

Disclaimer

Using this guide is at your own risk. Viaticus Volatus is not responsible for unexpected results that may occur by following these instructions. Viaticus Volatus recommends backing up all important data within the Device, because restoring the Device will clear the Device's memory.

Complete Solution by Viaticus Volatus

Steps to download a Custom Patched Firmware to solve Device with iTunes Restore.

1. Connect device directly to a current, updated iTunes, and restore it. This will clean your device. Do NOT use the docking cradle. Connect directly from the Device to the computer using only the USB cable.

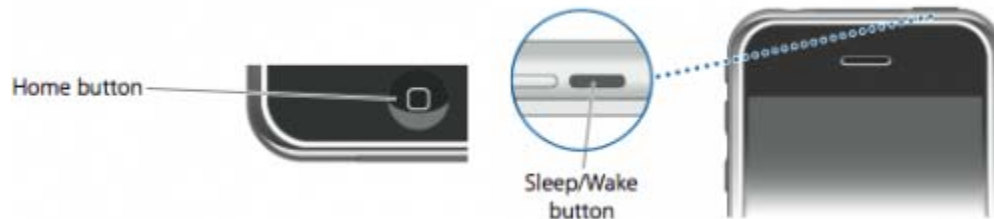


2. Download the file that matches your device at <http://unlock-iphone-otb.com/download/>
If after downloading the file ends with anything but .zip please rename it to .zip.
Further troubleshooting on this topic is provided under troubleshooting below.
3. Unzip the download onto the desktop, and verify that both unzipped files end with .IPSW
Leave the big file on the desktop for easy locating, and follow steps 4-5 for the small file.
Further troubleshooting on this topic is provided under troubleshooting below.
4. **OSX:** browse to ~/Library/iTunes/Device Support/
VISTA: Click start, copy code below into the search box, and press enter:
XP: click start, then run, then copy the code below into the run box:
Code:
%appdata%\Apple Computer\iTunes
Delete the folder called “**Device Support**” if you see it.
5. Create a new directory called “**Device Support**”. Copy the downloaded and unzipped x12220000_4_Recovery.ipsw into the new “**Device Support**” folder.

6. Steps 6-11 enter DFU mode. DFU means Device Firmware Update. When placing your Device into DFU Mode it does not load the OS before attempting the restore. If there is anything on the screen the Device is NOT in DFU mode. In DFU mode the Device has a blank screen as if it were switched off, but iTunes shows it in recovery mode. Follow the steps below to get the device in DFU mode.
7. Open iTunes, and connect the Device to your Computer.



8. Press, and hold the Home button and the Sleep/Wake button at the same time.



9. After exactly 10 seconds release the Sleep/Wake button. Continue holding the home button until iTunes pops up with a message telling you that it has detected a Device in recovery mode.



NOTE: It may take a few attempts to get your Device into DFU mode. Generally, hold down both buttons then release the Power button just before the Apple logo would appear. If you are still holding both buttons down, and you see the Apple logo than you are holding them down for too long! If you get stuck on the apple icon hold the power button to get back to emergency mode, and start back on step 6 until in DFU mode.

iPhone	iTunes	Mode
	And 	DFU Mode! Success!
	And 	Recovery Mode Try again
	And No Prompt In iTunes	iPhone is Off Try again

10. Once your Device is in DFU mode, and detected by iTunes, click on the Device in iTunes
WIN: Hold the SHIFT key on the keyboard, and click on Restore in iTunes.
MAC: Hold the OPTION key on the keyboard, and click on Restore in iTunes.

11. Browse to the larger .IPSW file that was downloaded and unzipped in step 5, and select it. iTunes will then extract the file, and take about an hour to complete the process.
If you receive an error further help is provided under Troubleshooting below.

12. Once completed you are given the option to “restore the backup” or “set up as new Device”. We recommend choosing “set up as new Device”, but if you want to choose “restore the backup” you can try it now. If after restoring the backup the device does not

function properly then you will need to repeat this entire process, and choose “set up as new device” at the end. Setting up a new device ensures no problems are restored.

Congratulations. The process is complete.

If it did not work the first time do not be discouraged. Please repeat the process with the Device attached to a different USB connection or on a new computer. This is the simplest solution for most troubleshooting. All troubleshooting is provided below.

