

This Information Bulletin describes the process for upgrading the SGH-I896 Galaxy S Captivate to FROYO 2.2 operating system.

For assistance or questions relating this process please contact Samsung Social Hub Support at 1-888-751-4078 or email at [sh.support@samsung.com](mailto:sh.support@samsung.com). Hours of operation: 8:30 am – 8:00 pm, Monday to Friday

## Software Enhancement:

- Froyo 2.2 upgrade

## Equipment Requirement:

- Samsung Kies, version 1.5.3.10113\_29 or later
- Data Link Cable, APCBU10BBE.
- PC with standard USB port and the following system requirements.

Minimum system requirements	Description
OS	Windows XP, Windows Vista, Windows 7
CPU	Intel® Pentium 1.8 GHz processor or higher (recommended)
Minimum memory (RAM) size	1.00 GB (recommended)
Free hard drive space	At least 500 MB
Screen resolution	1024 X 768 (600), 32 bit or above
Required software	.Net Framework 3.5 SP1 Windows Media Player 10 or later ActiveSync(Windows XP), Device Center (Windows Vista) DirectX 9.0C

## Getting Samsung Kies:

To get the latest version of Samsung Kies, visit the [http://www.samsung.com/ca/consumer/mobile/mobile-phones/all-phones/SGH-I896ZKARWC/index.idx?pagetype=prd\\_detail&tab=support](http://www.samsung.com/ca/consumer/mobile/mobile-phones/all-phones/SGH-I896ZKARWC/index.idx?pagetype=prd_detail&tab=support) and download Kies to a folder on your PC desktop.



**On Your PC** [Download Kies](#)

Wide view allows you to browse applications with ease.

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## Installing Samsung Kies:

1. Verify that no previous version of Samsung Kies is installed on PC. If a previous version of Samsung Kies is installed, please remove before proceeding with Kies installation.



→ All Programs → Samsung → Kies → Uninstall Kies → wait for Kies program to be removed.

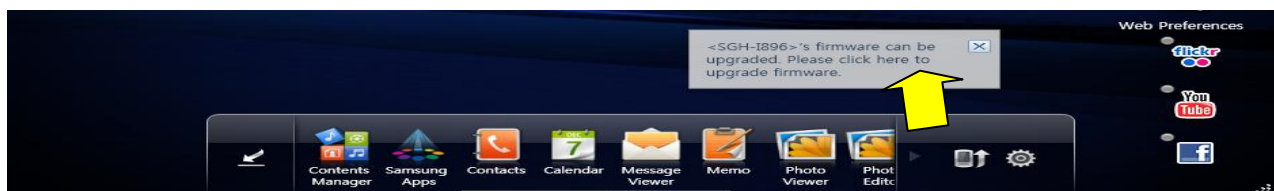
2. Open Samsung Kies folder on PC desktop and double click Kies icon to install program.
3. Once Samsung Kies program is installed, program will launch.

## Galaxy S Captivate Software Upgrade Procedure:

1. Run Samsung Kies program.
2. Connect data cable to PC USB port.
3. Power on device and connect to data cable.
4. Wait for Samsung Kies to recognize the device.



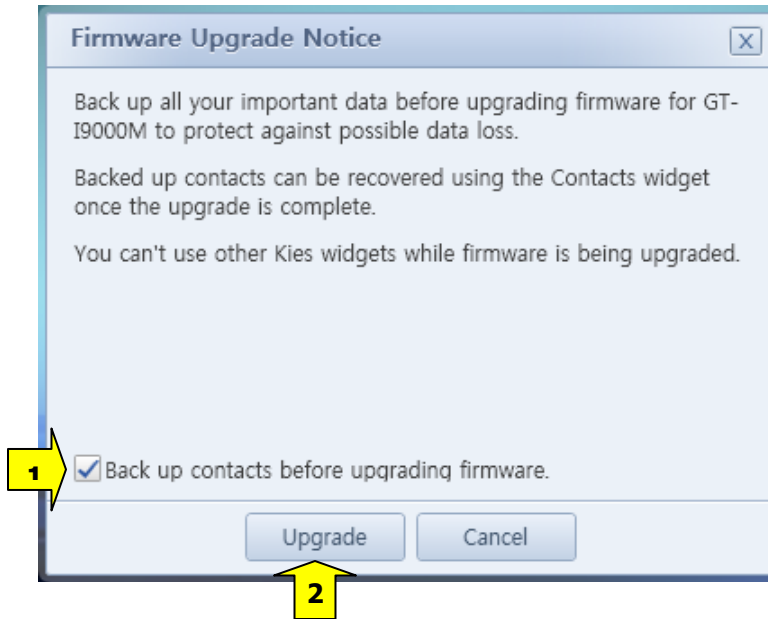
5. Samsung Kies will display pop-up icon to alert that there is a software update available. Click pop-up icon to begin software upgrade process.



