

# DROID 2 Global by Motorola Software Upgrade



## Overview

For the DROID 2 Global 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 5-15 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 5-8 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 this software upgrade is 19.4 MB. This may be a multiple set upgrade depending on your software version. If your device does not have latest software version, please perform the steps in the section below twice.

## Over The Air (OTA) Software

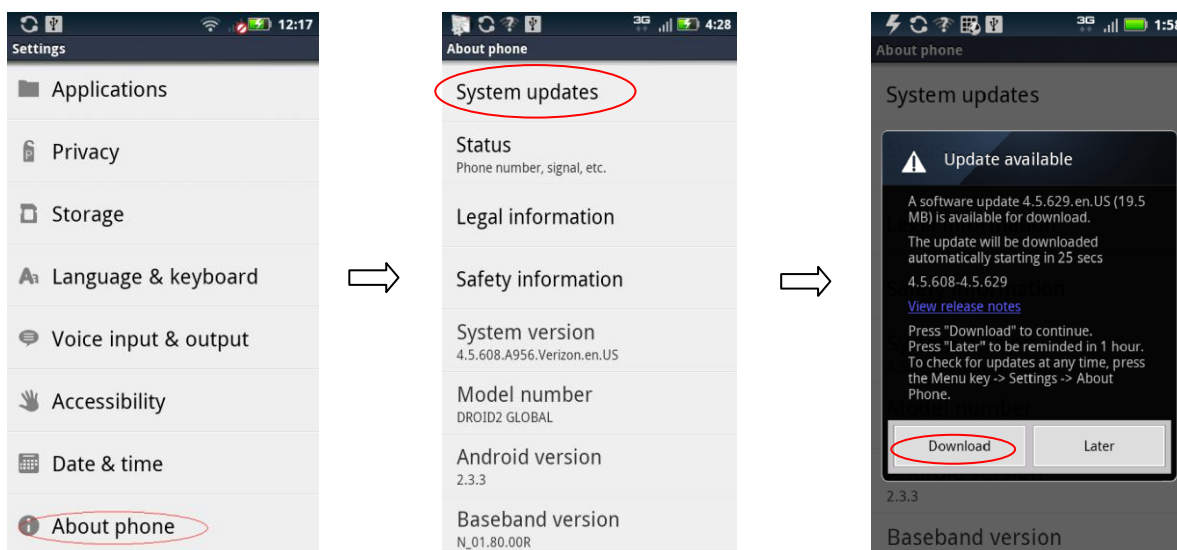
There are two types of OTA software upgrades:

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**.



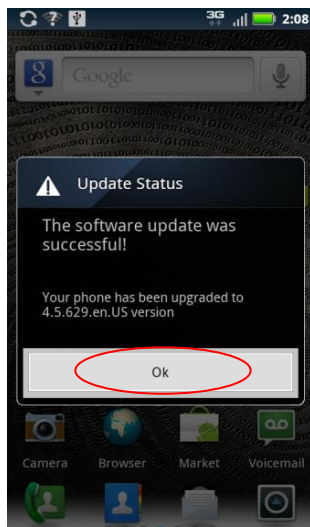
# DROID 2 Global by Motorola Software Upgrade



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**.

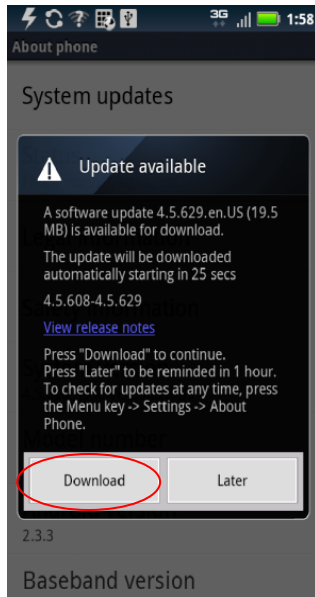


# DROID 2 Global by Motorola Software Upgrade



## OTA Server Initiated

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



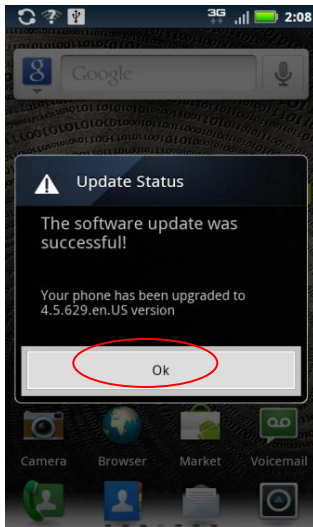
2. Once the download has completed, tap **Install now**. The device will power off and back on and show a progress bar and an installing icon. Once installation is complete the device powers off and back on again, finalizing the installation.



# DROID 2 Global by Motorola Software Upgrade



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. 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](http://www.verizonwireless.com/contactus) .