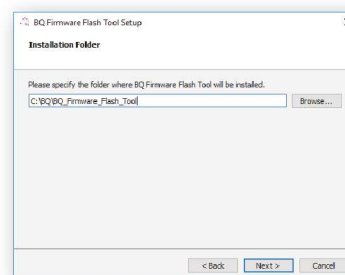
Installing the application on Windows

We execute the installation application corresponding to our system (32 or 64 bit) that we will find in the Windows folder of the file. BQ Firmware Flash Tool.zip. As it is an .exe file, it is necessary to make sure that the system does not block it and for this it may be necessary to have administrator permissions on the computer.

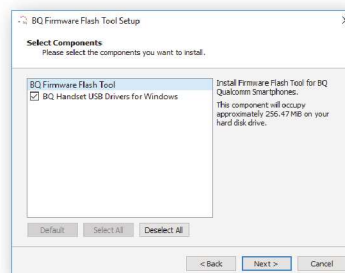
1. You will automatically access the installation wizard BQ Firmware Flash Tool Setup just as we show you here. Press Next to start.



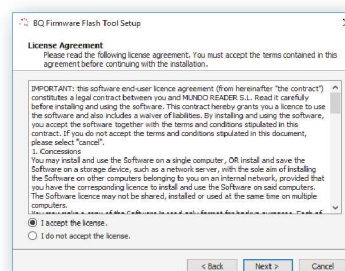
2. Select the folder where to install the tool and press Next.



3. Select the component to install and press Next.

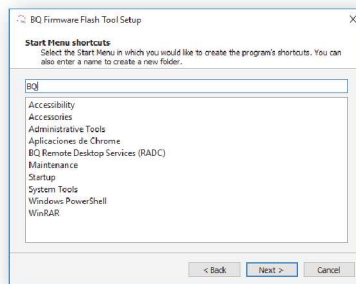


- Four. Please review and accept the terms of the user license agreement. Next to continue.

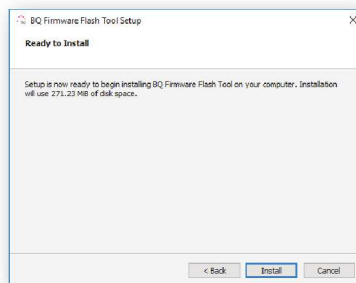


You can confirm the system type of your PC from *Settings > System > About*.

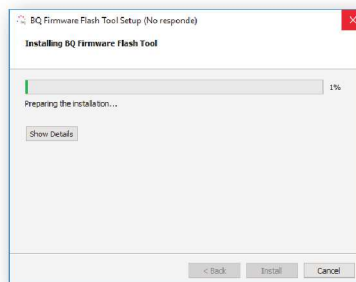
5. The next step offers us the option of creating an icon on the desktop. Select the option you prefer and press Next.



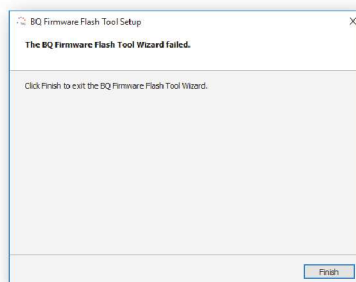
6. The installer informs us that it is ready to start the installation. Press Install (Install) To continue with the process.



7. Preparing the installation. The installation process can take a few minutes.



8. Once finished press Finish and from this moment you can start to use the application BQ Firmware Flash Tool.



Unlocking the phone bootloader

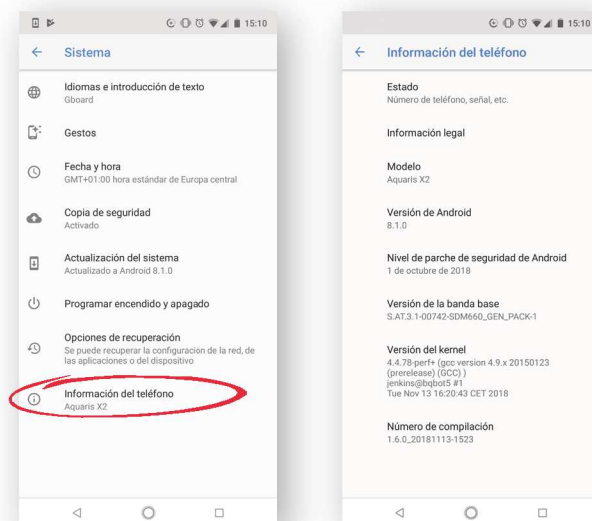
For security reasons, your smartphone is protected by default so that it cannot be flashed directly. Therefore, to carry out the flashing procedure it is necessary to make some previous configuration adjustments. Specifically, it is about unlocking the bootloader of the phone. Here are the steps to follow on phones with Android operating systems.



