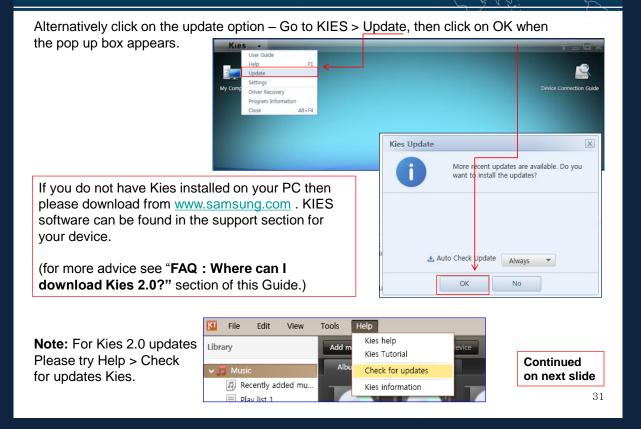


FAQ : Firmware update is not wor	king in Kies (1/20)				
Q1: I can't get handset Firmware updates when I connect my handset to PC via KIES. Please see below check point.					
<ul> <li>If you are using Kies 2.0, check is</li> </ul>	I need to upgrade KIES to Version 2.0 if it is the latest version or not o get further handset firmware* upgrades				
(*Note: where further upgrades have been r To Update to the latest version of Kies, laun through updating process					
Kies Update         X           More recent updates are available. Do you want to install the updates?	Samsung Kies         ×           A new version of Samsung Kies (2.0.0.11023_38) is available.         Do you want to update to the latest version now?				
Auto Check Update Always     Kies 1.5	Do not ask me again Update Cancel Continued next slide				





### FAQ : Firmware update is not working in Kies (2/20)







#### FAQ : Firmware update is not working in Kies (3/20)

#### Step 2.

If you are using a **Desktop PC (not a Laptop or Notebook)**, then connect the USB cable to rear USB port in the Desktop PC.

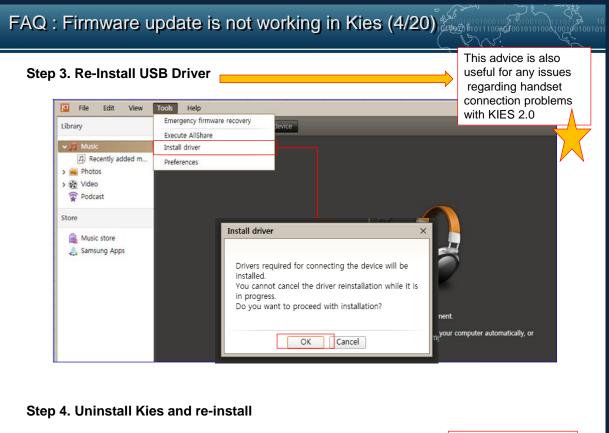
Avoid using the front USB port.

If you are using a Notebook device, change the USB port and try again.

Reason for above advice: Connection stability is related to USB port.











FAQ : Firmware update is not working in Kies (5/20) - Where can I download Kies 2.0 uninstall file

#### Step 5: Where can I download Kies 2.0 uninstall toll?

A: You can download KIES SW from samsung.com (Support section).

Select your mobile name / number as applicable and go to Download > Software.

	Most Activ » How do I ba					
Downloads Firm	• SAMSUNG H • User Manua	ow if my GT-S8500 is co upport ((Froyo version) (24 Dec	mpatible with my BL 11) 2010) SAF	figure Phot	on A	
Manuals   Softwa	re♥		Cho	ose your langi	Jage All	*
0S *	Version	Description	Release Date	Size(MB)	Language	File
Win XP/Vista/Windows 7	1.0	Uninstall program	19 Nov, 2010	0.09	MULTI LANGUAGE	> 🝙
Win XP/Vista/Windows 7	2.0.0.11011_16_5	SAMSUNG Kies,PC Sync	06 Jan, 2011	97.81	MULTI LANGUAGE	1
	Manuals   Softwa	User Manua     User Manua     Osvnloads     Firmware Update     Fr Manuals     Software     Version     Win     XPAvista/Windows     1.0     7     Win	User Manual(Froyo version) (24 Dec     User Manual(Froyo version) (24 Dec     Downloads Firmware Update FAQs How-to Guid     Manuals   Software     Version Description     Win     XP/rista/Windows 1.0 Uninstall program     Win     XP/rista/Windows 2.0.0.11011.16.5 SAMSUNG Kies, PC	User Manual(Froyo version) (24 Dec, 2010)     SAI     SAI     Software     Version     Versi     Version     Version     Version     Versi     Version     Ve	User Manual(Froyo version) (24 Dec, 2010)     SAR Informatic     SAR Informatic     Downloads Firmware Update FAQs How-to Guides Troubleshooting     Manuals   Software     Choose your large     Choose your large     OS * Version Description A A     A     Win     XPV/istAWindows 1.0 Uninstal program 19 Nov, 2010 0.09     Win     XPV/istAWindows 2.0.0.11011 16.5 SAMSUNG Kies,PC 06. Jan. 2011 97.61	User Manual(Froyo version) (24 Dec, 2010)     Compute Phone     SAR Information     SAR Information     SAR Information     SAR Information     Section      Section

