

Samsung FOTA

Customer Guide GT-I9100



What is FOTA?

- FOTA stands for: **F**irmware **O**ver-**T**he-**A**ir
- You can update the handsets software “over the air”
- No need for connection with PC
- Available both 3G and Wi-Fi networks
(If 3G network, downloading may incur additional charges)

What are FOTA update requirements?

- Stable network status (3G or Wi-Fi)
- Enough battery capacity (More than 50%)
- Enough memory space (At least 100MB in USB storage)
- Samsung account (Create or sign in)
- **DO NOT REMOVE the battery during upgrade**

Steps in this guide

How to check there is enough Battery Power

How to check there is enough Memory

How to check the current SW version in the handset

How to set up connection via Packet data (for use with 3G)

How to connect via Wi-Fi (rather than via Packet Data)

How to perform the FOTA SW upgrade

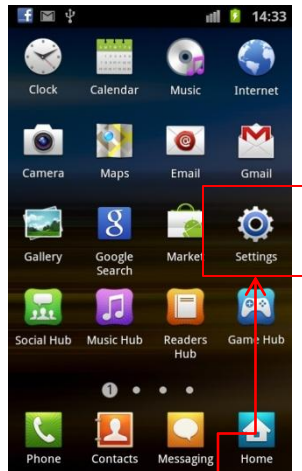
FAQ's – including advice regarding Samsung accounts

Check Battery Power 1/2

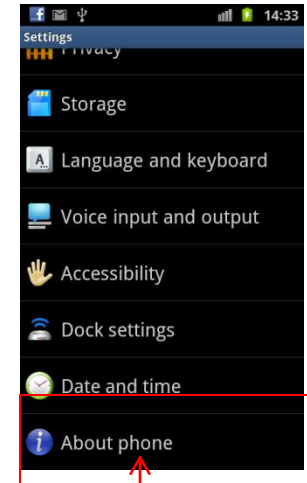
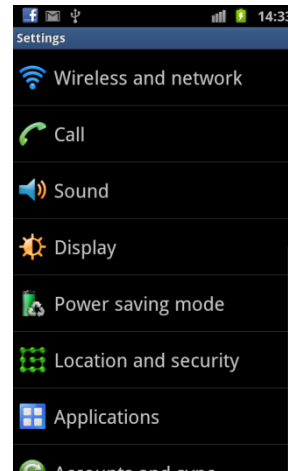
In this guide we are using the Galaxy SII (GT-I9100). If you wish to use to check the **Battery level** first please see steps below:



Tap
on **Applications**

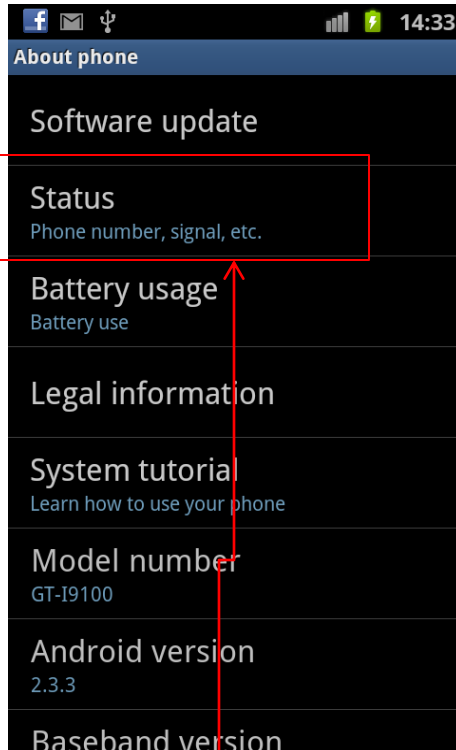


Tap
on **Settings**

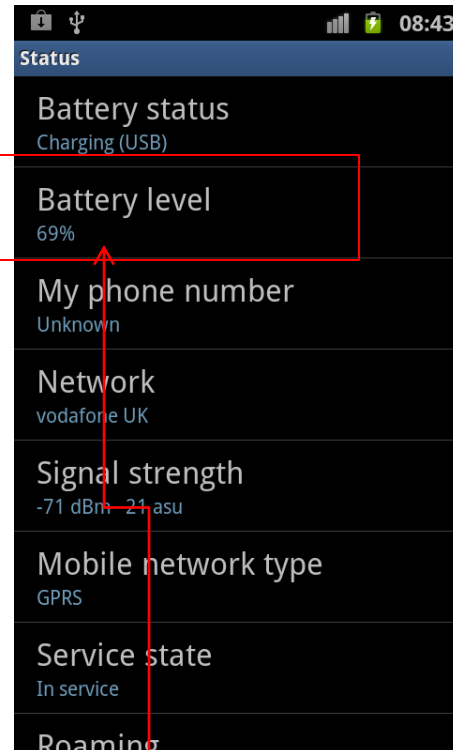


Scroll down the
Screen and Tap
on **about Phone**

Check Battery Power 2/2



Tap
on **Status**



Battery level is displayed.

