Software Upgrade Assistant and

Software Repair Assistant

Overview

To assist with the installation process of the Software Upgrade Assistant & Software Repair Assistant tools for your Galaxy S 4, the below requirements and instructions are listed below.

System Requirements:

- Operating System: Windows XP, Windows Vista, Windows 7, Windows 8, MAC OS 10.6 and later versions

Equipment:

- Personal Computer or MAC, USB Cable and handset

Hosting Website:

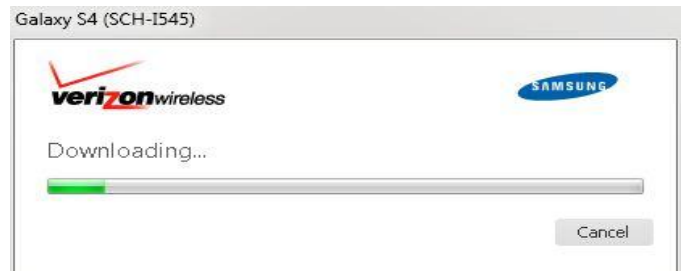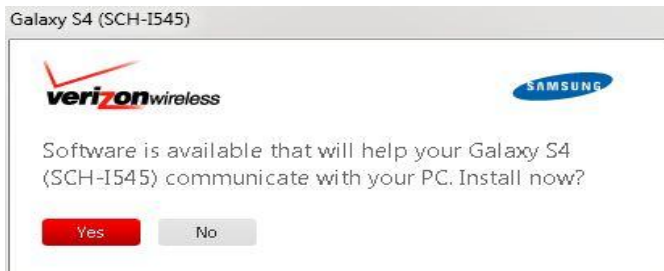- https://neofussvr.sslcs.cdngc.net/

Instructions:

- Software Upgrade Assistant & Software Repair Assistant Installation Instructions for Windows Users

 Software Upgrade Assistant & Software Repair Assistant Installation Instructions for MAC Users

Software Upgrade Assistant Installation for Windows Users

1. Connect the device to the computer with the USB Cable and select the "Auto play pop up" with the VZW Software Upgrade Assistant Installer option.
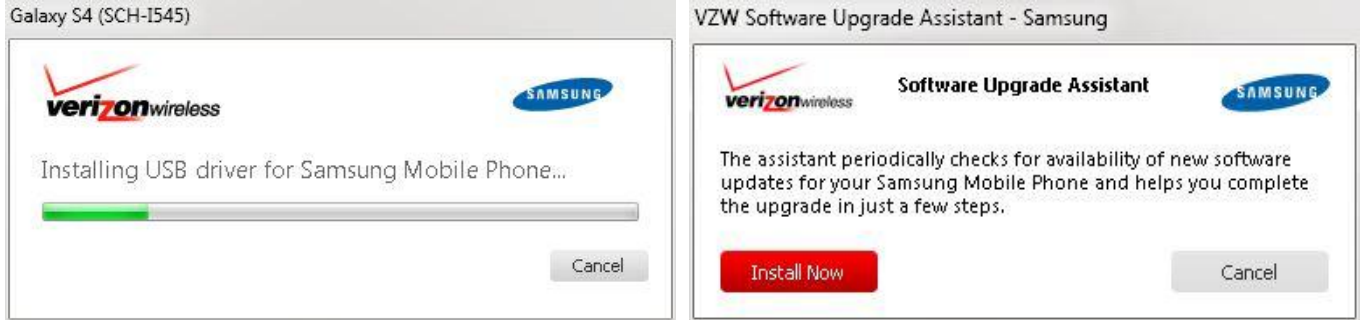

