

# **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.



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.





# **Software Repair Assistant**

#### (Continued)

Galaxy S4 (SCH-1545)	VZW Software Upgrade Assistant - Samsung
Verizonwireless	Verizon wireless Software Upgrade Assistant
Installing USB driver for Samsung Mobile Phone	The assistant periodically checks for availability of new software updates for your Samsung Mobile Phone and helps you complete the upgrade in just a few steps.
Cancel	Install Now Cancel

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.

	New software available for Galaxy S4 (SCH-I545). Downloading		
Checking for new device		New device software	downloaded.
software	Cancel	Upgrade now	Upgrade later

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**

#### **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.

erizon wireless		Software Rep	air Assistant		SAMSUNG
sistant Tools					
grade Assistant	Device News	Di	Charles	. Manual and	
epair Assistant	Galaxy S4 (SCH-I545)	+15013500716	Ready to repair	MDK	
					Repair Galaxy S4
	Note that during the repair pro The repair may take up to 30~	ocess your phone/tablet w 90 minutes.	rill not be available for u:	e.	
	the company of the option of the second				

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.

а раск ир		Repair Assistant	SAMSUNG
<u>5</u>	Data Back up Choose items to back up to your computer. ▲ The repair will erase everything on your phone/tablet, so be sure to back up what you need.	mber Status Version	
Select all		0716 Ready to repair MDK	
Personal in	nformation		
Image: A state of the state	Contacts		
31	Calendar		now connecting
	Messages		
× 8	S Memo	tablet will not be available for use.	
<b>.</b>	Call log 🔹	dia to your PC if backup is possible.	
ackup path	C:\Users\i.sahin\Documents\samsung\SUABnR\Backup\SCH-1545\	dia will be removed from your PC.	Close



# **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.

verizon wireless		Software Rep	air Assistant		SAMSUNG	
Assistant Tools						
Upgrade Assistant			lo-mer in	I.M. I.M.		
	Device Name	Phone Number	Status	Version		
					Downloading software	25%
	Note that during the repair pro	cess your phone/tablet w	vill not be available for us	2.		
	The repair may take up to 30~9	0 minutes.				
	The assistant will back up your	contacts and media to y	our PC if backup is possib	ile.		
	After the device is repaired the DO NOT DISCONNECT YOUR	contacts and media will I FABLET/PHONE DURING	pe removed from your PC G <b>REPAIR!!!</b>			Close

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

Device Name	Phone Number	Status	Version	Device Name	Phone Number	Status	Version
Galaxy S4 (SCH-I545)	+15013500716	Repairing	MDK	Galaxy S4 (SCH-1545)	+15013500716	Restoring	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.

erizonwireless		Software Rep	air Assistant		SAMSUNG
sistant Tools					
pgrade Assistant	Device New e	Dhana Mumhar	Status	Mauricu	
	Device Name	Phone Number	Julius	version	
					Repair Device
	Note that during the repair pro The repair may take up to 30~9 The activity of will back un your	cess your phone/tablet w 0 minutes. contacts and media to w	vill not be available for use		
	After the device is repaired the	contacts and media to yo contacts and media will b	bur PC if backup is possible be removed from your PC	e.	
	DO NOT DISCOMMENT YOUR	TABLET (BLIONE DUB IN	DEDATDIU		CI



#### **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 Softwarlication for Android.app	Apr 26, 2013 5:10 AM	1.7 MB	Application	Today 11:41 AM
🥏 Verizon Wireless SoftwarApplication 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

0 0 0 Galaxy S4 (SCH-1545)	○ ○ ○ Galaxy S4 (SCH-I545)
verizonwireless SAMSUNG	verizonwireless SAMSUNG
Downloading	Software is available that will help your Galaxy S4 (SCH-I545) communicate with your PC. Install now?
Cancel	Yes No
○ ○ ○ VZW Software Upgrade Assistant – Samsung	○ ○ ○ VZW Software Upgrade Assistant – Samsung
Software Upgrade Assistant	Software Upgrade Assistant
Software Upgrade Assistant	Software Upgrade Assistant

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"

○ ○ ○ VZW Software Upgrade Assistant - Sa	msung		
Software Upgrade Assistant	SAMSUNG		
Installation Complete			
	Close	Checking for new device software	N.C.