If battery level
is 50%
of more there
will be enough
Power for the FOTA upgrade

Battery level
69%



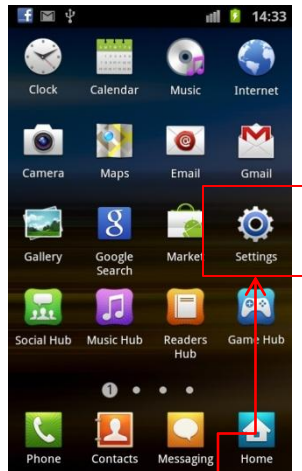
Press the Home key to
return to the main screen

Check Available Memory 1/2

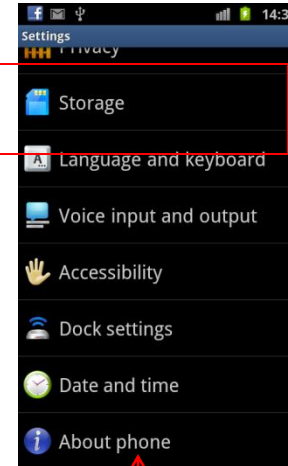
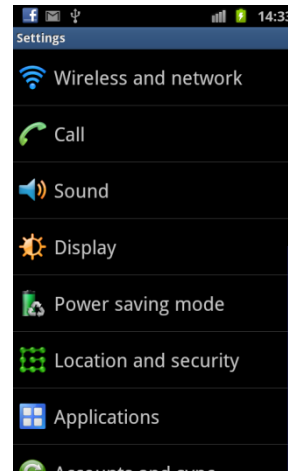
In this guide we are using the Galaxy SII (GT-I9100). If you wish to use to check the **Available Memory** first please see steps below:



Tap
on **Applications**

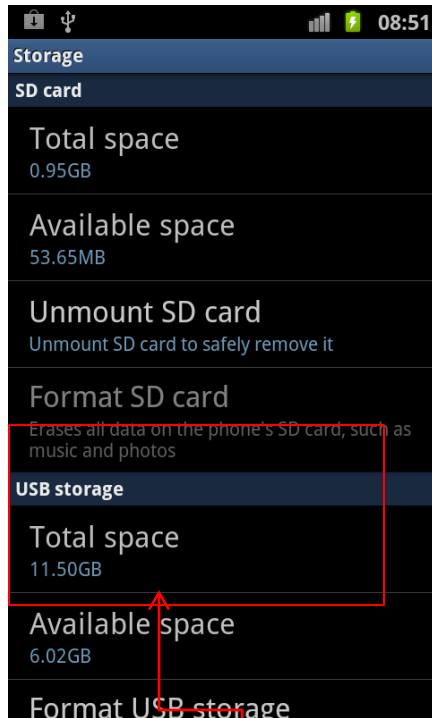


Tap
on **Settings**

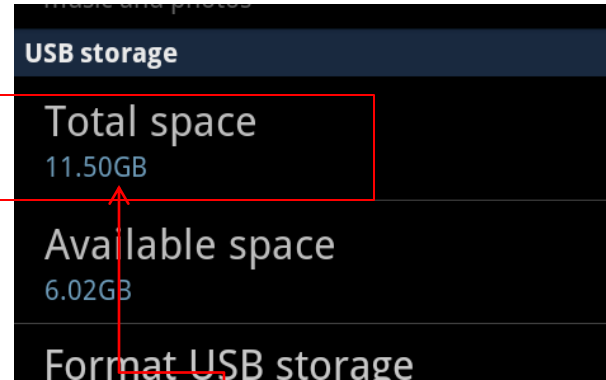


Scroll down the
Screen and Tap
on **Storage**

Check Available Memory 2/2



Check the Total Space
In the USB
Storage memory



Total Space shown here is
11.50GB

Amount of space required
Is up to **100 MB**

**1000 MB = 1GB, so in this example
there is memory space available.**



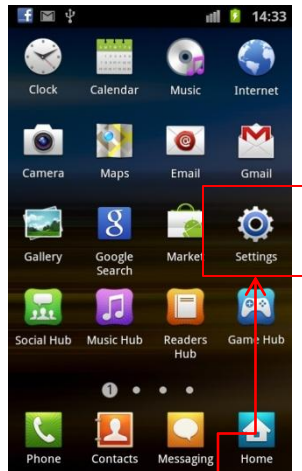
Press the Home key to
return to the main screen