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2. The installation of the End User Tool with all the necessary drivers and software will begin downloading with an automatic update "Software Available". Click **Yes** and the **Install Now** to continue.
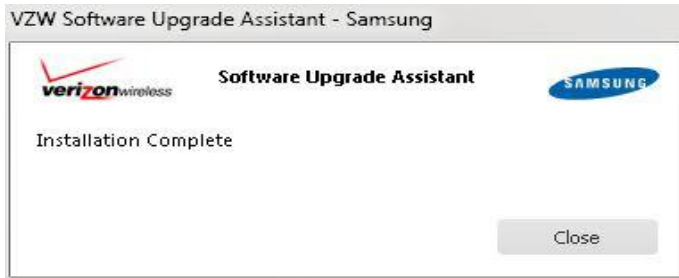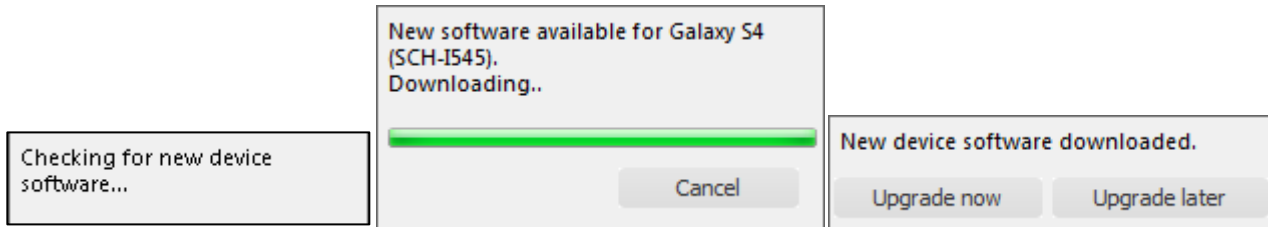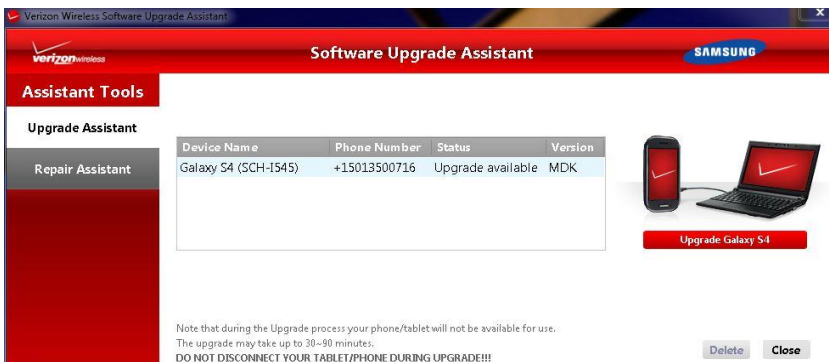
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3. Once the installation is complete, click **Close** and the End User Tool will check for new software automatically.

4. When new software is available you will be notified with the below popup. Click **"Upgrade now"** to launch Software Upgrade Assistant.

5. The status on the Upgrade Assistant will show **Upgrade Available**. Click **Upgrade Galaxy S4** and this will begin the download and update the status to **S/W Downloading**. Once the software download is complete, the upgrade will automatically start and the status will update the status to **Upgrading**, once complete the status will update to **Up to date**.

Software Upgrade Assistant and

Software Repair Assistant

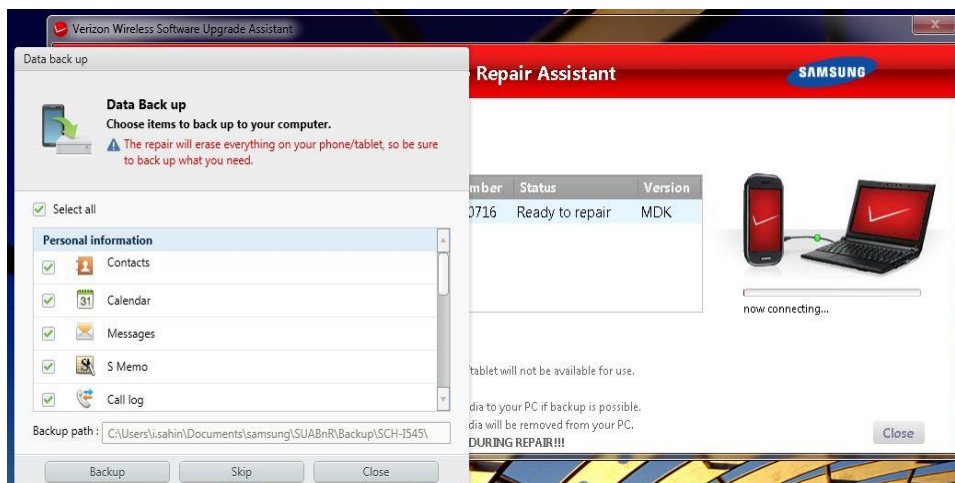## Software Repair Assistant for Windows Users

1. Click **Repair Assistant** and select **Run Repair Assistant.**

2. Once the connection between the device and the PC become available, "Repair" button will be activated. Click the button to proceed.