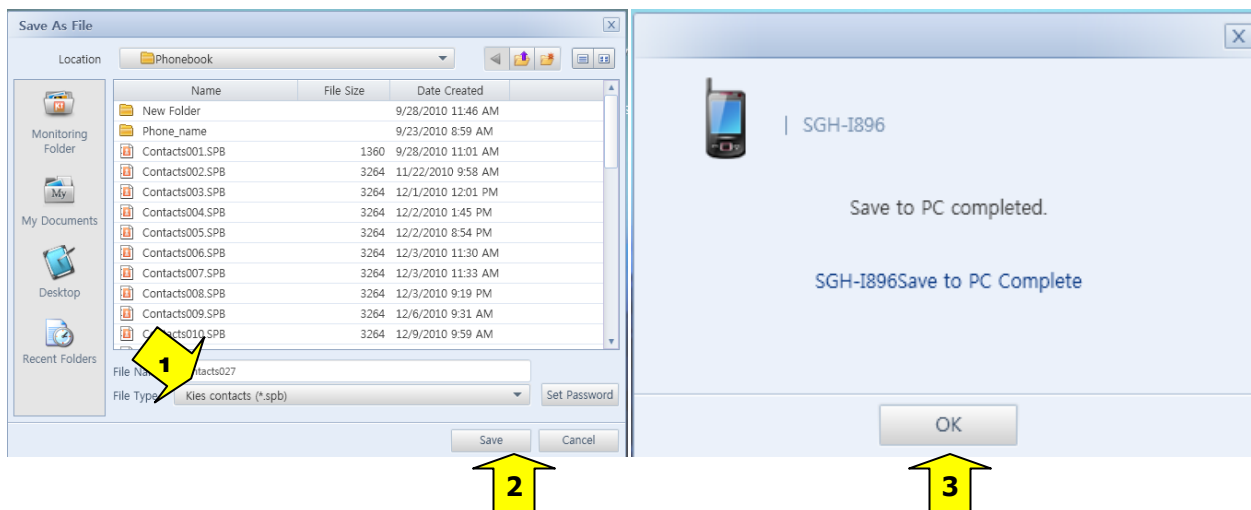
6. If the above software update notification icon does not display, click Firmware upgrade icon.



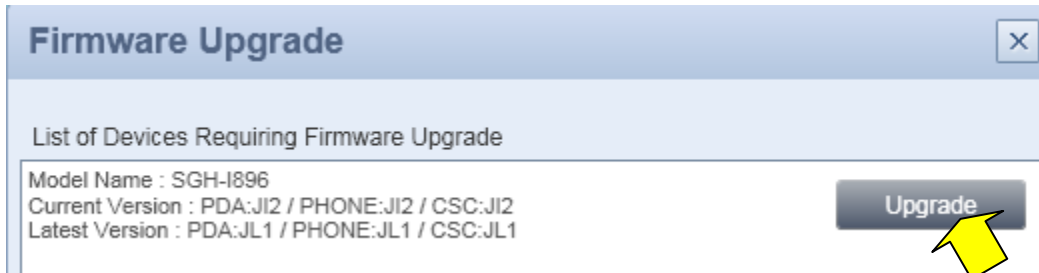
- To backup you contact data, ensure that the **“Back up you contacts before upgrading firmware”** box is checked and click **“Upgrade”**.



