

Nokia Lumia 928 Software Update



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 approximately 15-25 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 15-25 additional minutes. Keep in mind that during the installation you will be unable to make or receive calls, including emergency calls.

Over The Air (OTA) Software

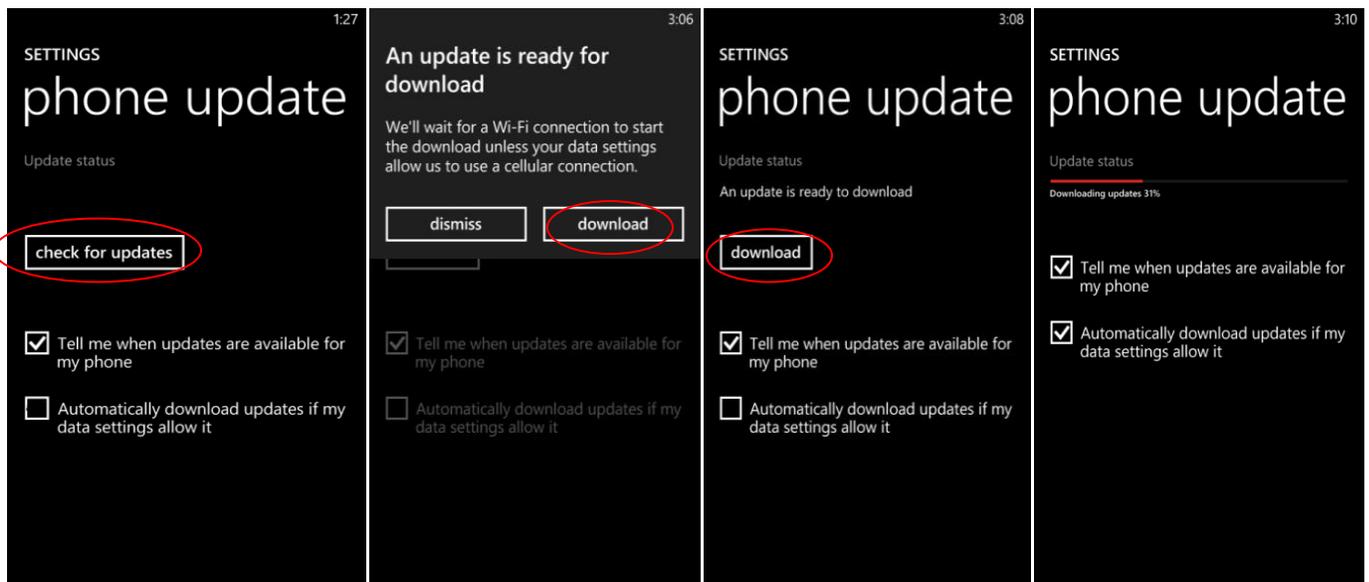
The two types of OTA software upgrades:

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.

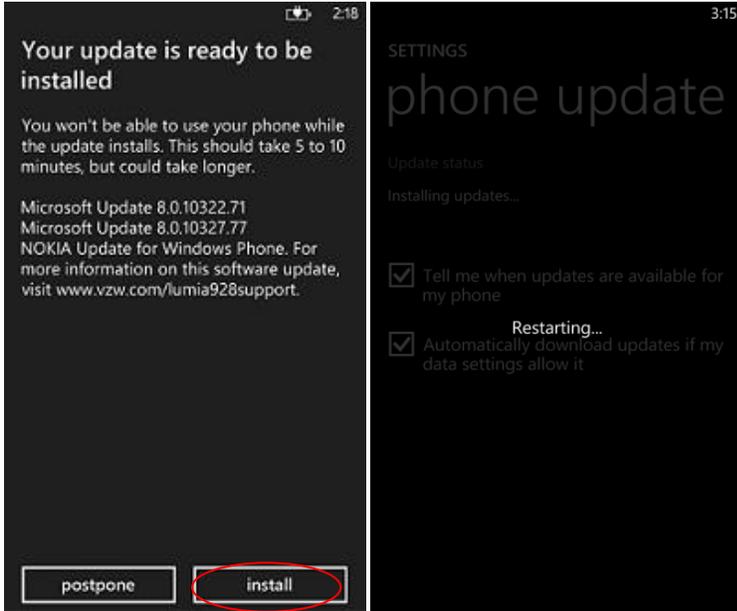
1. From the Home screen, tap the **Settings > Phone Update > Check for Update > Download**.