3. The End User Tool will discover the data on device and give the user the option to select what data is to be backed up before starting the repair process. Click **Backup** button. This step is not mandatory.

Software Upgrade Assistant and

Software Repair Assistant

4. The backup process will begin.

5. After backup is completed, the End User Tool will start downloading the software to move on to the repair process.

6. The Software Repair Tool will complete both the repair and restore process.

7. When restoring is complete, "**Repair Complete**" will be presented and the **Close** button will be activated. Select **Close** to continue and close the Software Repair Tool.

Software Upgrade Assistant and

Software Repair Assistant

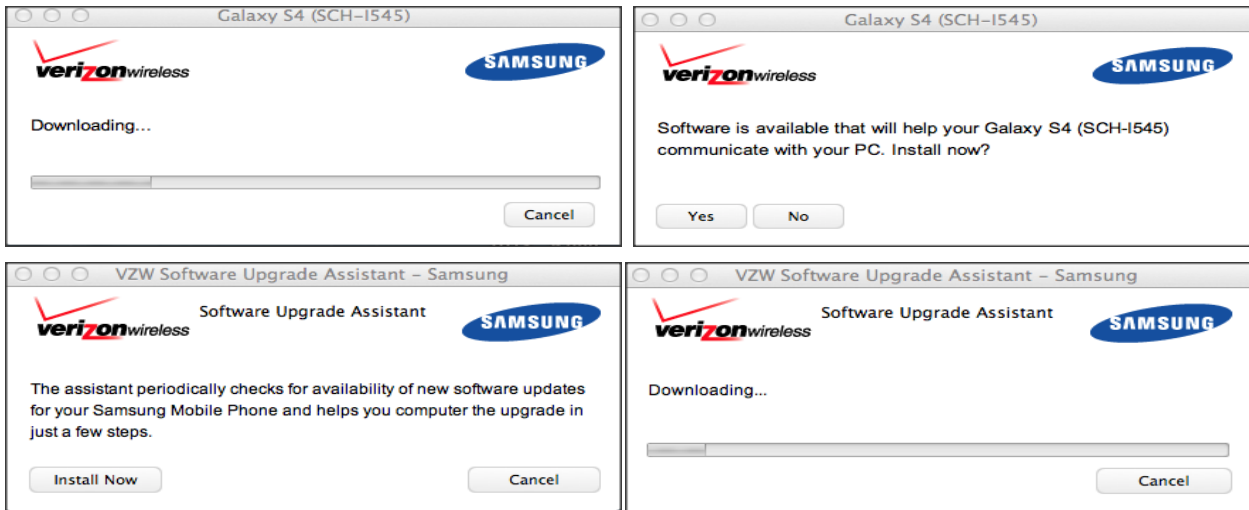## Software Upgrade Assistant Installation for Mac Users

1. Ensure all previous Software Upgrade Tools are uninstalled.

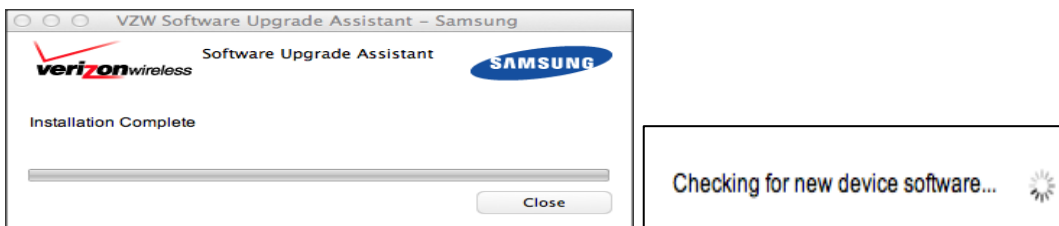|				
Verizon Wireless Software Upgrade Assistant.app	Apr 26, 2013 5:12 AM	10.9 MB	Application	Today 11:43 AM
Verizon Wireless Softwar...lication for Android.app	Apr 26, 2013 5:10 AM	1.7 MB	Application	Today 11:41 AM
Verizon Wireless Softwar...Application Updater.app	Apr 26, 2013 5:10 AM	285 KB	Application	Today 11:41 AM

2. Enable "Hard disks", "External disks", and "CD, DVDs and Ipods" options from Finder Preferences menu. This will enable the Verizon Mobile icon to be displayed on the desktop when the device is connected to the computer with a USB cable. Select the finder and double click on the Verizon Mobile icon to execute End User Tool Installer.

