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General information

Infinity-Box corporate web site:

<http://www.infinity-box.com/>

BB5 Easy Service Tool web site:

<http://www.infinity-best.com/>

BB5 Easy Service Tool download area:

<http://www.infinity-best.com/download/>

Technical support e-mail:

support@infinity-best.com

Who can use this service

To use this service you must have one of the following software:

✓ **BB5 Easy Service Tool [BEST]**

or

✓ **Infinity-Box with BB5 Easy Service Tool [BEST] activation**

NOTE: There is no any difference in price and procedure for both software, so you can use any of them with current instruction.

Frequently Asked Questions

- How much time it takes for 1 phone unlock

Please, see current required unlock time at our web site: www.infinity-best.com

- Can I delete a Job after submission ?

Yes, you can delete a Job and return credits back to your account.

- What is the price for unlock

Please, see current prices at our web site: www.infinity-best.com

- Can I see history of my pending and calculated jobs ?

Yes, you can see detailed operations history.

- Do I need to make something special to activate my account ?

You do not need to activate your account due to it's already activated. If you have **BB5 Easy Service Tool [BEST]** software you already have an account at our server. To start use this service you must buy credits (logs) and you will be ready to unlock phones right after you buy credits (logs).

Supported models

- ✓ RH-125 1616
- ✓ RH-126 1616-2B
- ✓ RH-129 1616-2C
- ✓ RM-669 1800-2B
- ✓ RM-653 1800/1800-2
- ✓ RM-635 2690/2692
- ✓ RM-561 2700C/2700C-2
- ✓ RM-586 2710C/2710C-2 navigation edition
- ✓ RM-579 2730C classic
- ✓ RM-578 2730C-1
- ✓ RM-781 300
- ✓ RM-763 303
- ✓ RM-352 3600S slide
- ✓ RM-509 3710A-1 fold
- ✓ RM-510 3710A-1C fold
- ✓ RM-511 3711A-1
- ✓ RM-518 3720C-2
- ✓ RM-750 500
- ✓ RM-495 5130C xpress music
- ✓ RM-496 5130C-2 xpress music
- ✓ RM-588 5230
- ✓ RM-594 5230-1B
- ✓ RM-593 5230-1C
- ✓ RM-629 5230-1D
- ✓ RM-625 5232/5233
- ✓ RM-684 5250
- ✓ RM-303 5310 xpress music
- ✓ RM-504 5530C-2 xpress music
- ✓ RM-431 5630D-1 xpress music
- ✓ RM-465 5730S-1 xpress music
- ✓ RM-428 5800
- ✓ RM-356 5800D-1 xpress music
- ✓ RM-217 6300
- ✓ RM-443 6303
- ✓ RM-638 6303CI
- ✓ RM-455 6350-1B
- ✓ RM-265 6500C classic
- ✓ RM-240 6500S-1 slide
- ✓ RM-470 6700C-1
- ✓ RM-576 6700S slide
- ✓ RM-577 6700S-1C
- ✓ RM-491 6710S-1
- ✓ RM-424 6720C-1
- ✓ RM-566 6730C-1
- ✓ RM-547 6730C-1
- ✓ RM-381 6750-1B mural
- ✓ RM-670 700
- ✓ RM-774 701
- ✓ RM-497 7020 FOLD
- ✓ RM-604 7230-1
- ✓ RM-598 7230-1C

- ✓ RM-607 C1-01
- ✓ RM-608 C1-01.2
- ✓ RM-643 C1-02
- ✓ RM-721 C2-01
- ✓ RM-722 C2-01.5
- ✓ RM-692 C2-02
- ✓ RM-693 C2-02.1
- ✓ RM-702 C2-03, C2-06
- ✓ RM-640 C3-01
- ✓ RM-776 C3-01.5
- ✓ RM-614 C3.00
- ✓ RM-688 C5-00.1
- ✓ RM-745 C5-00.2
- ✓ RM-744 C5-00.3
- ✓ RM-697 C5-03
- ✓ RM-719 C5-03.2
- ✓ RM-720 C5-04.1
- ✓ RM-645 C5.00
- ✓ RM-601 C6-01
- ✓ RM-718 C6-01.3
- ✓ RM-612 C6.00
- ✓ RM-624 C6.00-1
- ✓ RM-675 C7-00
- ✓ RM-691 C7-00.1 Astound
- ✓ RM-632 E5-00
- ✓ RM-634 E5-00.2
- ✓ RM-469 E52-1
- ✓ RM-609 E6-00
- ✓ RM-437 E63-1
- ✓ RM-449 E63-2
- ✓ RM-450 E63-3
- ✓ RM-343 E66-1
- ✓ RM-626 E7-00
- ✓ RM-346 E71-1
- ✓ RM-357 E71-2
- ✓ RM-407 E71-3
- ✓ RM-530 E72-1
- ✓ RM-529 E72-2
- ✓ RM-658 E73
- ✓ RM-412 E75-1
- ✓ RM-596 N8-00
- ✓ RM-484 N86-1
- ✓ RM-485 N86-3
- ✓ RM-505 N97-1
- ✓ RM-507 N97-3
- ✓ RM-555 N97-4 mini
- ✓ RM-553 N97-5 mini
- ✓ RM-618 X2-00
- ✓ RM-709 X2-01