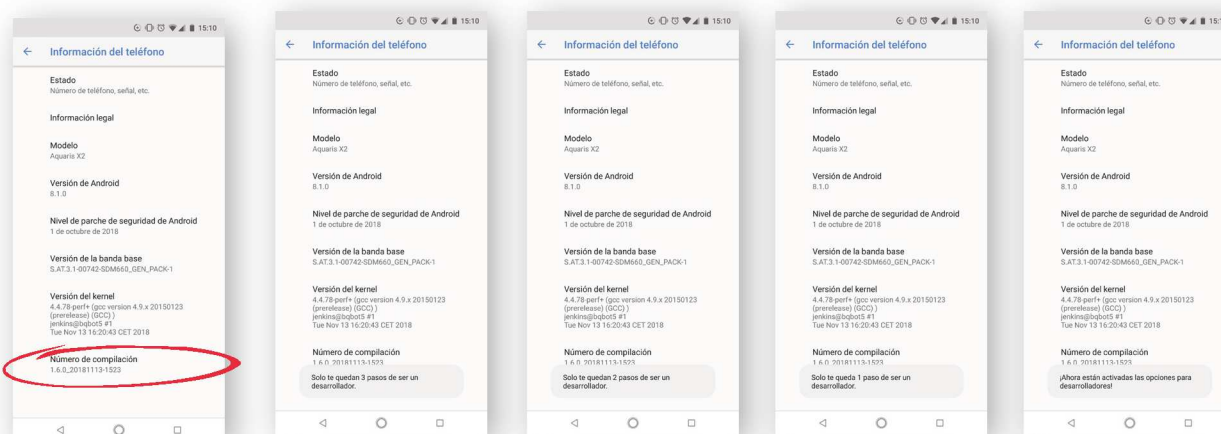
If the status of your device does not allow the procedure illustrated below to be carried out (either because the device does not start correctly, because the touch functions do not respond, or for other reasons) skip this step and go directly to the next section: Terminal flashing.

1. Inside the menu Settings we have to access the item Developer Options. By

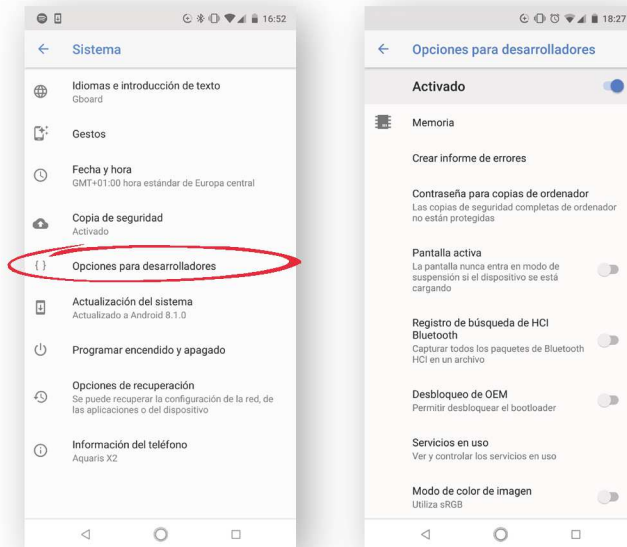
By default this option is hidden in the menu so in most cases we will have to discover it. Settings and select Phone information.



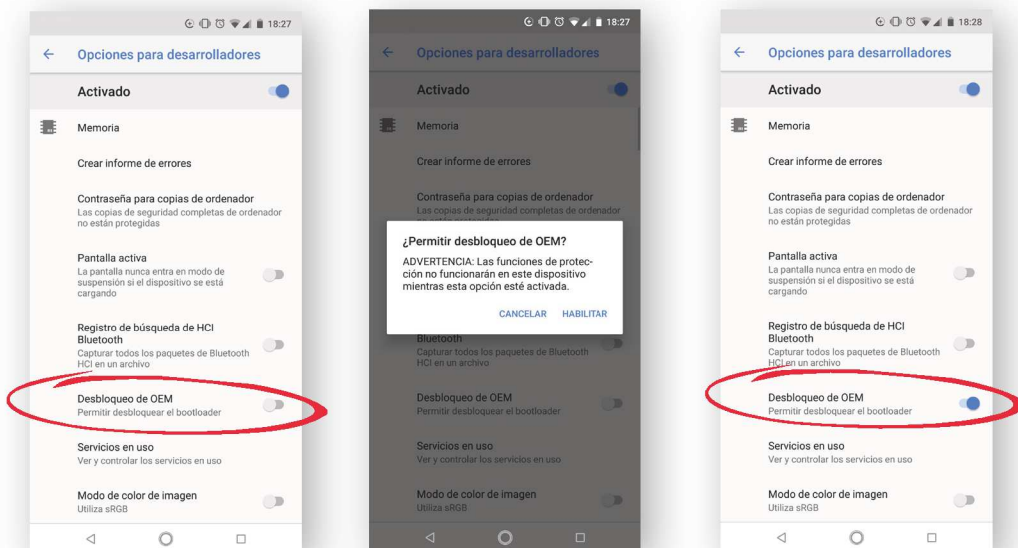
2. Scroll to the item Build number. Pressing repeatedly on he unlocked the Development options.



