



It is important that you follow these instructions to ensure your device is updated properly.

Requirements for Performing Upgrade

You will need the following to perform this software upgrade

COMPUTER:

- Desktop/Laptop Computer running Microsoft Windows XP with Service Pack 2(Home or Professional), Windows Vista (Home, Premium, Business, or Ultimate), or Windows 7.
- 200MB open hard disk space.
- All Firewall & Anti-Virus Programs should be temporarily disabled until the update process is completed.
- Administrative privileges required to download & install software.
- Available USB Port
 - Direct connection of the USB cable to the computer's USB port is strongly advised. The use of a USB hub or docking station is NOT recommended.

PHONE: Fully charged battery

OTHER: USB data cable

Important

WARNING: You will be unable to use your Samsung Moment during the upgrade process. This upgrade is only valid for the Samsung Moment, SPH-M900. Do not perform this update for any other handset.

Check the current version of your phone's software before proceeding:

1. From the **Main** screen on your handset, press **Menu**
2. Tap **Settings**
3. Tap **About Phone**
4. The software version will be listed under the **Baseband Version** heading and will be in the formation of "S:M900.X.XX.XXXX"
5. If the Baseband Version is **S:M900.8.OS.DE03** you do not need to perform this software update. Your handset is on the latest build already
6. If the Baseband Version is not the version noted in 5 above, proceed with backing up your information before performing the software update

Back Up your Information First

The upgrade process will **Erase ALL User Data** from the device. Please ensure that all critical information has been **Backed Up** before applying this upgrade. Please **Remove Your microSD Memory Card** before you start the update process.

- Gmail and Moxier Mail Contacts and Calendar on your SPH-M900 Moment are stored remotely on the Google and Microsoft Exchange server. After the upgrade, you can log back into your Gmail and Moxier Mail accounts to retrieve your information.
- Pictures, music, video, and files are stored on your microSD Memory Card. Please remove your microSD Memory card before you start the update process.
- Text messages on your handset will be lost. To save important text messages, you can forward it to an email address.
 1. Tap the **Applications Tab** and then tap **Messaging**
 2. Select text message that you want to save.
 3. Hard press the text message. You will see a menu to Forward the message.
- Any installed applications downloaded from the Android market must be re-installed. To re-download applications follow the steps below:
 1. Tap the **Applications Tab** and then tap **Market**
 2. If prompted, sign in with your Google account credentials
 3. Tap My Downloads
Paid applications will populate the list shown. Free applications will have to be searched for again and downloaded manually.

This Upgrade Tool is **Not Compatible** with any other handset.

NOTE: Remove all previously installed Samsung New PC Studio and Samsung Drivers before installing this software update tool: Previously installed Samsung New PC Studio and Samsung Drivers may interfere with the software upgrade. Please remove them before installing the Software Upgrade tool.

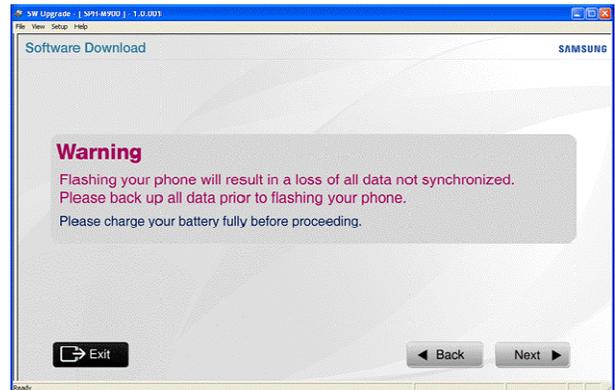
Step 1: Installing the Software Update Tool

1. Download the executable file to your desktop.
2. Double click on the icon downloaded to your desktop to begin the process. The InstallShield Wizard will install SamsungSimpleDL on your computer. Select **Next>** to continue.
3. Click **Install** to begin the installation. The InstallShield Wizard is now installing SamsungSimpleDL. When the InstallShield Wizard has successfully installed the SamsungSimpleDL. Click **Finish**.
4. Please close down all programs running on your computer and remove any disks from their drives. Select **Yes, I want to restart my computer now** and Select **Finish**.
5. Upon restarting your computer, you should see a new icon installed on your Desktop.