# **Software Repair Assistant**

(Continued)

Galaxy S4 (SCH-I545) S/W is ready to download.	New device software downloaded.
Cancel	Upgrade now Upgrade later

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.

00	Ve	erizon Wireless Softw	vare Upgrade Assista	t	
verizon wireless		Software Upg	rade Assistant		SAMSUNG
Assistant Tools					
Upgrade Assistant	Select a device to upgrad	de:			
	Device Name	Phone Number	Status	Version	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Repair Assistant				-	
	Note that during the upgrade pro The upgrade may take up to 304 DO NOT DISCONNECT YOUR TA	ncess your phone/tablet will r 90 minutes. ABLET/PHONE DURING UP	not be available for use. GRADEI	U	Delete Clos

#### Software Repair Assistant for Mac Users

1. Click Repair Assistant and select Run Repair Assistant.

000	Verizon Wireless Software Upgrade Assistant
verizon wiroless	Software Upgrade Assistant
Assistant Tools	Repair problems on your phone/tablet, such as it running slowly, not responding or turning off unexpectedly, by resetting it.
Upgrade Assistant	Repair Assistant will start by backing up all your pictures, videos, music and contacts. Then it will perform the repair process on your phone/tablet. After the repair is complete, it will rester your backed-up files. Your Play Store apos will be downbaded again automatically, but you may need to enter your device settings and preferences again.
Repair Assistant	If you do not need to repair your phone/tablet, but would like to upgrade it to the most recent software, use the Upgrade Assistant.
	Run Repair Assistant Switch to Upgrade Assistant Close

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

000	Verizon Wireless Software Upgrade Assistant						
verizon wireless	Software Upgrade Assistant				SAMSUNG		
Assistant Tools							
Ungrado Assistant	Select a device to repair:						
opgrade Assistant	Device Name	Phone Number	Status	Version			
Repair Assistant	Galaxy S4 (SCH-I545)	+19253243454	Ready to repair	MDK	Repair SCH-I545		
	Note that during the repair proce The repair may take up to 30-00 The assistent will backup up you After the device is repaired, the e DO NOT DISCONNECT YOUR T	ss your phone/tablet will not minutes. roontacts and media to you iontacts and media will be n ABLET/PHONE DURING RE	be available for use. r PC if backup is possible. moved from your PC. PAIRI		Close		



### **Software Repair Assistant**

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.



4. The backup process will begin.

000	Ve	erizon Wireless Softw	vare Upgrade Assis	tant			
verizon wireless	Software Upgrade Assistant				SAMSUNG		
Assistant Tools							
Llogrado Accistant	Select a device to repair:						
opyraue Assistant	Device Name	Phone Number	Status	Version			
Repair Assistant	Galaxy S4 (SCH-I545)	+19253243454	Backing up	MDK			
	Note that during the repair proce The repair may take up to 30-00 The assistant will backup up you After the device is repaired, the o DO NOT DISCONNECT YOUR T/	ss your phone/tablet will not minutes. r contacts and media to you ontacts and media will be re ABLET/PHONE DURING RE	be available for use. rPC if backup is possible. moved from your PC. PAIR!		Backing up	10% Close	

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

erizonwireless	Software Upgrde Assistant				SAMSUNG	
ssistant Tools						
legrade Accistant	Select a device to repair	:				
pyraue Assistant	Device Name	Phone Number	Status	Version		
	Galaxy S4 (SCH-I545)	+19253243454	Downloading software	MDK		
					Downloading software	
	Note that during the repair proce	ss your phone/tablet will not	be available for use.			
	The repair may take up to 30-90 The assistant will backup up you	minutes. r contacts and media to you	rPC if backup is possible.			
	After the device is repaired, the	contacts and media will be re	moved from your PC.			
	DO NOT DISCONNECT YOUR 1.	ABLET/PHONE DURING RE	PAIR			Close



# **Software Repair Assistant**

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

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

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.

Versio

MDK

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