3. When returning to the menu Settings the item is now accessible Development options. The we select and access its menu.



Four. We enable the option OEM unlocking.



At this time, your phone is ready to hard reset or flash the terminal.

Terminal flashing



The flashing procedure implies that all data, music, photos, applications and settings previously stored in the terminal will be deleted.

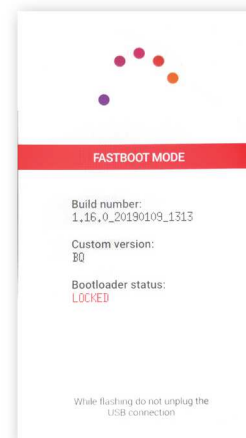
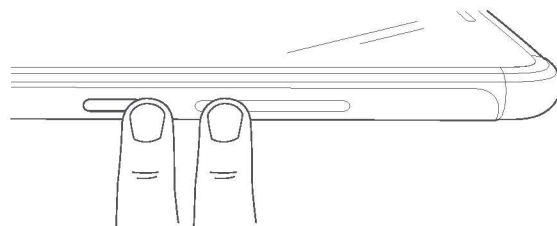
Therefore, if you have data stored in your terminal that you want to keep, you must download it before continuing. We recommend that you first make a backup copy of the data and files that you do not want to lose.

1. Install and run the application BQ Firmware Flash Tool.

The application's user interface is as follows:

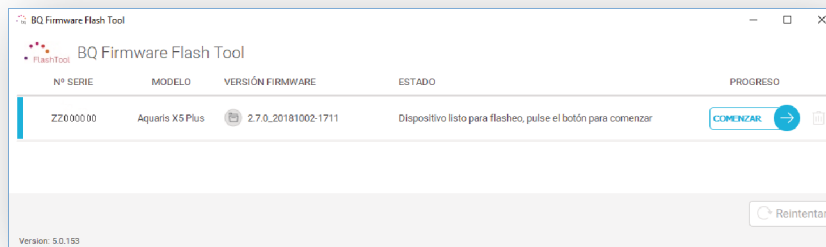


2. We turn on the device in mode FastBoot. To do this, we start from the device off and press and hold the power button and the volume down button at the same time.



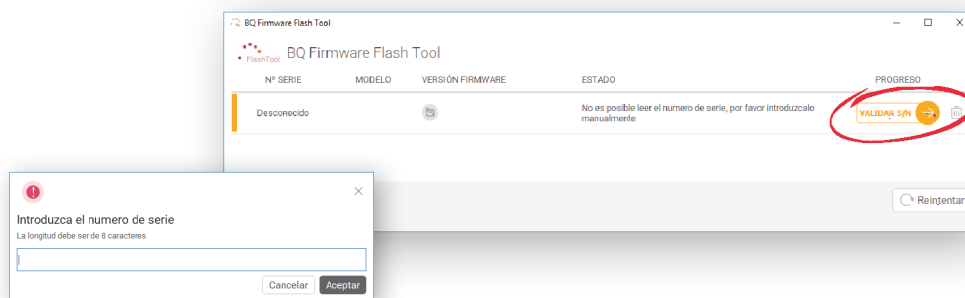
In Aquaris M5.5, With the terminal off, press and hold the power button and the volume up button at the same time. The menu will appear Recovery. Scroll with the help of the volume down button to the option Reboot to bootloader and press the power button to accept.

3. Connect the device to the PC via USB cable.




The application recognizes the device, automatically detects its serial number and the latest firmware version available for the connected device. We press Start.

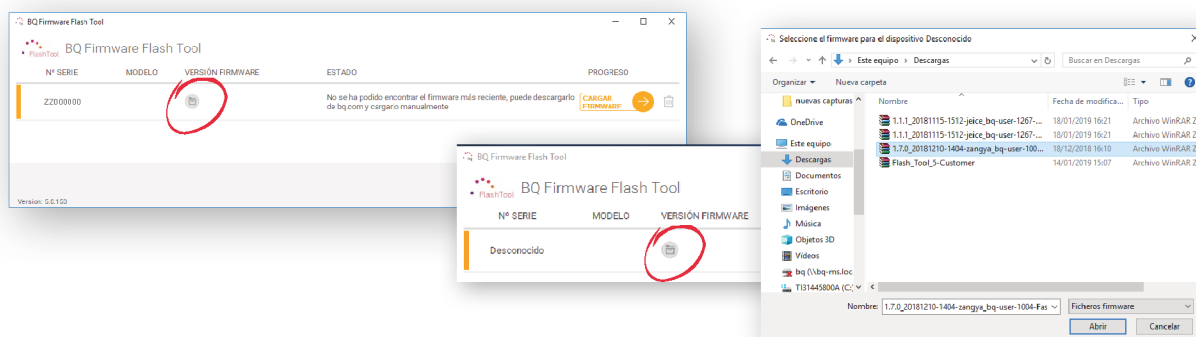
- 3.1 In the event that the serial number of the device is not detected correctly and appear Unknown press Validate Y / N. A space will open where you can manually enter the serial number (you can find it on the back of your device) then press To accept.



