

Samsung Continuum Software Upgrade



Overview

For the Samsung Continuum, there are 2 convenient ways to download the software upgrade.

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

- This software upgrade is a two step process. The device must successfully complete the first software upgrade before you can continue to upgrade to the latest software.
 - 1) Upgrade from software version **DL17 to EB01**
 - The size for this software upgrade is 409 KB.
 - Estimated time: Approximately 1 to 2 minutes
 - 2) Upgrade from software version **EB01 to EC09**
 - The size for this software upgrade is 96.2 MB.
 - Estimated time: Approximately 10 to 15 minutes

Over the Air (OTA) Software

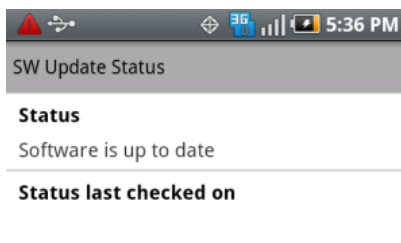
There are two types of OTA software upgrades:

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.

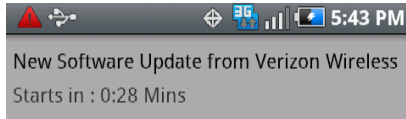
1. From the Home screen, tap the **Menu Key** > tap **Settings** > **About phone** > **System Updates** > **Check New**.



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2. Tap **Download** to proceed with the download of the update.



Software updates automatically and the mobile will power off and on as part of this special offering



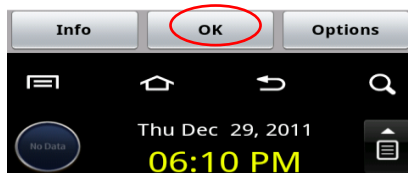
3. Once the download has completed, tap **OK** to install now. The device will power off and back on once the install phase is complete. You will get a confirmation on the screen that your install was successful, then tap **OK**.



WARNING:
Cannot make or receive phone calls, including 911 calls, during update

Approximate Update Time: 5 Mins

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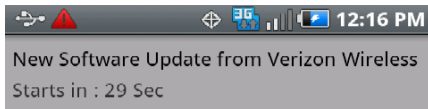
Note: You have now completed the first part of your software upgrade. To download the second part of your upgrade, repeat steps 1 through 3 above.

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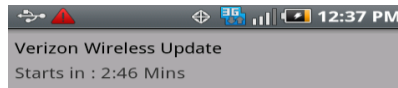


OTA Server Initiated

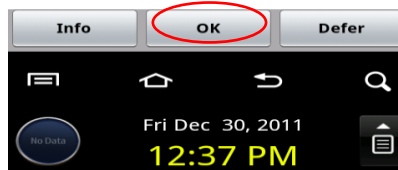
1. You will be notified that a system update is available on your device. Tap **Download**. Once download is complete tap **OK** to begin installation



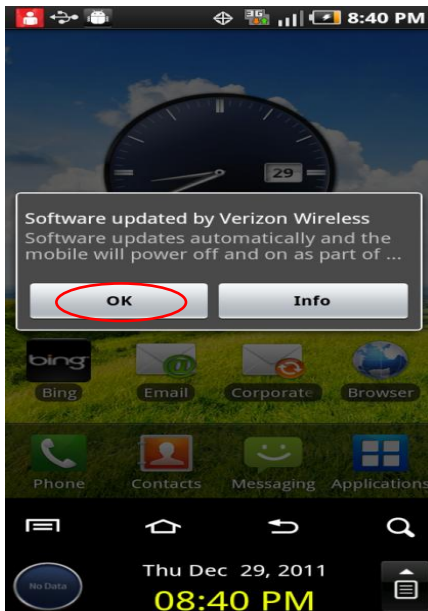
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2. The device will power off and back on once the install phase is complete. You will get a confirmation on the screen that your install was successful, and then tap **OK**.



If the system update fails to install, you will get an error screen. However, this only means the software did not install properly. 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.