3. The installation of the End User Tool with all the necessary drivers and software will begin starting with an automatic update "Software Available". Click **Yes** and then **Install Now** to continue

4. Select the **Close** button installation is complete and the End User Tool will then checks for new software automatically and begin the download. After the download is complete select "**Upgrade now**" or "**Upgrade later**"
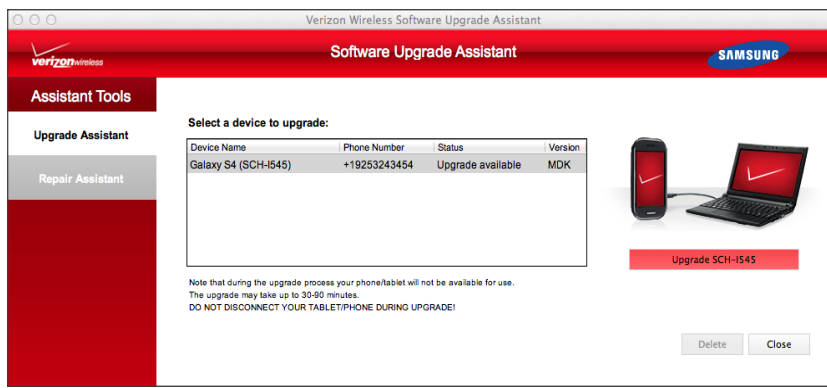
Software Upgrade Assistant and
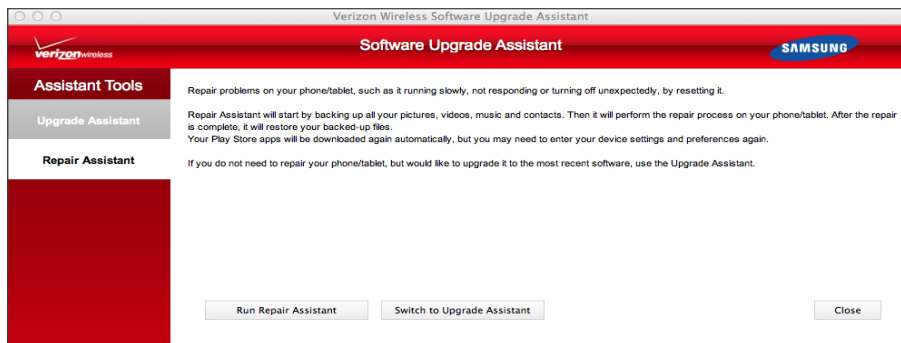
Software Repair Assistant

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5. The status on the Upgrade Assistant will show **Upgrade Available**. Click **Upgrade Galaxy S4** and this will begin the download and update the status to **S/W Downloading**. Once the software download is complete, the upgrade will automatically start and the status will update the status to **Upgrading**, once complete the status will update to **Up to date**.
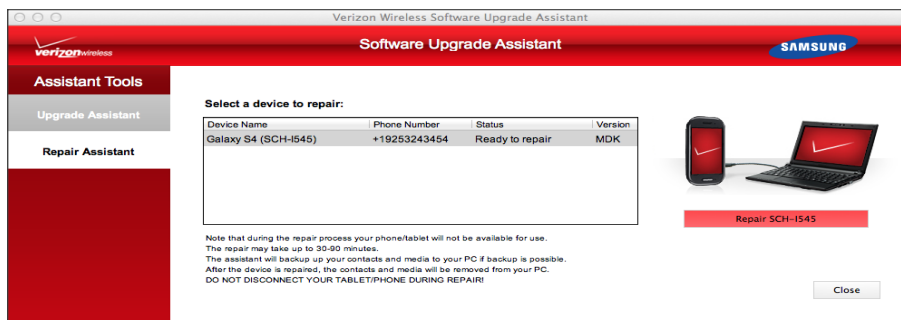