Once introduced we press Retry

- 3.2 In the event that you want to flash the unit with a different firmware or you have not could detect the firmware, click on the icon  and we will select the package previously downloaded to your computer.

A new screen will open from which you can select the firmware a flashear (extension . ZIP). Once selected, press Open then we press Start in our tool.

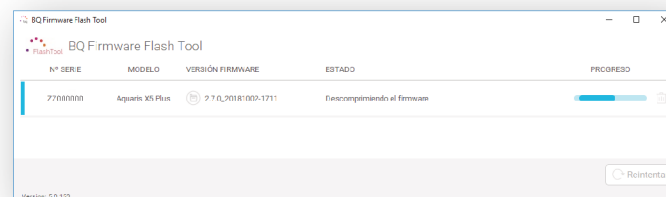


If you decide to flash a firmware other than the last one, make sure you have downloaded the firmware corresponding to your device; otherwise, the terminal could be irreversibly damaged by installing a wrong system.



Normally the application recognizes the device, automatically detects its serial number and displays it through the interface. (If for any reason the device has not been detected correctly, we recommend that you download the drivers corresponding to your phone from our download area).

Four. From this moment BQ Firmware Flash Tool will start the process with the last firmware version available.



4.1 For security reasons your smartphone should be protected by default so that it cannot be flashed directly. If you have not previously unlocked the bootloader, as indicated in the section Bootloader Unlock of the phone of this manual or the status of your device has not allowed you to perform the manual unlock from the OEM, the application will request a special file for the unlock.



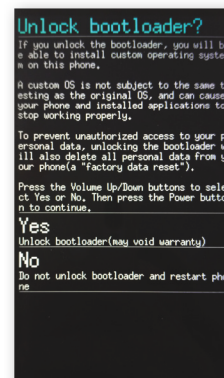
To obtain this file, contact the BQen Support Service bq.com/support:

4.2 In case the developer features of the phone have been enabled and the OEM unlock option has been activated the flashing process will proceed and the unlock process will start.



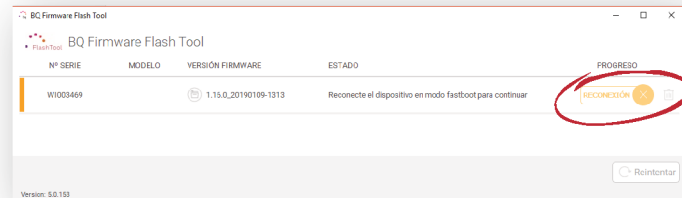
This operation may take several minutes and will involve 1 or 2 automatic reboots of the device depending on the device. The application remains on hold during these reboots. When the screen is displayed Unlock bootloader?

you need to confirm the unlock on the device screen using the volume keys to select *And it is* and the power button to confirm



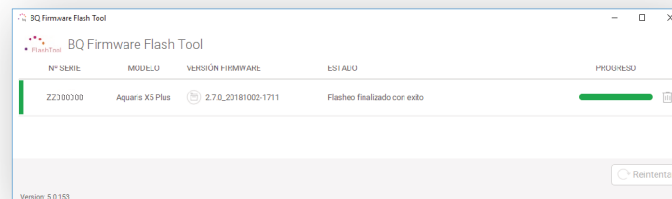
5. After each reboot, the device remains on in normal mode.

after disconnecting the phone from the PC, we turn off the phone and turn it on again in FastBoot (see [Step 2](#))
The application will detect the device again and continue with the process until the unlock is complete.



In most devices, a screen to enter special development options will be displayed for 5 seconds when the device boots already unlocked. While this screen is displayed, it is NOT necessary to press any button, the boot will continue on its own.

6. The flashing operation may take several minutes. Once the process is finished the application reports the flashing result.



7. The device automatically reboots with the new firmware version installed and ready to go. This first reboot process after installing the new firmware may take longer than a regular reboot.

We hope this tutorial has helped you use the BQ Firmware Flash Tool. If you need more help, request a call.



bq.com/support