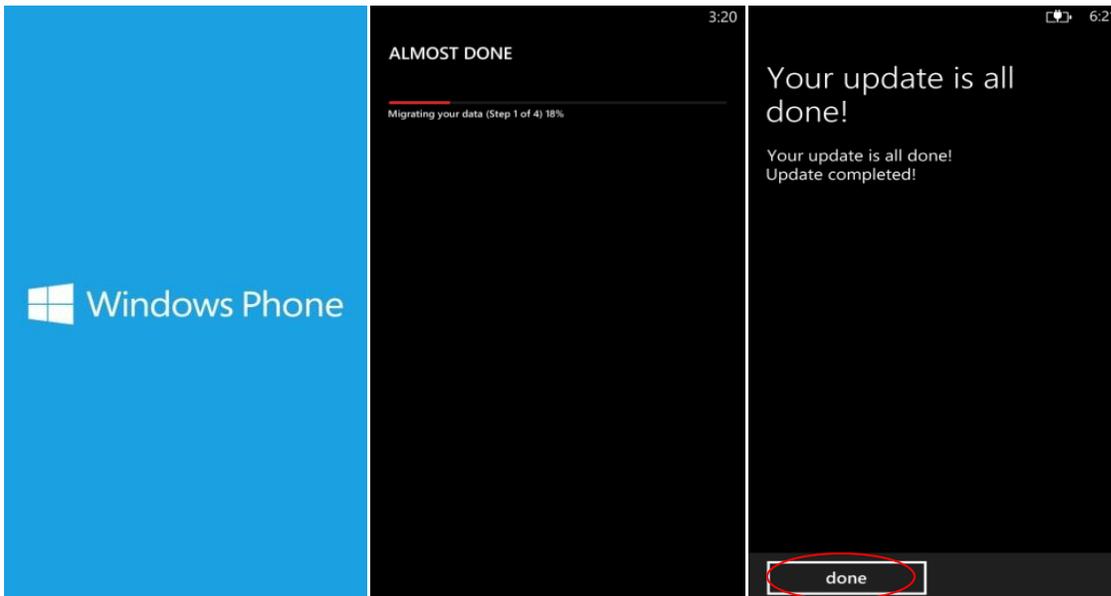
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- When the download is complete, a screen will appear advising you that the new version of software is ready to be installed. Tap **Install** and the device will restart.



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

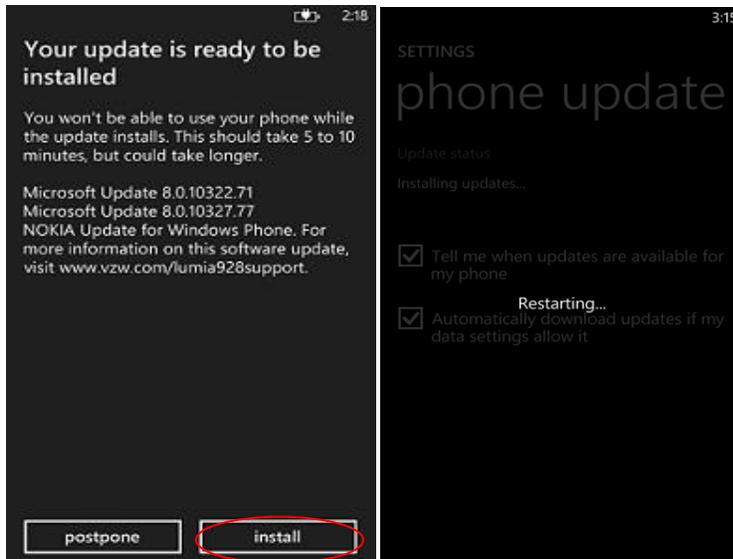


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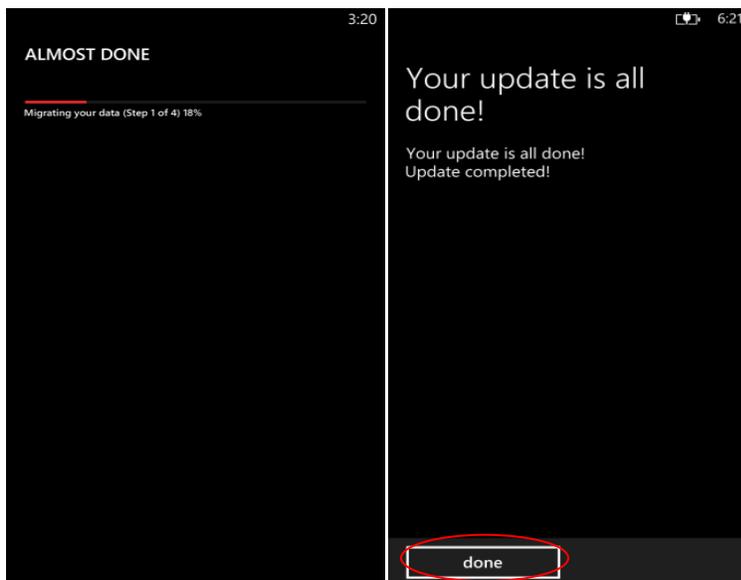


OTA Server Initiated

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.