Check current version 1/2

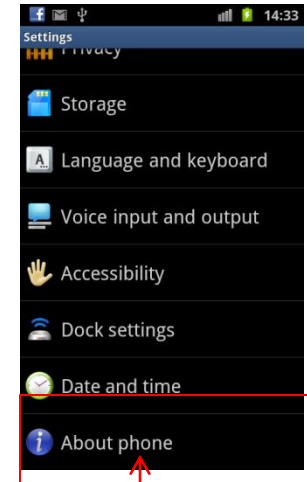
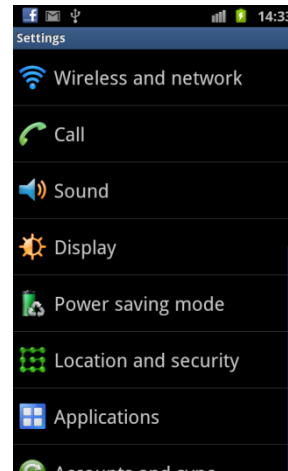
In this guide we are using the Galaxy SII (GT-I9100). If you wish to use to check the **current version** first please see steps below:



Tap
on **Applications**

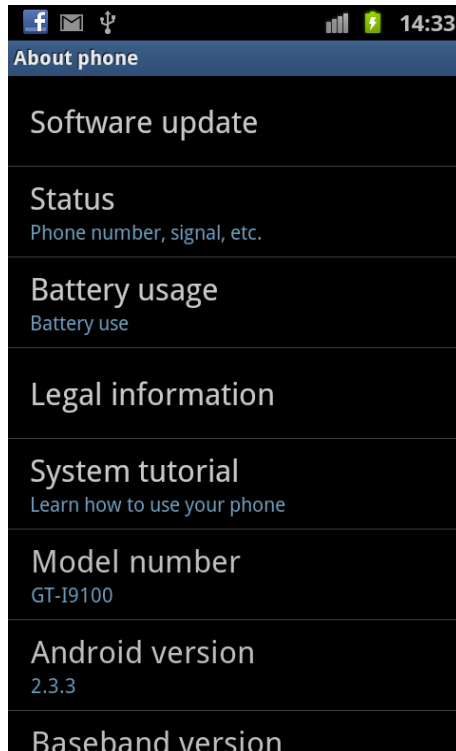


Tap
on **Settings**

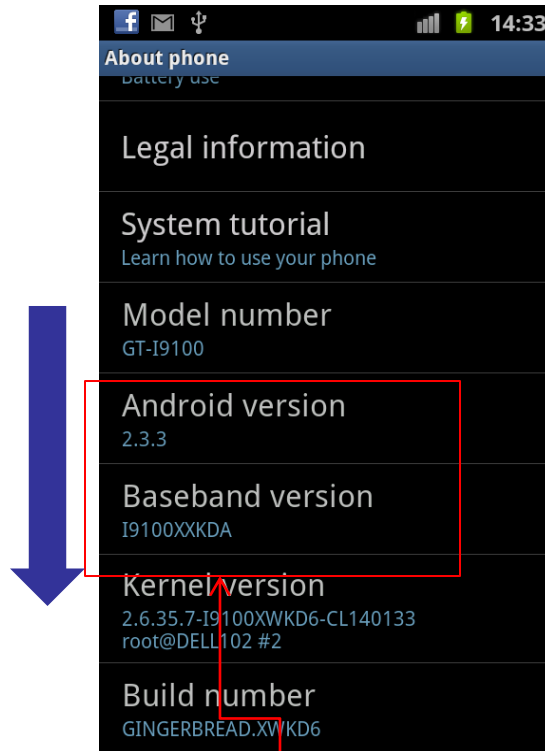


Scroll down the
Screen and Tap
on **about Phone**

Check current version 2/2



The **About Phone** screen



Scroll down the
Screen and you will
see the Android version
and Baseband version



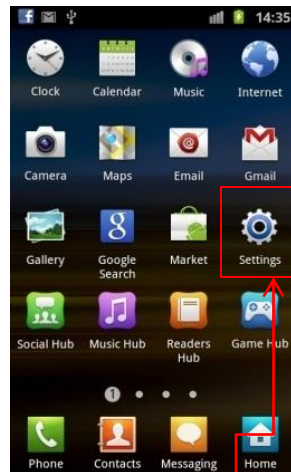
Press the Home key to
return to the main screen

Select connection method – Packet Data 1/2

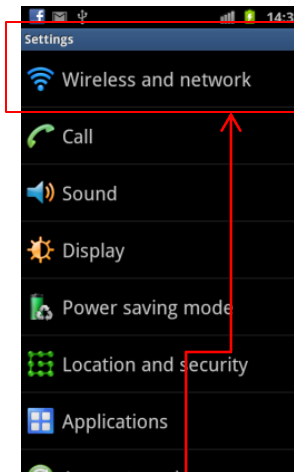
If you wish to use to Packet Data connection (3G) please see steps below to ensure **Data Packet** access is enabled:



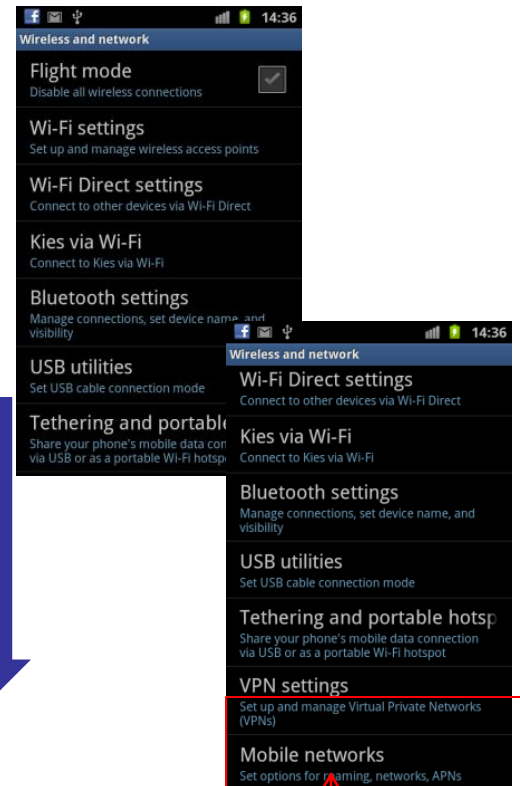
Tap
on **Applications**



Tap
on **Settings**

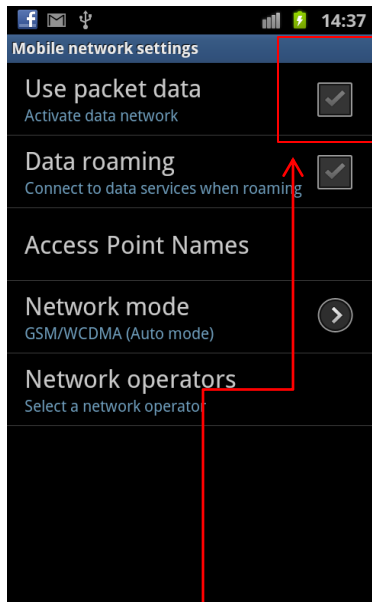


Tap
on **Wireless
and Networks**

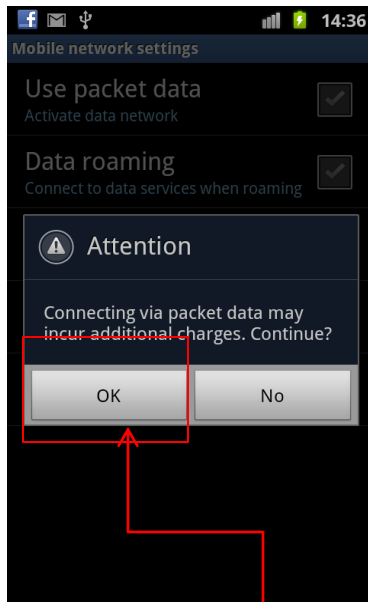


Scroll down the
Screen and Tap
on **Mobile Networks**

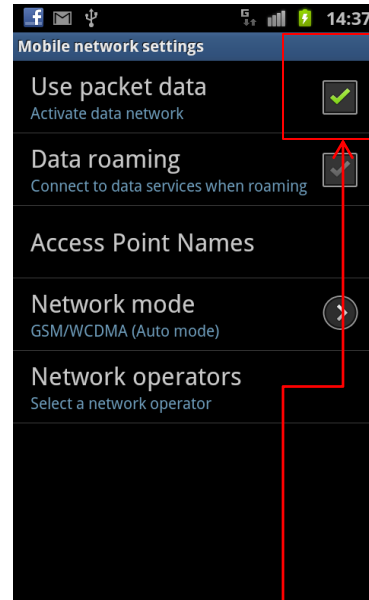
Select connection method – Packet Data 2/2



Tap on **Use packet data**



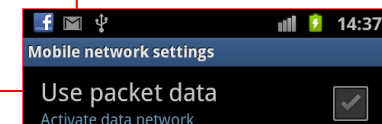
Tap on **OK** – note that if using Packet data you may incur additional depending on the contact you have with Your Network operator



Packet data now enabled.
If you do not wish to use Packet data, leave this box **Un-ticked** and see following section on how to connect device to Wi-Fi