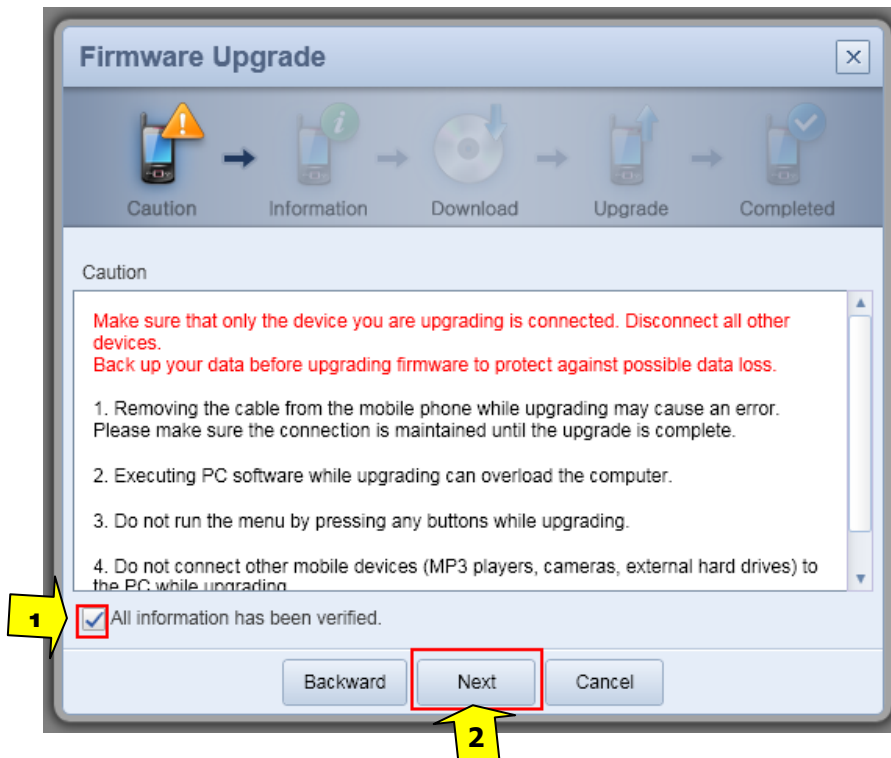
- Name phonebook file and click **“Save”**.



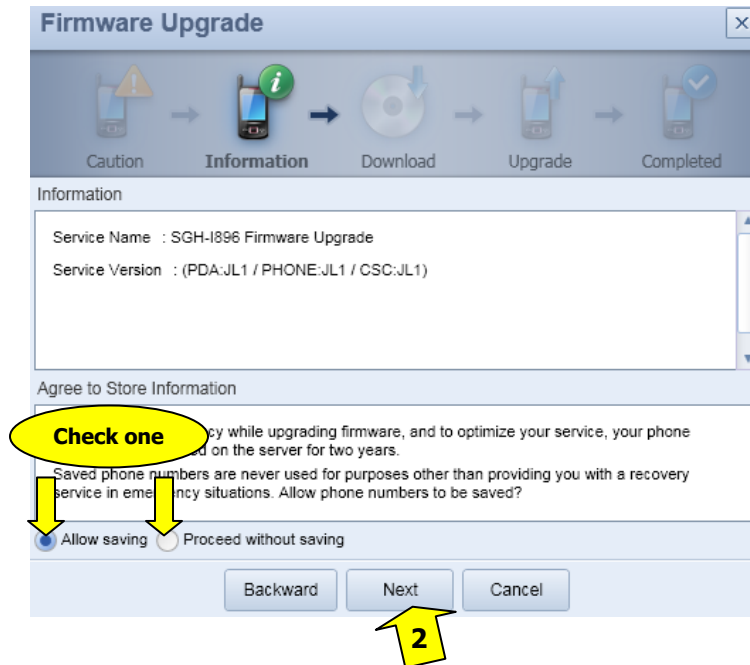
9. If Kies determines that a software upgrade is required/available, the following windows will be displayed. Click **“Upgrade”**.