How to obtain credits (logs)

You can get credits (logs) by two ways:

1. Buy credits (logs) from nearest reseller. List of resellers: <http://www.infinity-box.com/dealers.php>
2. Contact to sales department directly: sales@infinity-box.com

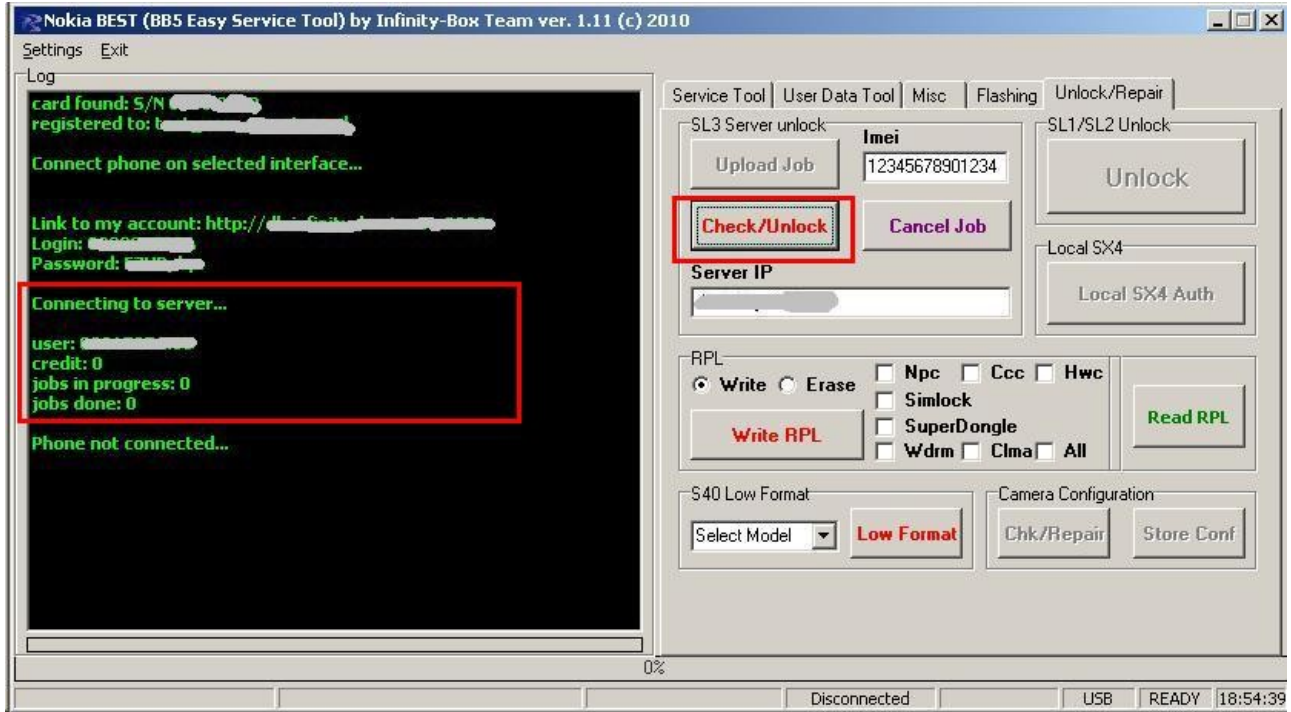
How to become a reseller

Please, contact to sales department and ask for details: sales@infinity-box.com

We are always ready for any kind of cooperation so do not hesitate to contact us anytime.

How to check how many credits (logs) I have

1. Run **BB5 Easy Service Tool [BEST]** software **v1.11 or higher**
2. Click to **"Check/Unlock"** button
3. Software connect to server and you will see number of available credits (logs)



```
Connecting to server...  
user: xxxxxxxx.xx  
credit: xx  
jobs in progress: xx  
jobs done: xx
```

How to make unlock operation

1. Be sure that you have active Internet connection
2. Connect cable to phone (connect phone via F-BUS, f.e. via UFS)
3. Run **BB5 Easy Service Tool [BEST]** software
4. Go to software "**Service Tool**" page
5. Click to "**Check**" button and software start to read required data from phone
6. Click to "**Read info**" button, software show phone simlock status
7. If phone is locked, go to "**Unlock/Repair**" software page
8. Click to "**Upload Job**" button - software upload required data to server, you have to wait some time
9. Click to "**Check/Unlock**" button - software read required data from server and write unlock code into phone automatically
10. After code will be sent to phone you can check phone lock status again via "**Read info**" button from software "**Service Tool**" page.

