

Samsung Firmware Update Over The Air (FOTA) Procedure for select Samsung Android Mobile Phones **

Applicable to Samsung Mobile Phones with Android 2.3.3 software version or later only

** IMPORTANT NOTES

- 1) *While the Firmware Update Over The Air (FOTA) update preserves the user data, Samsung recommends that users backup **all** personal data stored on your mobile phone (including, but not limited to, Contacts, Calendar, SMS, Email, Photos, Apps, Audio, Video, Documents and any other personal data and files) to a compatible Computer or External Storage device prior to commencing this FOTA update.*
- 2) *After the completion of the FOTA update, certain customer specific settings such as wallpaper selection, application shortcuts, widget positions and other user specified configuration settings may be reset to the phone default setting.*
- 3) *This instruction is applicable for commercially purchased mobile phones only. Demo devices or devices purchased outside Australia are excluded from the instructions on this document.*
- 4) *The FOTA update requires a direct connection to the Internet, either through a Wi-Fi connection or a mobile network. Downloading via data networks may incur additional charges, especially when roaming on an overseas mobile network.*
- 5) *Samsung Electronics Australia Pty Ltd ACN 002 915 648 ("**Samsung**") is offering customers a free FOTA update to the mobile phone software. Please note that data charges may be incurred during the software download process depending on the data plan with your Internet service provider.*
- 6) *Samsung makes every effort to deliver high quality products, we do not guarantee that our products are free from defects. This FOTA upgrade is provided to you "as is", and you use the software upgrade at your own risk. Samsung makes no warranties as to the performance, merchantability, fitness for a particular purpose, or any other warranties whether expressed or implied. No oral or written communication from, or information provided by, Samsung shall create a warranty. In no event shall Samsung be liable for any general, consequential, incidental, indirect, special, loss of profit or opportunity, exemplary, punitive, special or other damages whatsoever resulting from the use, misuse, or inability to use this software upgrade, whether due to breach of contract, breach of warranty, strict liability, product liability, the negligence of Samsung or otherwise. No provision of this disclaimer purports to restrict or modify or have the effect of excluding, restricting or modifying the application any conditions and warranties imposed and required to be binding by statute.*
- 7) *The screenshots provided on this document are indicative only - your product screen may vary from this instruction.*

The below instructions will assist you in updating your compatible Samsung mobile phone via FOTA. Please follow all steps below carefully as they are vital for a successful upgrade.

ADDITIONAL INFORMATION

- a. Depending on the Samsung mobile phone you are updating, you may be prompted to login to both your Samsung and Google accounts first. If required, this will usually happen in the first step of the FOTA guide.

To register for a new Google account and/or to login to an existing Google account, go to Applications > Settings > Accounts and sync > Add account > Google. Follow the on-screen instructions to complete this step.



Repeat this step again to register for a new account or to login to your existing Samsung account: Applications > Settings > Accounts and sync > Add account > Samsung account. Follow the on-screen instructions to complete this step.

Once complete, you can follow the FOTA update instructions below.

- b. This instruction is intended for Samsung mobile phones using Android 2.3.3 software version or later only. To check the Android version of your mobile phone, select Applications > Settings > About Phone. The Android version should be listed as "2.3.3" or later (see below image).

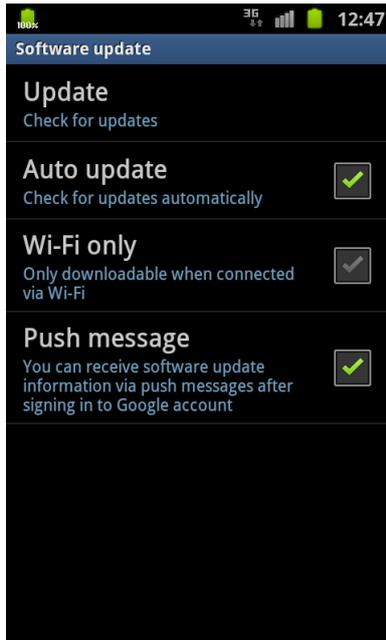


- c. Ensure your mobile phone has at least 75% or greater battery charge. It is also recommended to have the mobile phone connected to a charger for the duration of the update.
- d. Ensure you are in a strong mobile coverage area or that you have access to a stable WiFi network connection.
- e. If using a mobile network to perform the FOTA update, please ensure that you have sufficient data allowance. Updates usually range between 1MB to 300MB in size - in the case of major updates, the update size can be larger.
- f. You will be unable to use your mobile phone for phone calls or use any other phone functionality during the FOTA update process.
- g. If you are using a Wi-Fi network connection to perform the FOTA upgrade, please follow the following steps to turn on Wi-Fi:
Select Applications > Settings > Wireless and network -> Wi-Fi settings > Turn on Wi-Fi. Your mobile phone will perform a Wi-Fi network scan and when your network appears, select it to connect (a Wi-Fi network password may be required).