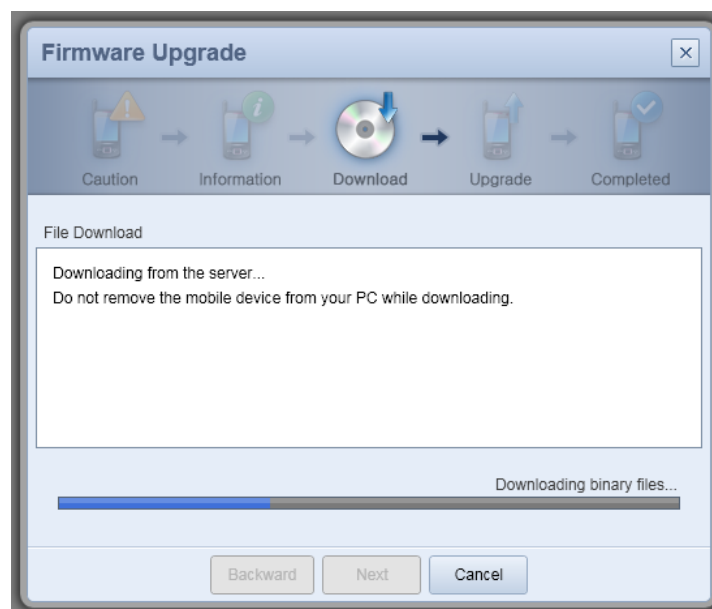
10. Review caution screen and click **“All information has been verified”** and click **“Next”**.



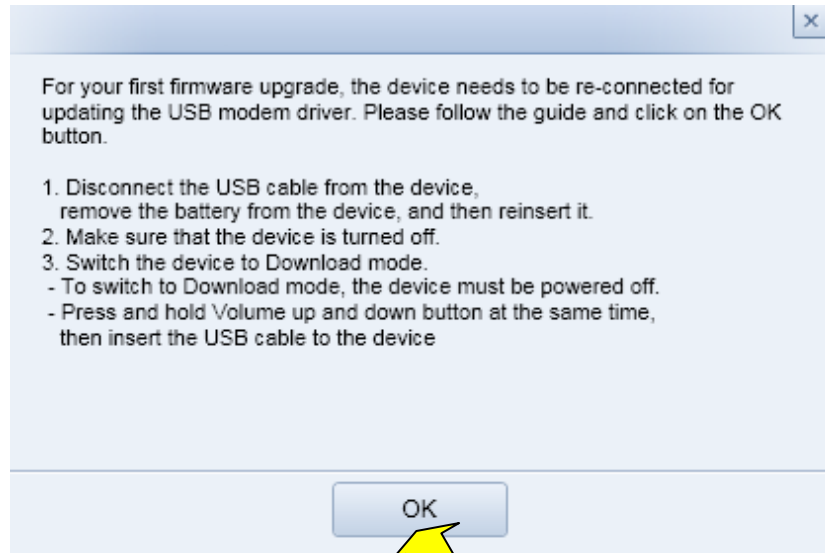
11. To select option to save contacts to Kies server, check **“Allow saving”** box and click **“Next”**. To skip option to save contacts to Kies server, check **“Proceed without saving”** box and click **“Next”**. This is recommended in case the Firmware update is not successful, phonebook data will not be lost.



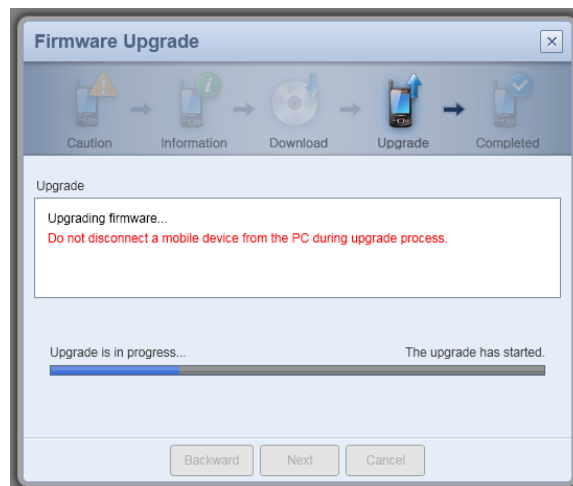
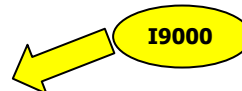
12. Software being downloaded from Kies server. Note this process can up to 45 minutes.



13. If below screen appears, follow instructions to put device into Download Mode and press OK.



14. Once the software has been downloaded from Kies server, Froyo 2.2 upgrade will start.



15. After upgrade is complete, device will reboot. Click “Close” to exit Kies.