Troubleshooting:

Please remember that all of the above steps are normal iTunes, and Device interactions supported by Apple. Only the downloaded files are not supported by Apple. For all steps above that do not relate to the download of the patched files Apple Telephone Support can assist you much faster, and more efficiently than email support. We hope you find this information useful.

Found at <http://www.apple.com/contact/>

“iPhone comes with up to two years of technical support...”

U.S. iPod and Mac technical support: 1-800-APL-CARE (1-800-275-2273)

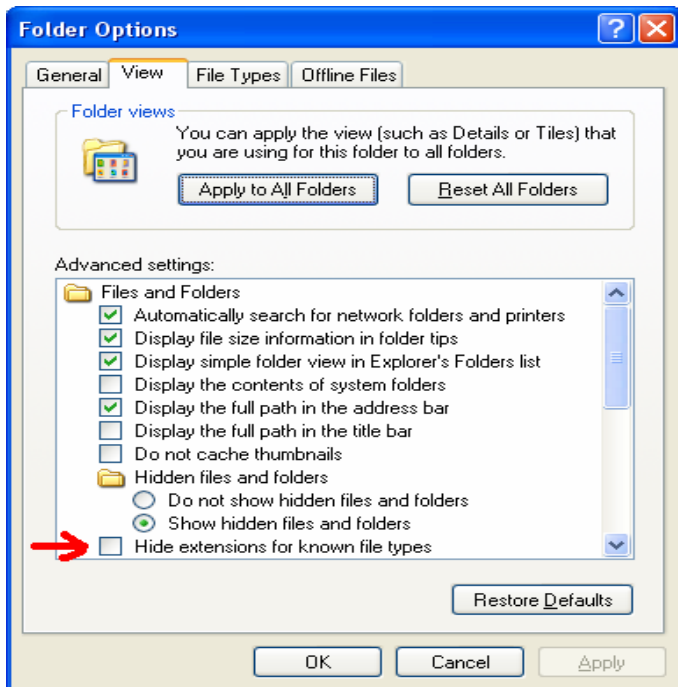
- U.S. iPhone technical support: 1-800-MY-IPHONE (1-800-694-7466)
- Canada technical support: 1-800-263-3394
- [See all worldwide support telephone numbers](#)”

Q. How do I unZIP a file?

A. The files downloaded in the steps above need to be unZIPped. UnZIPping a file means opening it and moving the files currently inside the .ZIP file to a different location such as the desktop. If you are prompted to buy something when you open a .ZIP file you should uninstall the prompting program. Most computers are able to unZIP files without the need of additional applications. If you are unable to open the ZIP file please try the free program here for WIN and MAC: <http://www.rarlab.com/download.htm>

Q. In Windows I can't change the .ipsw.zip to just .ipsw even when I rename it.

A. Make sure you do NOT have the “hide extensions for known file types” checked in folder view options. Open a folder, then open the Tools Menu at the top, then Folder Options, then View Tab, and Uncheck “hide extensions for known file types.”



iTunes Unknown Errors by Number

Error 1013 Error 1014 Error 1015

This error message occurs when you downgrade or upgrade to a different baseband than the firmware restored to. This message does NOT mean the restore failed - it simply means the phone firmware does not match the baseband. Test the device, and if it works then you can ignore this error. If you do not have cell phone reception then you will need to match the firmware with the baseband.

Error 6 or 10

This error message is due to a problem with the downloaded firmware files. The small firmware file, large firmware file, and Device you are restoring do not all match. Download new firmwares that match the device to fix this.

Error 1600 and all Error 160X where X is any number

Solution 1

This error is commonly due to iTunes not approving of the USB port in use on the computer. Use a different USB port or a different computer if possible. This is the easiest solution.

Solution 2

It might have to do with the iTunes version. If the iTunes is not current, you will need to update it to the latest version.

Solution 3

VISTA: Click start, copy code below into the search box, and press enter:

XP: click start, then run, then copy the code below into the run box:

Code:

%appdata%\Apple Computer\iTunes

OSX: browse to ~/Library/iTunes/Device Support/

Delete the folder called “Device Support” if you see it.

Create a new directory called “Device Support”, and copy the downloaded x12220000_4_Recovery.ipsw into the “Device Support” folder you just created.