Detailed step-by-step [video manual can be downloaded here](#)

How to cancel job

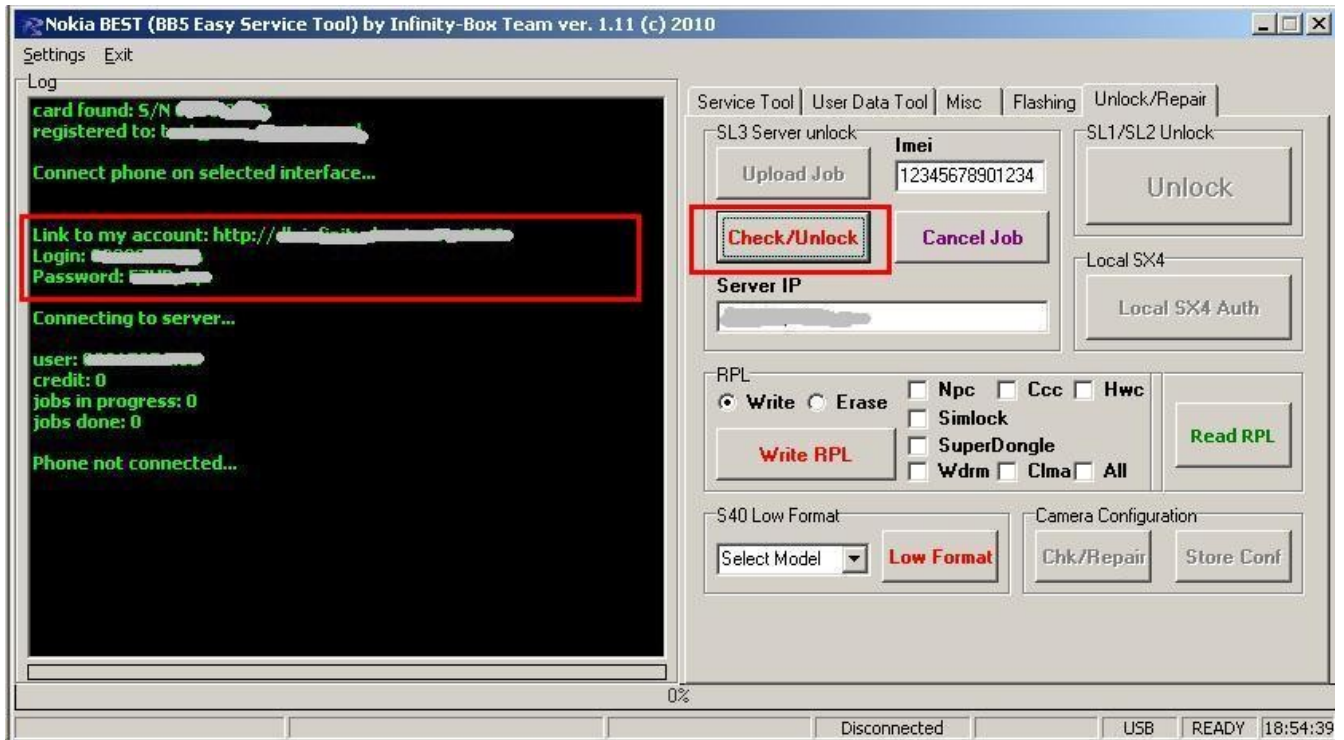
NOTE: You can cancel job only if calculation process is not started (job is in queue yet). Once we start to make calculation for your job it's impossible to cancel job and impossible to return credits (logs) for this operation.

1. Be sure that you have active Internet connection
2. Run **BB5 Easy Service Tool [BEST]** software
3. Go to "**Unlock/Repair**" software page
4. Enter imei that you want to cancel calculation
5. Click to "**Cancel**" button
6. Job will be removed from queue and you will get credits back to your account

How to manage my account and see operations history

1. Run **BB5 Easy Service Tool [BEST]** software **v1.11 or higher**
2. Click to **"Check/Unlock"** button and you will see link, your **Login** and **Password**

Link to my account: <http://db.infinity-best.com:8002> (it's just a sample link, real address can be not the same as in manual)
Login: 1234567890 (10 symbols)
Password: ABCDefjh (8 symbols)



3. Go to given link, enter login and password and click to **"Login"** button



4. You will see your account activity log

Admin: User - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://

Admin: User

[Refresh](#) [Logout - @user](#)

Login, box[base] S/N:

Date	Logs	User	my logs	imei	wait	code
2010-12-17 18:36:26	-100	-			0	
2010-12-16 17:16:35	-100	-			0	
2010-12-16 17:08:00	-100	-			0	
2010-12-16 17:05:26	-100	-			0	
2010-12-13 22:16:56	-100	-			0	
2010-12-13 14:47:20	-100	-			0	
2010-12-13 14:46:03	-100	-			0	
2010-12-13 14:44:34	-100	-			0	
2010-12-10 15:00:33	1000	-			0	
2010-12-07 15:40:38	100	-	test logs		0	

Balance: 300