Press the Home key to return to the main screen

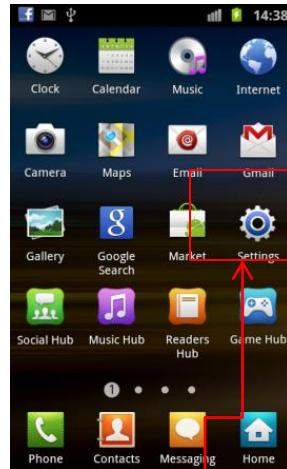


Connect via Wi-Fi 1/2

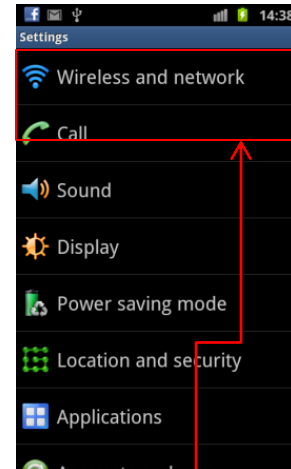
If you wish to use to Wi-Fi, rather than Packet Data please see steps below



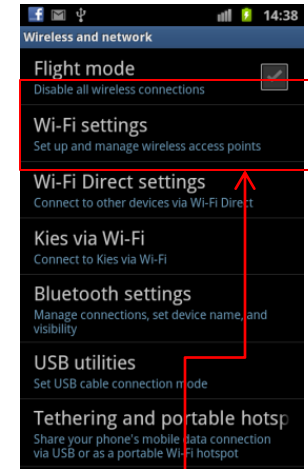
Tap
on **Applications**



Tap
on **Settings**

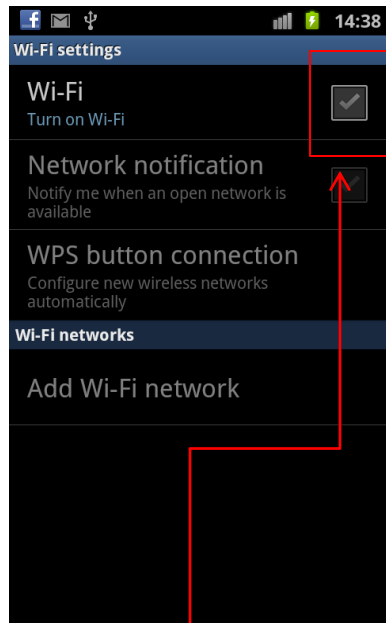


Tap
on **Wireless
and Networks**

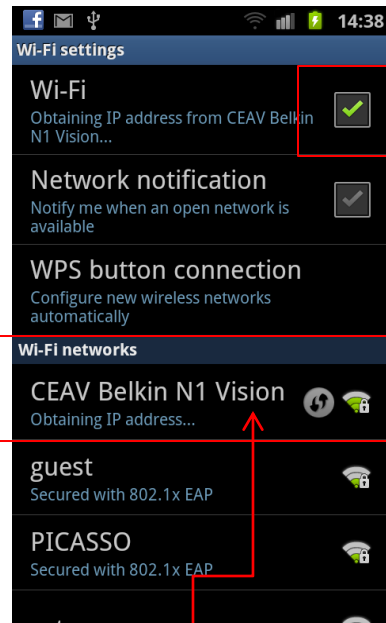


Tap
on **Wi-Fi Settings**

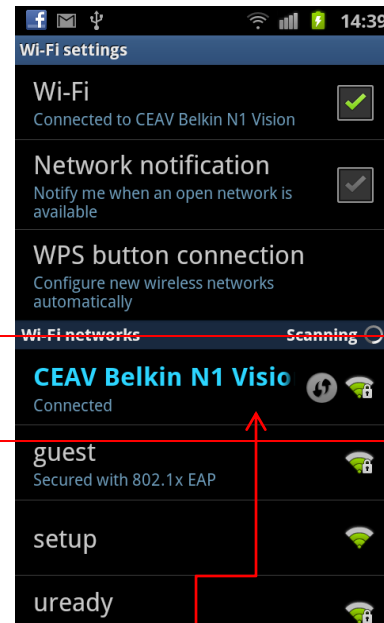
Connect via Wi-Fi 2/2



Tap
on **Wi-Fi Settings**



Tap
on **Wi-Fi network**
you wish to connect
to.*



Wi-Fi network
Connected.

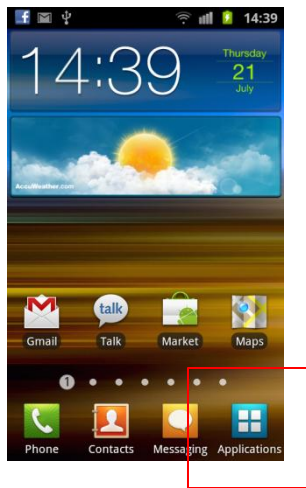


Press the Home
key to
return to the
main screen

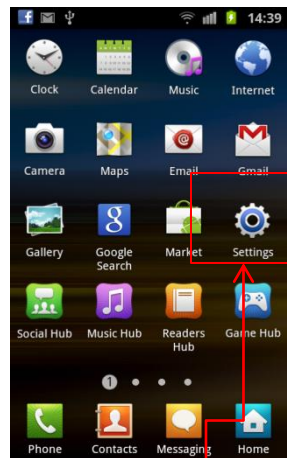
*Note – you may be asked to enter a Password, if connecting to a secure network.
Follow on screen instructions is asked to do so.

