



Software Update for your NOKIA LUMIA 928.

OVERVIEW

For the Nokia Lumia 928, there are 2 convenient ways to download the software upgrade.

Here are a few facts to keep in mind:

- It will take you up to 30 minutes to download the software, depending on network conditions, and up to 60 additional minutes to install the update. This means a total process time of up to 90 minutes. Keep in mind that during the installation you will be unable to make or receive calls, including emergency calls.
- The Windows Phone 8.1 software update is delivered over-the-air via Wi-Fi only. The software is delivered in 2 separate downloads and takes up to 90 minutes to install. As the update is installing, customers will see a black screen with 2 white, moving gears. When complete, you'll see an "Update is done!" message and can go about using your phones, with all your settings, data, apps, and so on just like they were before. Please make sure customers complete each of the separate downloads. If you continually select the "postpone" option, the software will not update to Windows Phone 8.1.

OVER THE AIR (OTA) SOFTWARE

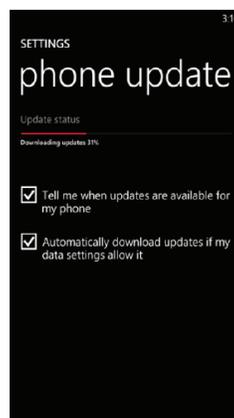
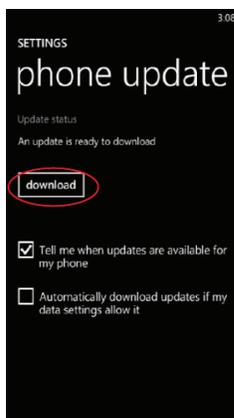
The two types of OTA software upgrades:

- 1 OTA User Initiated - Follow these instructions if you would like to manually search for an upgrade on your device.
- 2 OTA Server Initiated - Follow these instructions if you receive a notice on your device indicating that there is a software upgrade available.

OTA USER INITIATED

This process allows a user to navigate through the device options to seek updates.

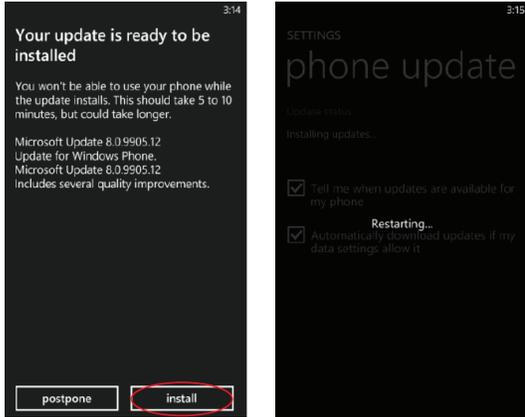
- 1 From the Home screen, tap the **Settings > Phone Update > Check for Update > Download.**



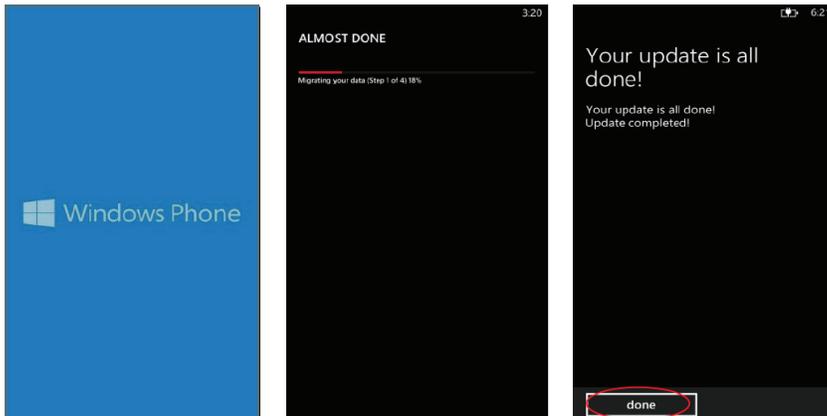
NOKIA LUMIA 928 SOFTWARE UPDATE



- 2 When the download is complete, a screen will appear advising you that the new version of software is ready to be installed. Tap Install and the device will restart.

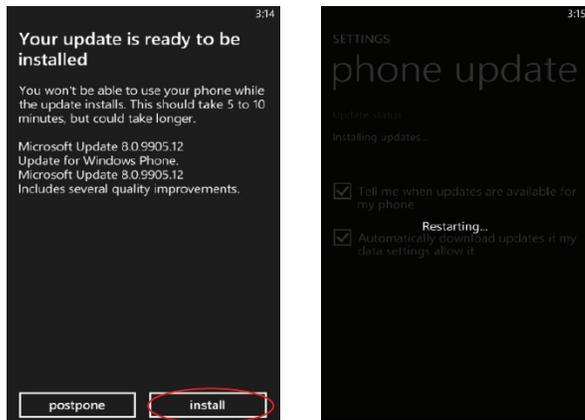


- 3 A screen will appear stating that the installation is in progress. Once complete tap Done.

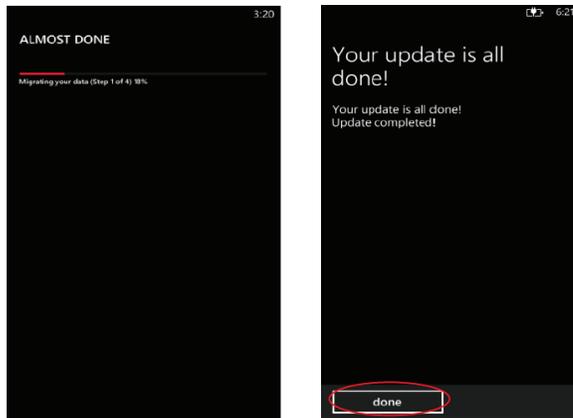


OTA SERVER INITIATED

1 Once a new software version is available for your device, it will begin downloading in the background. When the download is complete, you will be notified that it is ready to be installed. Tap Install.



2 The device will power down and power back on. A screen will appear stating that the installation has been completed. Tap Done.



To check your software version, go to **Home screen > Menu > Settings > About phone**.

If the system update fails to install, you will get an error screen. However, this only means the software did not install properly. Remove and re-insert the battery and power the device back on. The device will power back on with original software and will prompt you once again to install the system update.