

Overview

To assist with the installation process of the Software Repair Assistant tool 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:

<u>https://neofussvr.sslcs.cdngc.net/</u>

Instructions:

- Software Repair Assistant Installation Instructions for Windows Users
- Software Repair Assistant Installation Instructions for MAC Users

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.

rizonwireless		Software Rep	air Assistant		SAMSUNG
istant Tools					
ırade Assistant	Device Name	Phone Number	Statue	Version	-
Repair 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 30~9 The assistant will back up your	cess your phone/tablet w 10 minutes. contacts and media to y	vill not be available for u: our PC if backup is possi	se. ble.	
	After the device is repaired the	contacts and media will	be removed from your P	С.	c



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.

erizonwireless		Software Rep	air Assistan	t -	SAMSUNG	
sistant Tools						
pgrade Assistant	Device New e	Dhana Niumhau	Chantara	Maurian	-	100
Repair Assistant	Galaxy S4 (SCH-I545)	+15013500716	Backing up	MDK		
					Backing up	7%
	Note that during the repair pro The repair may take up to 30~9	cess your phone/tablet w 0 minutes.	vill not be available for	use.		
	The assistant will back up your After the device is repaired the DO NOT DISCONNECT YOUR	contacts and media to y contacts and media will TABLET/PHONE DURIN	our PC if backup is po be removed from you G REPAIR!!!	ssible. r PC.		Close

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

verizonwireless		Software Rep	air Assistant		SAMSUNG	
Assistant Tools						
Upgrade Assistant	-	4	4		-	
	Device Name	Phone Number	Status	Version		and the second second
	Note that during the repair pro	cess your phone/tablet w	vill not be available for use.		Downloading software	25%
	The repair may take up to 30~9 The accident will back up your	ontacts and modia to u	our BC if backup is possible			
	After the device is repaired the DO NOT DISCONNECT YOUR	contacts and media will I Contacts and media will I TABLET/PHONE DURING	be removed from your PC. G REPAIR!!!			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.

verizonwireless		Software Rep	air Assistant		SAMSUNG
pgrade Assistant	Device Name	Phone Number	Status	Version	
Repair Assistant	Galaxy S4 (SCH-I545)	+15013500716	Repair completed	MDL	Repair Device
	Note that during the repair pro The repair may take up to 30–9 The assistant will back up your After the device is repaired the	cess your phone/tablet w 10 minutes, contacts and media to yo contacts and media will I	vill not be available for use our PC if backup is possib be removed from your PC		Cla

Software Repair Assistant for Mac 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.

verizon wireless	Ve	SAMSUNG			
Assistant Tools	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-1545
	Note that during the repair proce The repair may take up to 30-90 The assistant will backup up your 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 contacts and media will be re ABLET/PHONE DURING RE	be available for use. r PC if backup is possible. moved from your PC. PAIR!		Close



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.

0	Ve	erizon Wireless Softw	vare Upgrade Assis	tant		
verizon wireless		SAMSUNG				
Assistant Tools						
Ingrado 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 30-90 The assistant will backup up you After the device is repaired, the c DO NOT DISCONNECT YOUR 7/	ss your phone/tablet will not minutes. contacts and media to you jontacts and media will be re BBLET/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.

rerizon wireless		SAMSUNG				
Assistant Tools						
Ingrado Accistant	Select a device to repair	:				
opyraue Assistant	Device Name	Phone Number	Status	Version		- 1-1-1 -
	Galaxy S4 (SCH-I545)	+19253243454	Downloading software	MDK		1-
					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	r PC if backup is possible.			
	After the device is repaired, the	contacts and media will be re	moved from your PC.			
	DO NOT DISCONNECT YOUR T.	ABLET/PHONE DURING RE	PAIR			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
Salaxy S4 (SCH-I545)	+19253243454	Repairing	MDK	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 .