Using the FOTA upgrade service 1/5

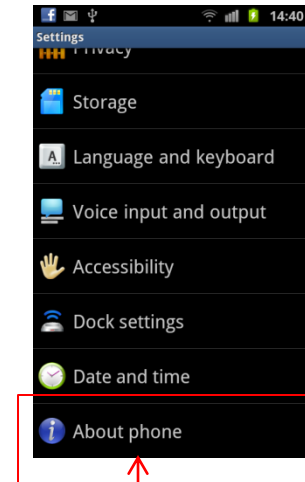
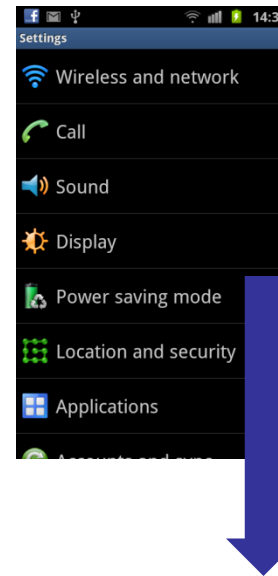
Once handset connected via either Packet Data or Wi-Fi, to perform FOTA SW upgrade please see steps below:



Tap
on **Applications**

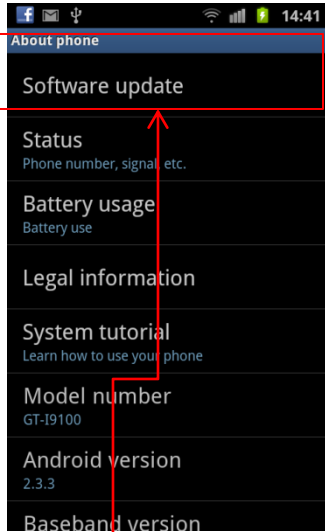


Tap
on **Settings**

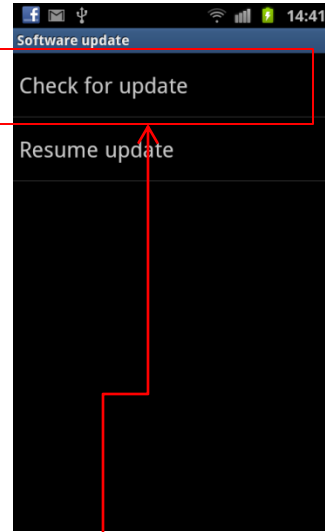


Scroll down the
Screen and Tap
on **about Phone**

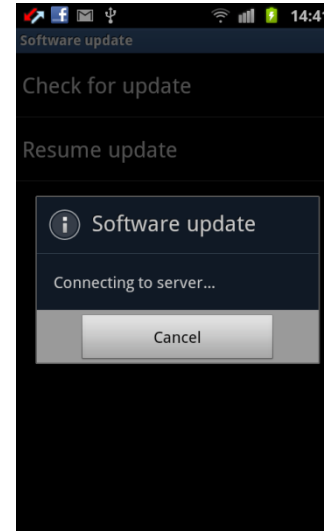
Using the FOTA upgrade service 2/5



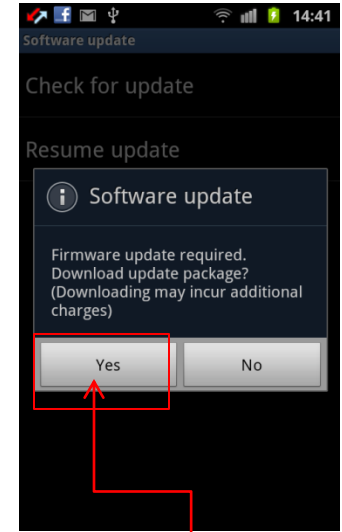
Tap
on **Software
update**



Tap
on **Check
for update**



***Handset will
Check to
See if update
Available.**



**Tap on Yes
To continue with
FOTA upgrade if
Update located.**

