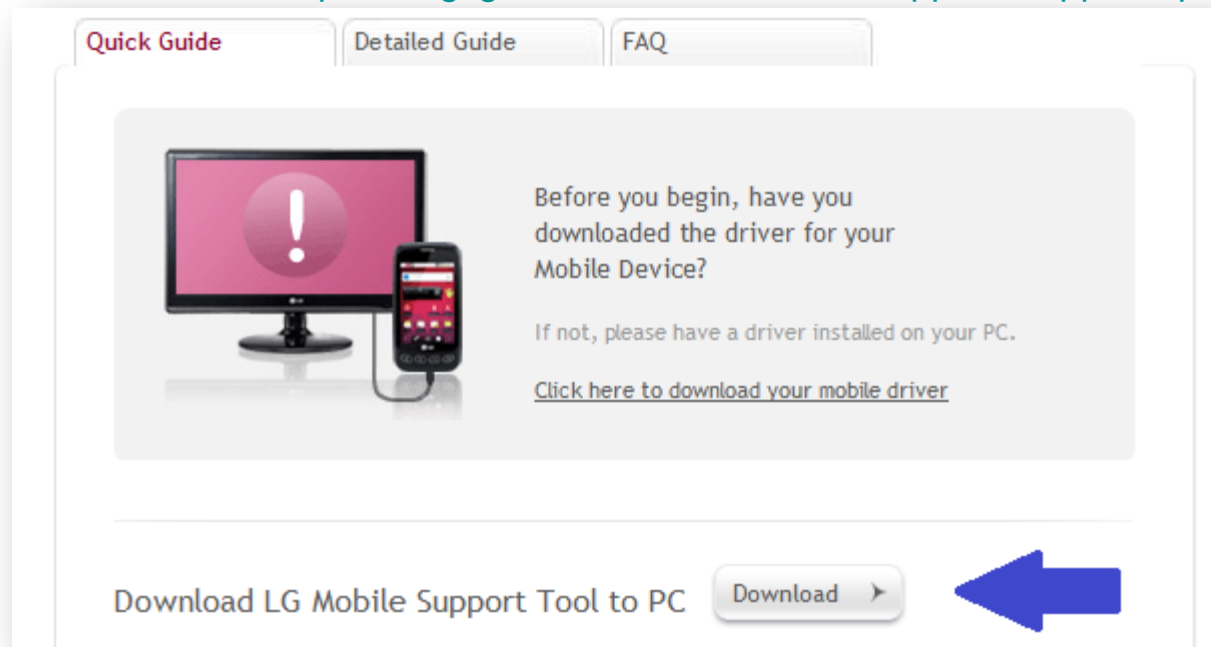


# Software Update Instructions for the LG Esteem

**03.08.2012**

# Before you Begin

- **Before beginning the update, make sure that all other programs are closed, and the phone is not connected to the computer.**
1. Go to: <http://www.lg.com/us/support/mobile-devices/phone-support>
  2. Click **Download** (next to Download LG Mobile Support Tool to PC).
  3. Direct link to download: <http://csmg.lgmobile.com:9002/client/app/B2CAppSetup.exe>



Quick Guide Detailed Guide FAQ

Before you begin, have you downloaded the driver for your Mobile Device?

If not, please have a driver installed on your PC.

[Click here to download your mobile driver](#)