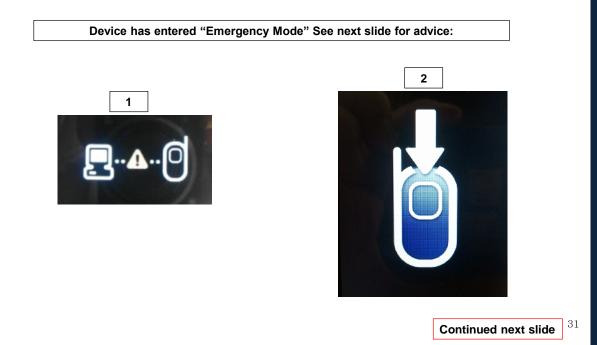
For more information: see section in this Guide: How to un-install KIES





### FAQ : Firmware update is not working in Kies (6/20)

**Q2.** If firmware update failed and phone is not working and displays a picture as shown below in the pictures below, what do I do?







### FAQ : Firmware update is not working in Kies (7/20)

**A.** You can attempt to recover your phone when in emergency mode. follow the steps below:

Exit Kies and launch Kies again. Remove and insert battery, then power on

(1) You will see a pop-up notice "Emergency Firmware Recover

Failed to upgrade firmware for some devices. Do you want to run firmware emergency recovery now? % The recovery code can be found in Tools > Firmware Emergency: Recovery menu later.

Emergency recovery Cancel

Firmware emergency recovery

Please follow the steps to attempt the Emergency Firmware recovery as they appear on the screen.

(Note please ensure handset battery is fully charged before attempting procedure).

(If the pop ups do not appear you can find the Emergency Firmware recovery function by going to Tools > Emergency Firmware Recovery menu

🔨 File Edit	View	Tools	Help	
Connected devices		Emergency firmware recovery		informatio
		Install driver		
🗸 🗾 GT-19000	×	Prefe	erences	data on th
🔽 Contacts		Export to PC lets you save your device		
🎵 Music			Export to PC lets you sa	ive your device s

31



# FAQ : Firmware update is not working in Kies (8/20)

#### (2) Enter Emergency recovery tool

			×
Firmware emergency recovery			~
If the firmware upgrade fails to complete, the device will appear in the list below. Please run emergency recovery to complete the firmware upgrade.			
	Emergency recovery	using the recovery code.	
List of devices requiring emergency	List of devices requiring emergency recovery		
Device name : GT-I9000 Date when firmware upgrade failed Recovery code : 0ol0uoqvcspqveh		Emergency recovery	
	Close		

Continued next slide

32





FAQ : Firmware	e update is not working in Kies (	
(3) Plug-in Update	will begin	
I	Plugin Update ×	
	Plugin Update	
	Please do not disconnect the cable connected to the PC.	
	18%	
	Cancel	
		Continued next slide <sup>31</sup>





Firmware emergency recovery	×
Caution	
Firmware emergency recovery for 'GT-I9000' will now start. Only connect the device you want to recover. Disconnect all A USB 2.0 cable is required for devices that only support to	
Please follow the steps below to proceed with emergency re	acovery.
<ol> <li>Disconnect the device from the cable, remove the batt it.</li> <li>Make sure that the device is turned off.</li> <li>Switch the device to Recovery mode, and then reconn - To switch to Recovery mode. press 'Power' button while</li> </ol>	nect the cable.
$\ensuremath{\boxtimes}$ I have read all of the above information.	
Allow saving of information To help us identify, analyse and resolve any errors that occur if necessary, we would like to save your phone number on o	
No information other than the phone number will be saved - Allow your phone number to be saved?	





FAQ : Firm	ware update is not w	orking in Kies (	11/20)
(5) Firmwar	e upgrade commences		
	Firmware upgrade	GT-19000 Ver. 11.01.04.04	
	Firmware upgrade progress 'GT-19000' firmware upgrade in progress Please do not disconnect the cable connected to the Pr	26%	
			Continued next slide <sup>31</sup>





## FAQ : Firmware update is not working in Kies (12/20)

#### (6) Completed

Firmware upgrade	GT-19000 Ver. 11.01.04.04	Firmware upgrade	GT-I9000 Ver. 11.01.04.04
Firmware upgrade progress		Firmware upgrade complete	
'GT-19000' firmware upgrade in progress Please do not disconnect the cable connected to the PC.		Firmware upgrade of 'GT-I9000' succ Restart the device. Disconnect and re	
	26%	Firmware upgrade information Device name : GT-19000 Service name : GT-19000 Softwa Service version : PDAJP3 / PHON Service description :	ire Update EJP2 / CSCJP3
Cancel		≍ Restore data to last backup before	upgrade was performed.