Using the FOTA upgrade service 3/5

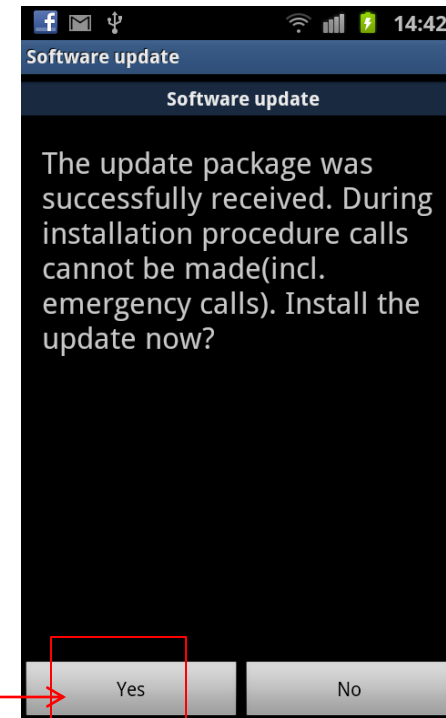
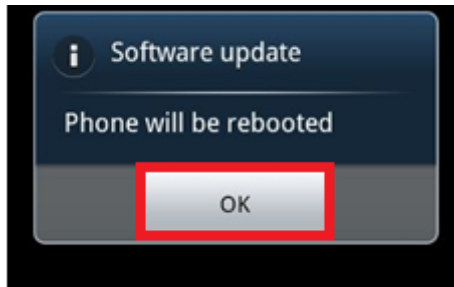
The handset will download the SW package.

The time taken will depend on the method used
To connect (Wi-Fi generally faster than 3G
Subject to speed network operator running)

Once package received, this screen will appear.

Tap on **Yes** to install the update.

The Phone will show as message
To state that it will re-boot (switch off and back
on again)

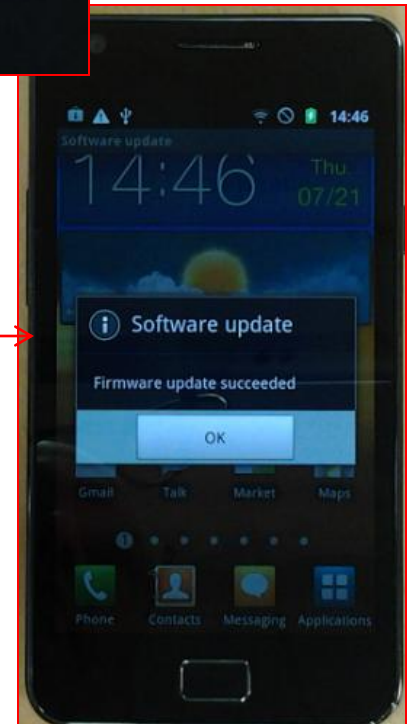


Using the FOTA upgrade service 4/5

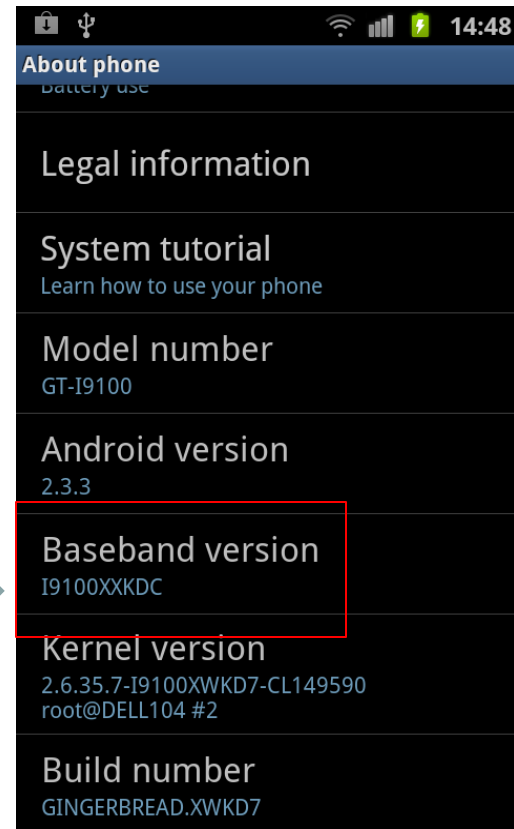
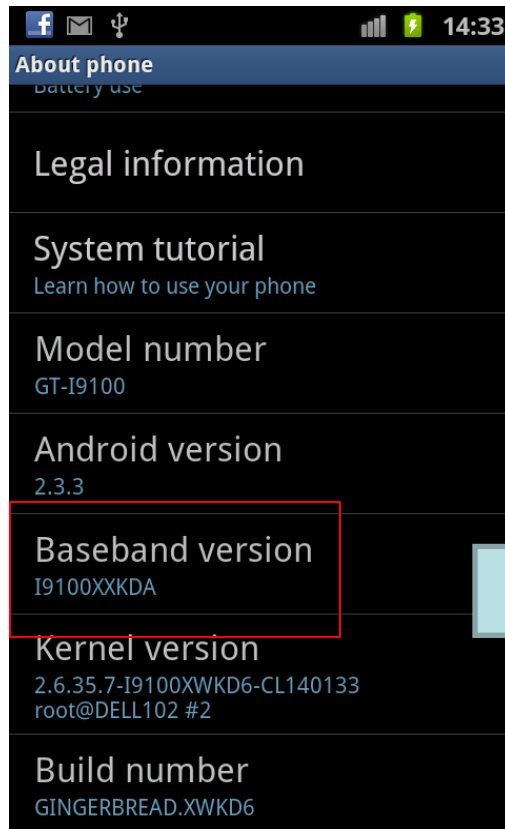
The handset will power up again and finish the installation Process.