STEPS FOR FOTA UPDATE:

1. On your mobile phone, select Applications > Settings > About phone > Software update. If at this point, you are prompted to "Register Google account first", please follow the instructions in the Additional Information, section - clause (a) above before returning to this step.

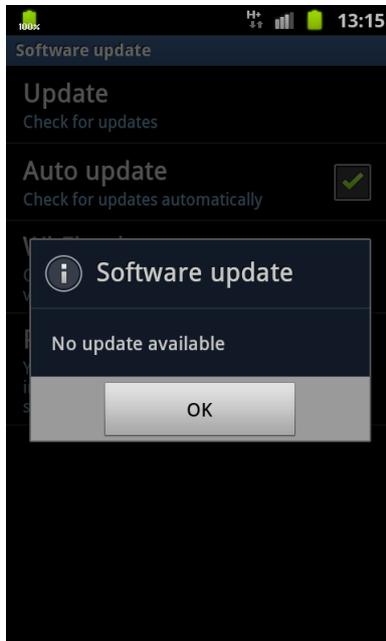
2. If using a mobile network to perform the FOTA update, deselect the "Wi-Fi only" option as per below:



3. Select "Update", then select "OK" if you will be using a mobile network connection to perform the FOTA update. At this point, you will again have the option of selecting Wi-Fi for the FOTA update.

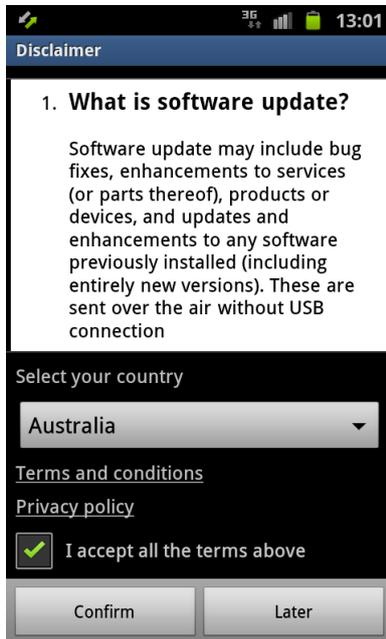


NOTE: If no updates are currently available for your mobile phone, the following message will be displayed ("No update available"). Should you see this message, please do not proceed any further with this update guide.



You can check for updates at a later date and if a software update is available at that time, please follow the remaining steps in this guide.

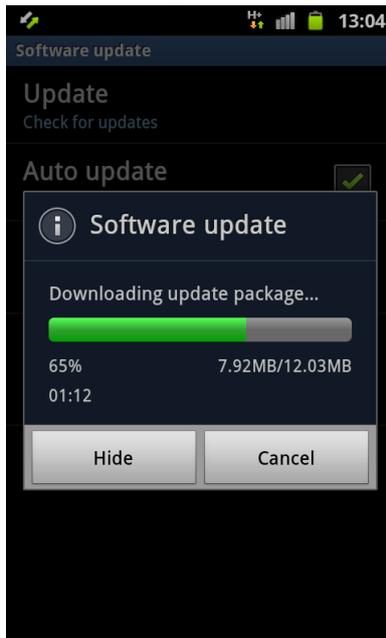
4. If a software update is available for your mobile phone, you will be prompted to accept the Samsung software update disclaimer. Please read the disclaimer and if you agree, select "I accept all the terms above" and click on "Confirm".



5. You may be prompted one more time with a dialog box. Select "OK".



6. The mobile phone will now commence downloading the software update:



7. When the software update download is complete, a dialog box (example below) will prompt you to install the software.



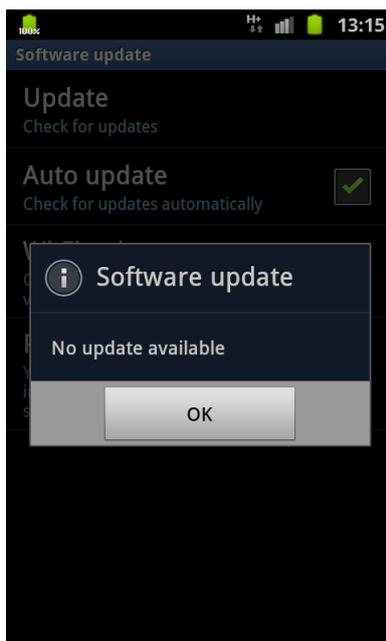
8. Select "Install". The mobile phone will now switch off, restart automatically and install the software. Please wait until the installation is complete. At the end of the installation process, the mobile phone will switch off automatically and restart one more time.

9. When the mobile phone switches back on, it will display a software update success notification as follows:



10. There may be further updates available for your mobile phone - please repeat steps 1 - 9 above until there are no further updates for your mobile phone.

If no further updates are available for your mobile phone, the following message will be displayed - "No update available". Should you see this message, you can check for further updates at a later date.



----- End of Document -----

Version 1