#### Continued next slide <sup>31</sup>



### FAQ : Firmware update is not working in Kies (13/20)

Q3. If firmware update failed continuously in emergency mode,

A. Try it on another PC after writing down the Recovery Code: Follow the steps below

(1) First Run Emergency firmware recovery in your PC

👫 File Edit	View	Tools	Help	
Connected devices		Emergency firmware recovery		informatio
connected devices		Insta	Install driver	
🗸 🚺 GT-19000	×	Preferences		data on t
🔽 Contacts 🎜 Music			Export to PC lets you sa	





# FAQ : Firmware update is not working in Kies (14/20)

#### (2) Remember – write down the Recovery code for use later

Firmware emergency recovery	×	1
	complete, the device will appear in the list below. to complete the firmware upgrade.	
List of devices requiring emerge	Emergency recovery using the recovery code.	
Device name : GT-I9000 Date when firmware upgrade Recovery code : 0ol0uoqvcsp		
	Close	





## FAQ : Firmware update is not working in Kies (15/20)

#### (3) Run Kies on the other PC and enter Emergency firmware recovery



Continued next slide <sup>31</sup>





<ul> <li>(4) Enter 'Emergency recovery using the recovery code'</li> <li>Input Recovery code</li> <li>Click 'Emergency recovery</li> <li>Firmware ungrade fails to complete, the device will appear in the list below.</li> <li>Please run emergency recovery to complete the firmware upgrade.</li> <li>List of devices requiring emergency recovery using the recovery code</li> <li>Firmware emergency recovery to complete the firmware upgrade.</li> <li>Firmware emergency recovery to complete the firmware upgrade.</li> <li>Firmware emergency recovery to complete the firmware upgrade.</li> <li>List of devices requiring emergency recovery using the recovery code</li> <li>Firmware emergency recovery.</li> <li>Firmware emergency recovery.</li> <li>Recovery code from the previous PC</li> <li>Vervice name : GT-1900</li> <li>South antching recovery?</li> <li>Confirm Cancel</li> <li>Conse</li> </ul>	FAQ : Firmware update is not working in Kies	
If the firmware upgrade fails to complete, the device will appear in the list below. Please run emergency recovery to complete the firmware upgrade. Emergency recovery using the recovery code. List of devices requiring emergency recovery Firmware emergency recovery Please enter the recovery code from the previous PC to run emergency recovery. Recovery code : pol0uoqvcspqveh4 Confirm Cancel Close	- Input Recovery code	
Please run emergency recovery to complete the firmware upgrade. Emergency recovery using the recovery code. List of devices requiring emergency recovery Firmware emergency recovery Please enter the recovery code from the previous PC to run emergency recovery. Recovery code : polouoqvcspqveh4 Confirm Cancel Close	Firmware emergency recovery ×	
Please enter the recovery code from the previous PC to run emergency recovery. Recovery code : pol0uoqvcspqveh4 Confirm Cancel Close	Please run emergency recovery to complete the firmware upgrade.          Emergency recovery using the recovery code.         List of devices requiring emergency recovery	
	Please enter the recovery code from the previous PC to run emergency recovery. V Recovery code : pol0uoqvcspqveh4 Confirm Cancel	GT-19000 g recovery information. o run emergency recovery?





FAQ : Firmware	e update is not working in Kies (	(17/20) 01100 0010100 00100101010101010101010
(5) Plug-in Update	e will begin	
	Plugin Update ×	
	Plugin Update	
	Please do not disconnect the cable connected to the PC.	
	18%	
	Cancel	
		Continued next slide 31





## FAQ : Firmware update is not working in Kies (18/20)

#### (6) Start Upgrade – follow on screen instructions

Caution	
Only connect the device you	y for 'GT-I9000' will now start. want to recover. Disconnect all other devices. d for devices that only support USB 2.0.
Please follow the steps below	v to proceed with emergency recovery.
it. 2. Make sure that the de 3. Switch the device to R	from the cable, remove the battery from the device, and then reinsert vice is turned off. ecovery mode, and then reconnect the cable. mode, press 'Power' button while holding down the volume control ' <b>v</b> '
✓ I have read all of the abo	ve information.
if necessary, we would like to	nd resolve any errors that occur during firmware upgrade, and to contact you o save your phone number on our server for 2 years. In phone number will be saved and it will not be used for any other purposes. It is be saved?
	Start upgrade Cancel





FAQ : Firmy	ware update is not w	orking in Kies (19	
(7) Firmware	upgrade commences		
	Firmware upgrade	GT-19000 Ver. 11.01.04.04	
	Firmware upgrade progress 'GT-19000' firmware upgrade in progress Please do not disconnect the cable connected to the PC	26%	
			Continued next slide 31





## FAQ : Firmware update is not working in Kies (20/20)

#### (8) Completed

Firmware upgrade	GT-19000 Ver. 11.01.04.04 ×	Firmware upgrade	GT-19000 Ver. 11.01.04.04 ×
Firmware upgrade progress 'GT-19000' firmware upgrade in progress Please do not disconnect the cable connected to t	the PC.	Firmware upgrade complete Firmware upgrade of 'GT-19000' successfully completed. Restart the device. Disconnect and reconnect the cable.	
	26%	Firmware upgrade information Device name : GT-19000 Service name : GT-19000 Software Service version : PDAJP3 / PHONEJ Service description :	
		≍ Restore data to last backup before u	pgrade was performed.