Also make sure that the file you tried downloading in step 5 matches the file on your computer in step 5. You might need to copy and paste the link rather than click it.

Solution 4 by Apple:

[Error 1601 or 1602 when restoring iPhone or iPod touch in iTunes](http://docs.info.apple.com/article.html?artnum=306084)

<http://docs.info.apple.com/article.html?artnum=306084>

[Error 1604 When restoring iPhone in iTunes](http://docs.info.apple.com/article.html?artnum=307007)

<http://docs.info.apple.com/article.html?artnum=307007>

Unknown error (0xE8000022)

You will most likely hit this error as a sync-ing problem. “iTunes could not connect to the iPod “iPod” because an unknown error occurred (0xE8000022)”

The real solution is yet to be discovered, however, I have figured some temporary workaround for it. If you know of a better solution, please do let me know.

Kills “iTunesHelper.exe” background service

It seems that something in the background is preventing your device from getting connected. Try killing all background services that have the word “iPod”, “iTunes” or “Apple” in them. Then re-launching iTunes.

Re-install iTunes

I don’t know what you’re trying to do, but if you can’t connect to the device, probably it have something to do with iTunes.

Restore your iPod

Restoring definitely helps in any situation.

Unknown Error (1)

[Put your Device in DFU Mode](#). It’s not easy to execute, some people reported to having it trying up to 16 (that’s sixteen) times before it’s successful. Remember, patience pays for your lack of experience. It is all about timing. If you see the boot image, you held the home button too long, and if it doesn’t go into DFU after 20 seconds of holding you didn’t wait long enough to let go of the power button.

Error 1403 | Error (1403)

Solution 1

Open iTunes, then go to help, then click on check for updates. iTunes needs to be at the latest version.

When upgrading finishes, unplug the Device from the computer, and restart both the Device and computer. To restart the device sure you hold down the power button on the Device until it says slide to power off. Then let it stay off for 30 seconds before turning back on. If the Device does not take show a boot screen or require waiting to turn on, than it was not turned off. You should NOT instantly see the “slide to unlock” screen when you first

touch the power or home button on a Device that was turned off.

Unplug the Devices USB connection to the computer, and plug it into a different USB port.

Open iTunes, wait for iTunes to recognize the Device, and click on the Restore button to restore it.

When iTunes finished the restore repeat the solution steps from the beginning. If you get the error again try solution 2 below.

Solution 2

This error shows up unexpectedly even when the right file is selected with the correct .IPSW extension.

To solve this we will take some steps and then download the big firmware file again. Clear the Cache for your Internet browser. If you need help your internet browser's Help menu will show the steps. Clean the Internet Explorer Cache, FireFox cache, or Safari Cache. Then download the big firmware file again. Make sure you make the correct choice for the Device, and verify the correct file is downloaded with the correct .IPSW extension at the end. To test and make sure this file is downloading properly please do the following:

Step 1: Copy the big firmware file to create a duplicate file (Copy and Paste, it will probably make a new file that begins with "copy of...")

Step 2: Change the extension of this duplicate file from .IPSW into a .ZIP file. Simply rename the .IPSW into .ZIP. If you have problems with making it a .ZIP please read the troubleshooting section on renaming.

Step 3: Try unzipping it (as how you usually unzip files by moving items inside the file to the outside). If it unzips successfully than the downloaded file is good, and not a corrupted file. If it does not unzip you need to repeat this process to get a good download.

Solution 3

1. VISTA: Click start, copy code below into the search box, and press enter:

XP: click start, then run, then copy the code below into the run box:

Code:

%appdata%\Apple Computer\iTunes\

OSX: browse to ~\Library\iTunes\

2. Open the ____ Software Updates folder, and delete all files inside.
3. Move the Big Firmware file you downloaded into this directory.
4. Now, when doing the Option+Restore or Shift+Restore in iTunes, go to this EXACT folder and choose the big firmware.

Unknown error

This is a tricky one because it does not give us a number or error type. Whenever faced with an unknown error (without any numbers), it's probably because of iTunes. I suggest restarting the comp, using a different computer, or reinstalling iTunes to the latest version. Sometimes, a simple retry might help.

Further support is available by email.

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Community members can help one another at the community forums

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