Software Repair Assistant for Mac Users

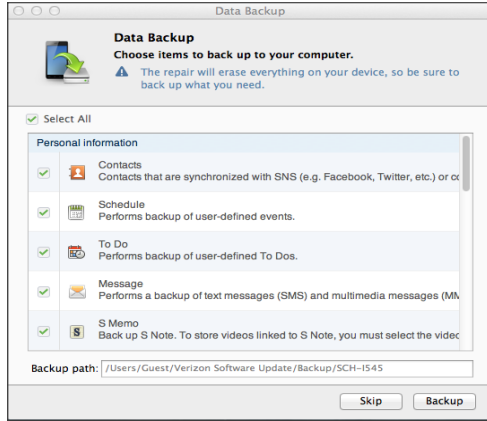1. Click **Repair Assistant** and select **Run Repair Assistant.**

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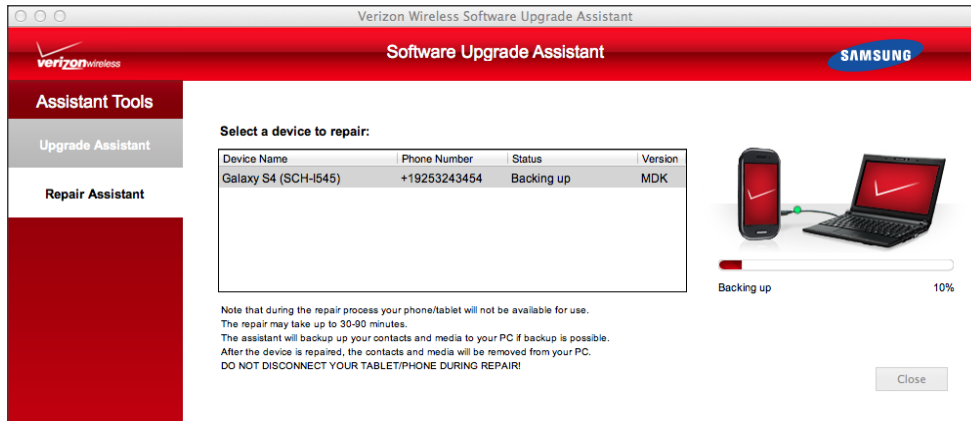
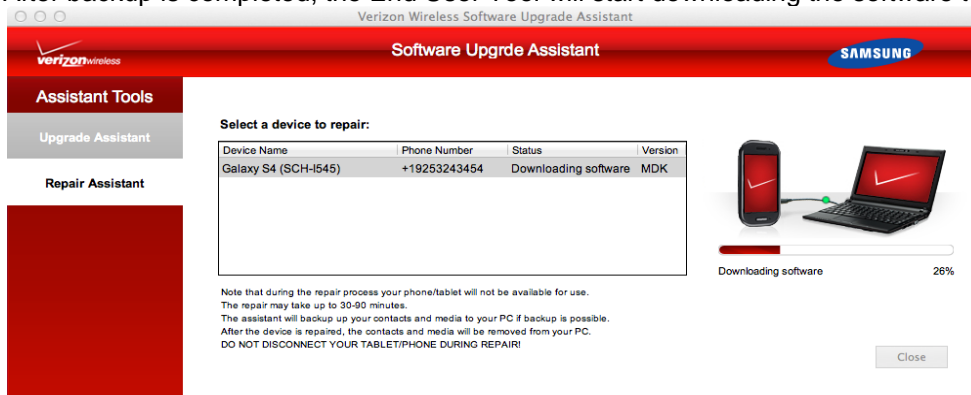# Software Upgrade Assistant and

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Software Upgrade Assistant and

Software Repair Assistant

6. The Software Repair Tool will complete both the repair and restore process.

Device Name	Phone Number	Status	Version
Galaxy S4 (SCH-I545)	+19253243454	Repairing	MDK

Device Name	Phone Number	Status	Version
Galaxy S4 (SCH-I545)	+19253243454	Ready to restore	MDK

7. When restoring is complete, "**Repair Complete**" will be presented and the Close button will be activated. Select Close to continue and close the Software Repair Tool.

If you have any questions or concerns during the installation process, please contact www.vzw.com/contactus .
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