

Software Repair Assistant



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

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**.



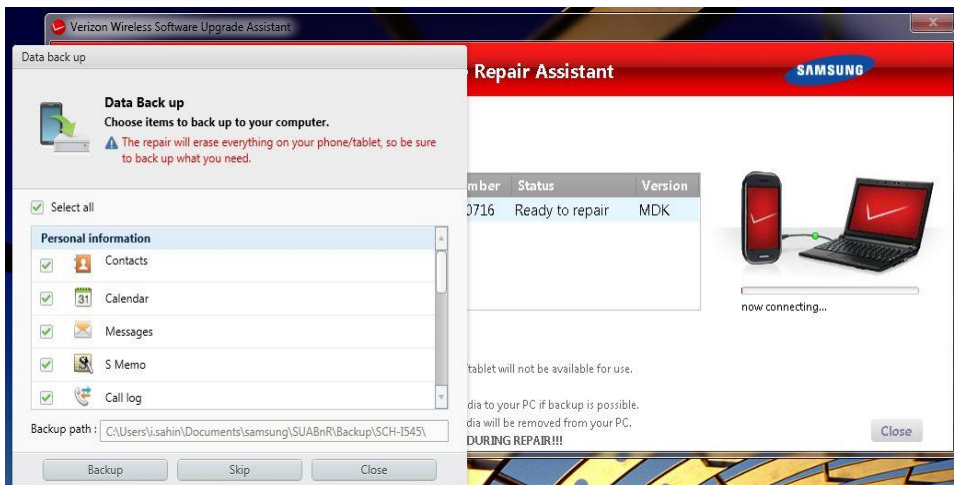
2. Once the connection between the device and the PC become available, "Repair" button will be activated. Click the button to proceed.



Software Repair Assistant



- 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.



- The backup process will begin.



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



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) | +15013500716 | Repairing | MDK |

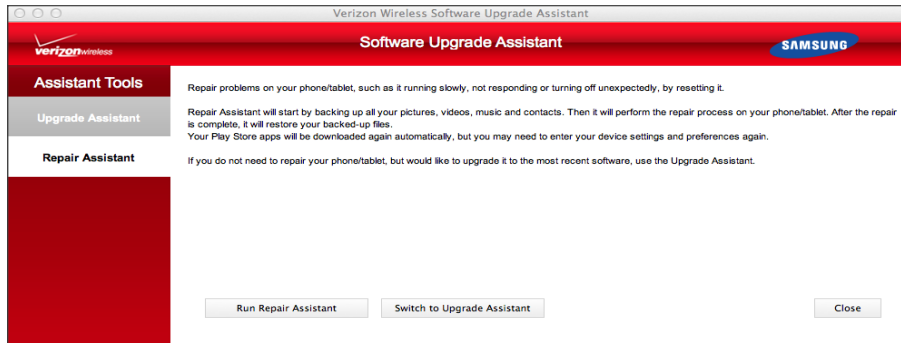
| Device Name | Phone Number | Status | Version |
|----------------------|--------------|-----------|---------|
| Galaxy S4 (SCH-I545) | +15013500716 | Restoring | MDK |

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.