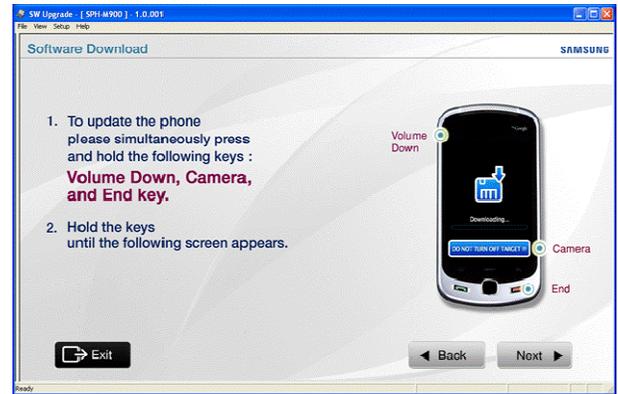
Step 2: Downloading the Software Upgrade to your Samsung Moment

1. After your PC comes back up from the restart, click on the **SWUpgrade** icon on your Desktop.
2. After reading the End User License Agreement, check the button “I accept the terms...” and then select **Next**.
3. A warning will prompt you to synchronize the data on your handset and to charge your battery fully before proceeding with the software upgrade. Select **Next** after these steps have been performed.
4. Following the onscreen instructions, remove the back cover from your phone off and take out the battery. Put the battery back in the phone and put the cover back on. Select **Next** on the Software Upgrade tool.



- Put the phone in Download Mode by simultaneously pressing and holding the Volume Down, Camera, and End keys on your handset. Hold the keys until the following screen appears. Select **Next**.

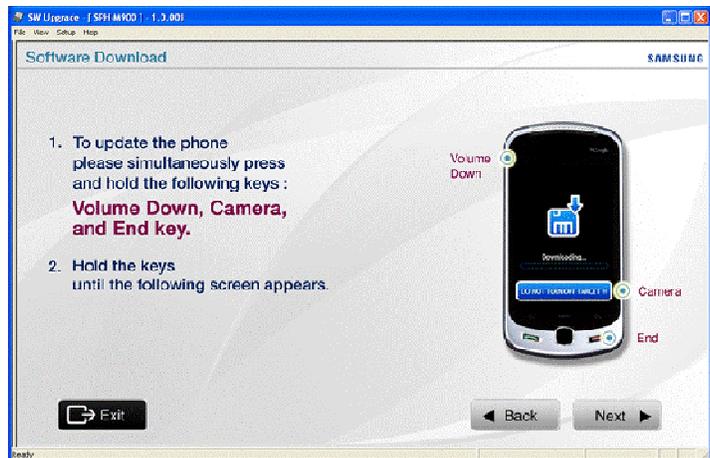
NOTE: When instructed to simultaneously press and hold the Volume Down, Camera and End keys (download mode), it is important to press the End Key LAST. This will ensure you do not turn on the phone before the other two buttons are pressed. If you see a Samsung logo on the phone's display when you do this, you will need to pull the battery and try again.



- Attach the USB cable from the computer to the handset.
- After plugging the USB cable from the handset to the computer, if the USB drivers are successfully detected and installed, there will be a message on the bottom left hand corner that shows **Ready**. On the bottom right hand corner, it will show **COM Connected**. Select **Next**.
- The device drivers are now installed. Unplug the USB cable from the computer and the handset. Select **Next**.
- Take the back cover from the phone off and remove battery. Put the battery back in the phone and put the cover back on. Select **Next** on the Software Upgrade tool.

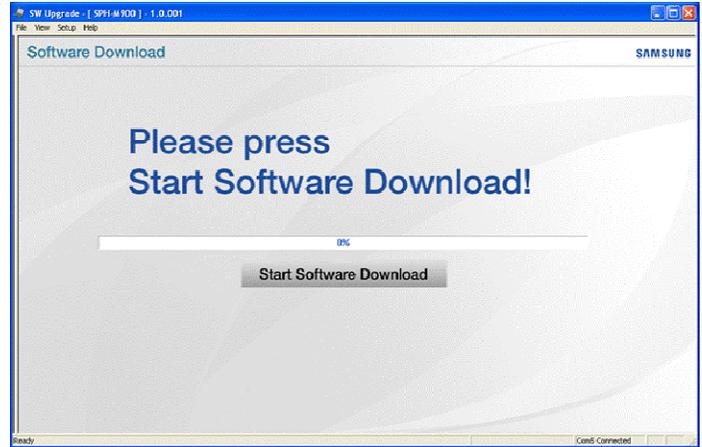
- For the second time in the process, put the phone in Download Mode by simultaneously pressing and holding the Volume Down, Camera, and End Keys on your handset (remember to press the End Key last). Hold the keys until the following screen appears. Select **Next**.

NOTE: You do need to perform this step a second time in order to install the update properly.