Once Power up process completed
There will be a message on the screen
Stating the SW update is complete.



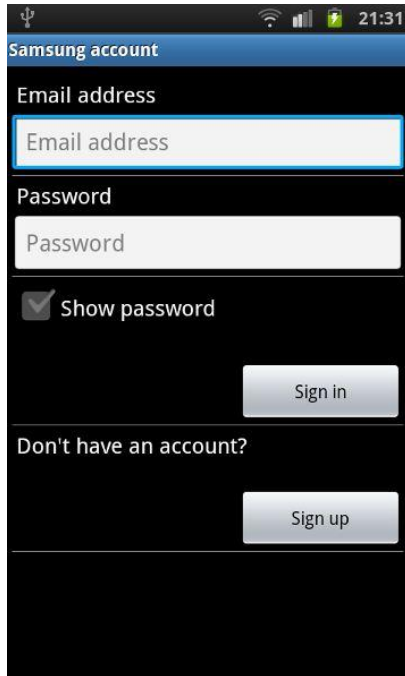
Using the FOTA upgrade service 5/5



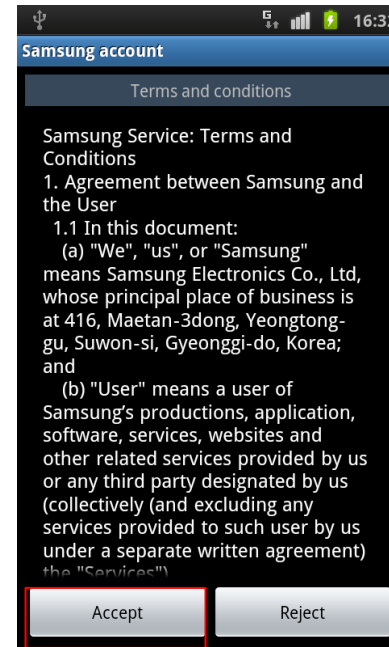
Using the route - Applications > Settings > About Phone, we can see the Baseband Version we can see that the SW has been changed from the level originally in the handset.

FOTA - FAQ: Samsung Account?

When I tapped on Checked for updates I was asked to sign in to my Samsung account?



1. **‘Sign in’** with Samsung account if you have already created one
2. If you don't have Samsung account, touch **‘Sign up’** and create one.



Touch **‘Accept’**

Once signed in to Samsung account (or creation process complete) the handset will revert back to the FOTA upgrade process

FAQ - Samsung account?

Q : There is a step to log-in with Samsung account after selecting 'Check for update' to use FOTA service.

Can I use the account details I used for Samsung Apps account in this step?

A. Yes you can. There are several accounts that share the login / password with the Samsung account:
(e.g. Samsung.com, Samsung Imaging, Samsung Apps, Samsung Dive ...)

Welcome to Samsung

You can use several Samsung services with a Samsung account.
Create your Samsung account today.



Samsung.com
Register your product, manage your warranty and review your service request history. Go to MySamsung or Product Registration in the top navigation.

Samsung Imaging
Official site for Samsung Camera, Samsung Camcorder. Capture your inspiration and share your world.

Samsung Apps
Browse, search and download amazing apps especially developed and carefully selected for your Samsung mobile.

FAQ - Upgrade to Gingerbread? GT-I9000

Q. My device OS is Froyo (e.g. for Galaxy S - GT-I9000) . Is it possible to upgrade to Gingerbread via FOTA?

A : No. First, you have to upgrade to Gingerbread

via home download service with KIES program where SW upgrade is available for your model to that SW level.

After that, you can use FOTA service when you upgrade to new S/W.

Will I lose my data?



Q. I have a lot of data stored in my handset e.g. contacts, images, applications etc. Is all this data is removed after SW upgrade via FOTA?

A. No. User data is reserved.

But we highly recommend that user backs data up wherever possible before any kind of SW upgrade like home download via FOTA (or KIES).

FAQ - Will I be charged for using FOTA?

Q. When I upgrade SW via FOTA through 3G Packet Data (& not via my Wi-Fi network at home) will I be charged for data connection during downloading?

A. It depends on the policy / contract you have from your network operator for your Data plan. So please contact your network operator.

FAQ - No update available?



Q. When I select 'check update' menu to use FOTA, 'No update available' pop-up happened. How can I solve this?

A. This message means that the handsets are already updated the latest software or there is no further software update.

So this is normal operation – not a fault.

The header of the slide features a dark blue background. On the right side, there is a faint, light blue outline of a world map. Overlaid on this background are several lines of white binary code (0s and 1s) in a monospaced font.

END