

DROID Razr HD and Droid Razr Maxx HD by Motorola Software Upgrade



Overview

For the DROID Razr HD and Droid Razr Maxx HD by Motorola, there are 2 convenient ways to download the software upgrade.

Here are a few hints to make the process quick and easy:

- It will take you approximately 8-10 minutes to download the software, depending on network conditions.
- Once you download the software, the next step is to install it onto the device. Installation should take up to 8-10 additional minutes. Keep in mind that during the installation you will be unable to make or receive calls, including emergency calls.

Note: The size for software version is 96 MB.

Over The Air (OTA) Software

There are 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.

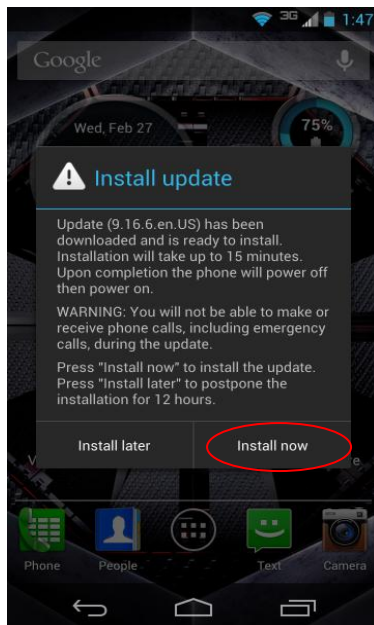
1. From the Home screen, tap the **Menu Key** > tap **Settings** > **About phone** > **System updates** > **Download**.



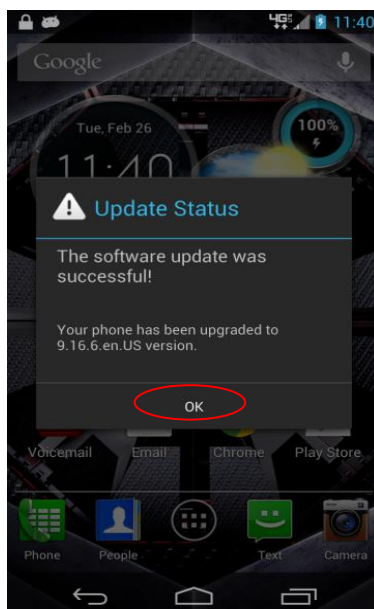
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2. Once the download has completed, tap **Install now**. The device will power off and back on and show a progress bar and an installing icon. Once installation is complete the device powers off and back on again, finalizing the installation.



3. You will get a confirmation on the screen that your install was successful, then tap **OK**.



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OTA Server Initiated

1. You will be notified that a system update is available on your device. Tap **Download** to begin.



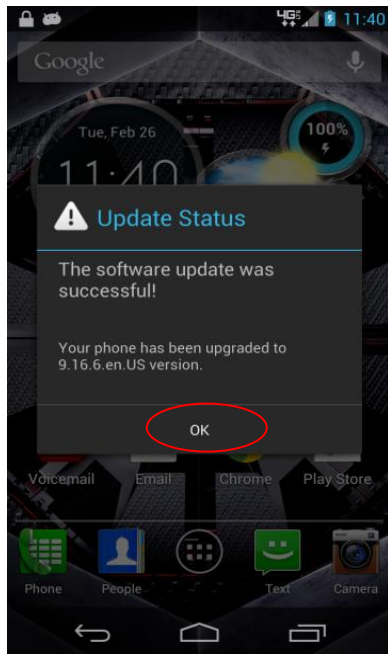
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3. You will get a confirmation on the screen that your install was successful, then tap **OK**.



If the system update fails to install, you will get an error screen. However, this only means the software did not install properly. Turn the device off then turn it back on. The device will prompt you once again to install the system update.

If the update fails again, please visit www.verizonwireless.com/contactus.