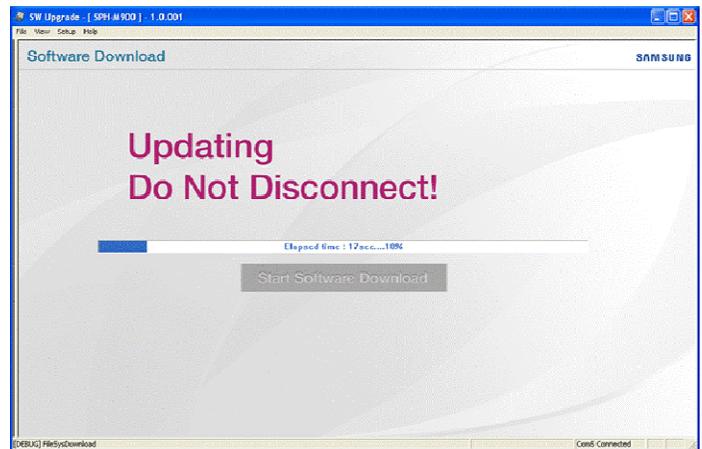


- Attach the USB cable from the computer to the handset again. To ensure that the drivers were detected, a message on the bottom left hand corner shows **Ready**. On the bottom right hand corner, it will show **COM Connected**. Select **Next**.

12. Press **Start Software Download** button to start the upgrade process.
13. **IMPORTANT: Do not disconnect the USB cable from the computer or the handset. The handset may become inoperable if disconnected during the upgrade process.**



14. The blue bar will show the progress of the software upgrade.
15. A popup message will show that the software upgrade is complete. Select **OK**.



16. Click the  at the top right hand corner to close the Software Upgrade tool.
17. The phone will restart after the software upgrade.

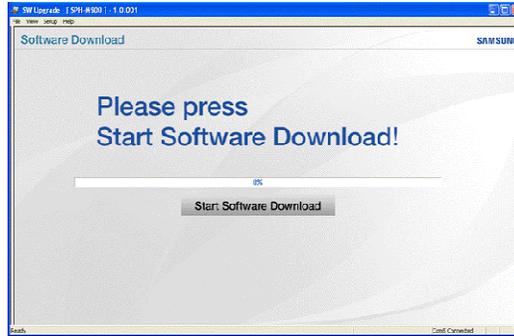
Step 3: Verifying the Samsung Moment Software Version on your Handset

1. After completing the upgrade, please verify the software on the phone is accurate:
 1. From the **Main** screen, press **Menu**
 2. Tap **Settings**
 3. Tap **About Phone**
 4. The software version will be listed under the **Baseband version** heading and will be in the format of **S:M900.8.OS.DE03**

Frequently Asked Questions

- **Is the Upgrade For My Moment SPH-M900 Moment Free Of Charge?**
 - At this time, the upgrade is free for SPH-M900 Moment.
- **How Long Will The Upgrade Be Available For Free On My SPH-M900 Moment?**
 - Currently, there is no plan to remove the upgrade after this initial release.
- **If I Have Problems Upgrading My SPH-M900 Moment, Can I Take It to My Local Sprint Store?**
 - Samsung Technical Care & Sprint are here to help with the upgrade. Please contact 888-987-HELP (4357) or 888-211-4727 respectively.
- **If I Decide I Do Not Like the Update for My SPH-M900 Moment Can I Reload (CJ05 or CL14) Software?**
 - It is not recommended to regress backwards to a previous software load. Any attempts to perform a regression may render the handset inoperable.
- **What Can I Do If I Cannot Establish A Connection Between The Software Update Tool And My Phone?**
 - Remove the data cable from the phone and reconnect it
 - Remove the data cable from the computer and reconnect it into a different USB port.
 - Troubleshooting--Please try following the steps below if you are still experiencing issues.
 - Disconnect the USB cable from the handset.
 - Take the back cover off the phone and remove battery.
 - Put the battery back in the phone and put the cover back on.
 - Simultaneously press and hold the following keys on the Phone: Volume Down, Camera, and End keys.
 - Hold the Keys down until the following screen appears.
 - Reconnect USB cable to the handset.
- **What Can I Do If I My Handset Is Stuck At This Screen And I Cannot Update My Handset?**
 - Verify that you do not have any preinstalled Samsung drivers. Click on this link to verify. **How Do I Remove Previously Installed Samsung USB Drivers?**
(http://ars.samsung.com/customer/usa/jsp/faqs/faqs_view_us.jsp?SITE_ID=22&PG_ID=2&PROD_SUB_ID=557&PROD_ID=559&AT_ID=230546)





- **What Can I Do If I Accidentally Disconnect My Handset From The USB Cable During The Software Upgrade Process?**
 - Disconnect the USB cable from the computer and handset
 - Restart **Step 2 Downloading Of The Software Upgrade(DE03) To the Phone**