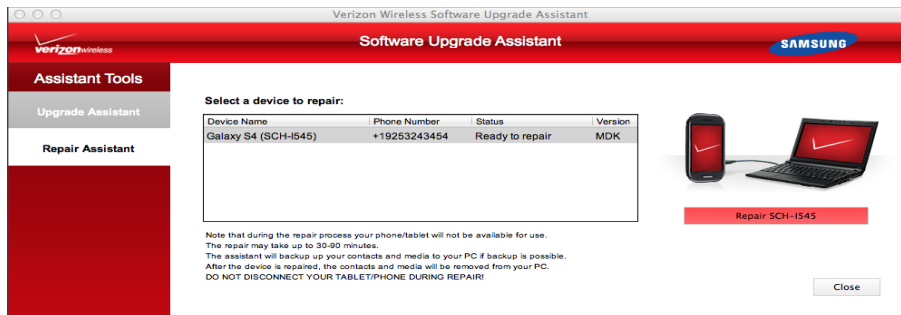


Software Repair Assistant for Mac Users

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



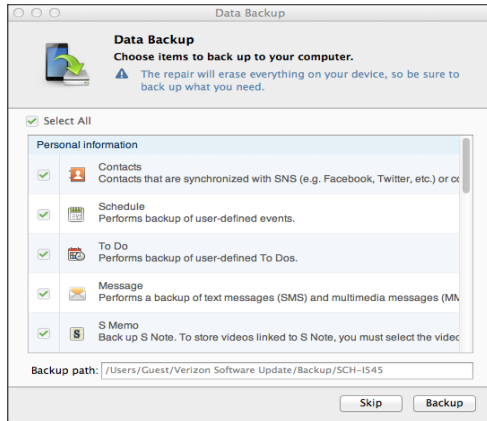
2. Once the connection between the device and the PC become available, “**Repair**” button will be activated. Click the button to proceed.



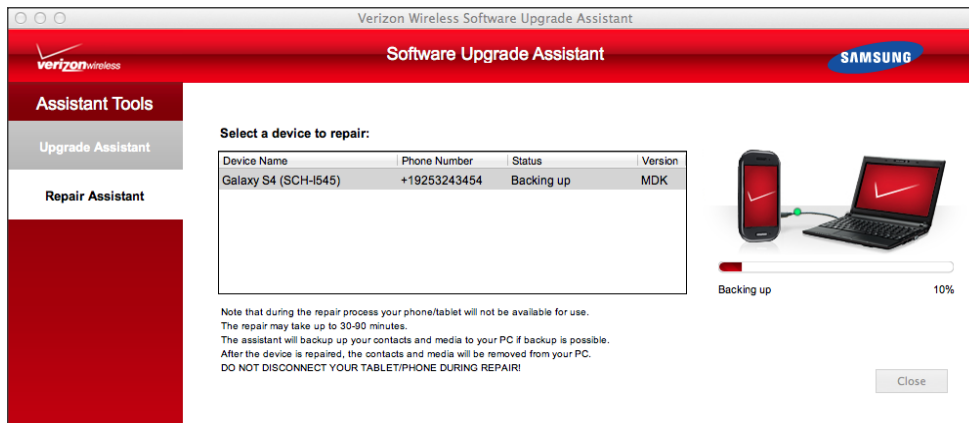
Software Repair Assistant



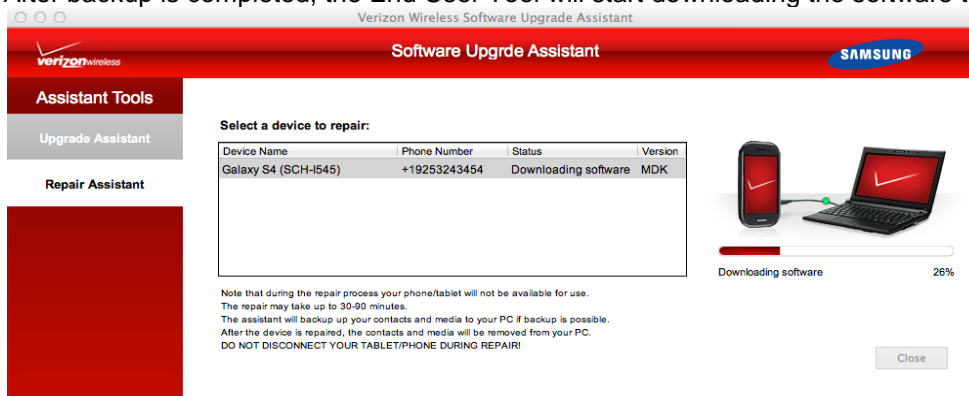
- The End User Tool will discover the data on device and give the user the option to select what data is to be backed up before starting the repair process. Click **Backup** button. This step is not mandatory.



- The backup process will begin.



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



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 .