Samsung Galaxy S 4 Software Upgrade

Overview

To help you with the mandatory system update for your Samsung Galaxy S 4, this page contains the following information:
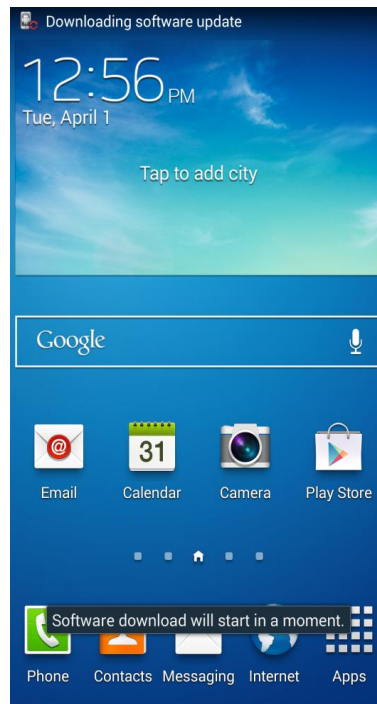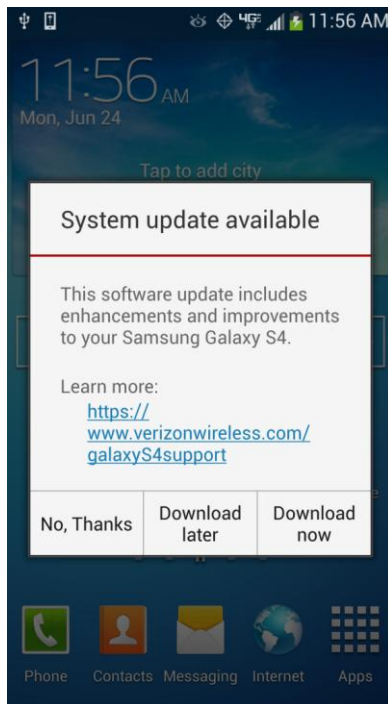
- System Update Instructions – User Initiated
- System Update Instructions – Server Initiated
- System Update while You are Roaming

OTA User Initiated

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

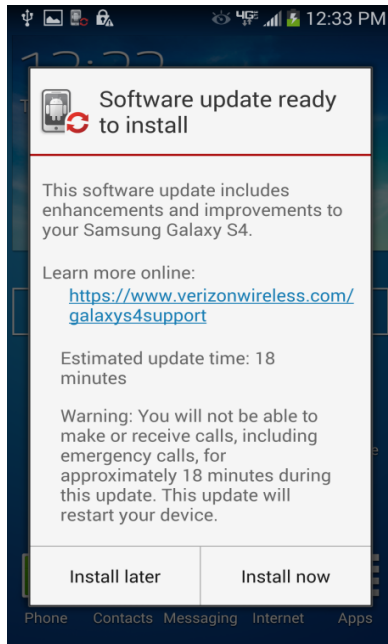1. From the Home screen, tap the **Menu Key > Settings > About phone > Software updates > Check for Updates.** Click **Download now.**
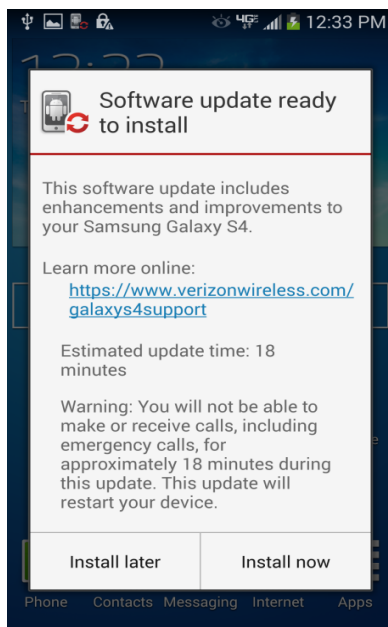
2. When download is complete, a screen will appear advising you that the new version of software is ready to be installed. Tap **Install now**.

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

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 now**.

2. The device will power down and power back on. A screen will appear stating that the installation has been completed, tap **OK.** To check your software version, go to **Home screen > Menu > Settings > About phone.**

System Update while You are Roaming

If you are roaming you will not receive a system update notice. To update your device while you are roaming, you will need to be in an area where Wi-Fi is available.

1. Begin by enabling Wi-Fi on your device.

2. To enable Wi-Fi on your device, go to "**Settings**" > under Wireless & networks, touch "**Wi-Fi ON**" to enable (if not already enabled)

3. Touch "**Wi-Fi**" to view and select a Wi-Fi network. Once you are connected, an update notification will appear on your device.

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.

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