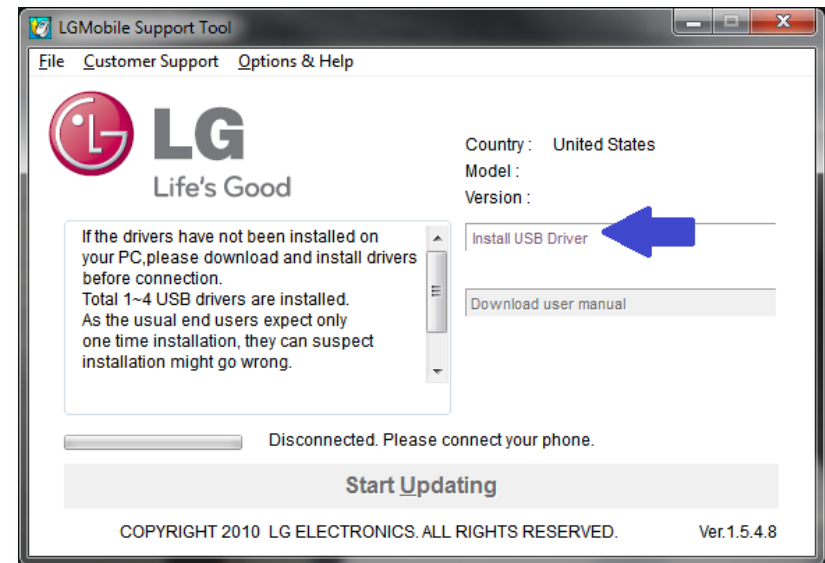

Download LG Mobile Support Tool to PC Download ▶

# LG Mobile Support Tool Installation

3. Install the LG Mobile Support Tool (B2CAppSetup.exe).
4. When the installation completes, the LG Mobile Support Tool will open automatically.
5. Click **Install USB Driver**.

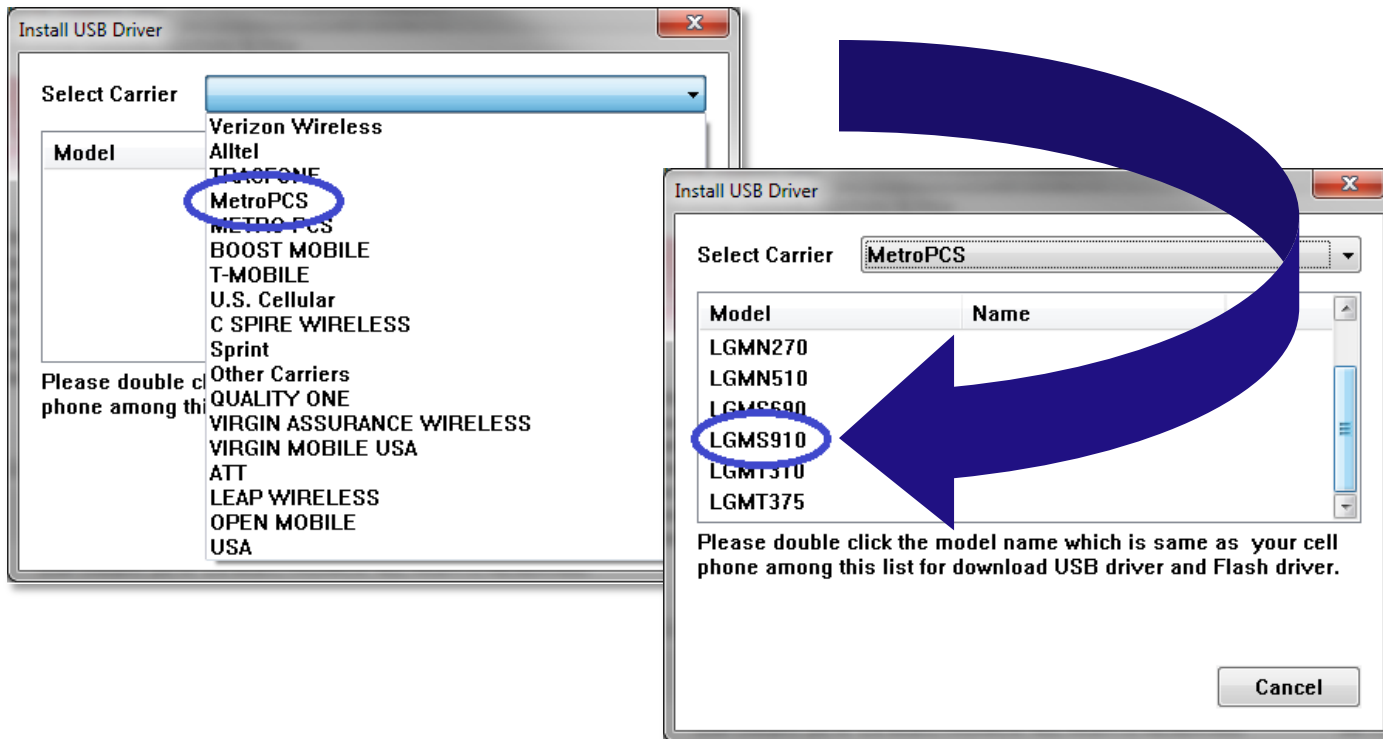


Checking for New LGMobile update program.  
Please wait for application to load.



# USB Driver Download

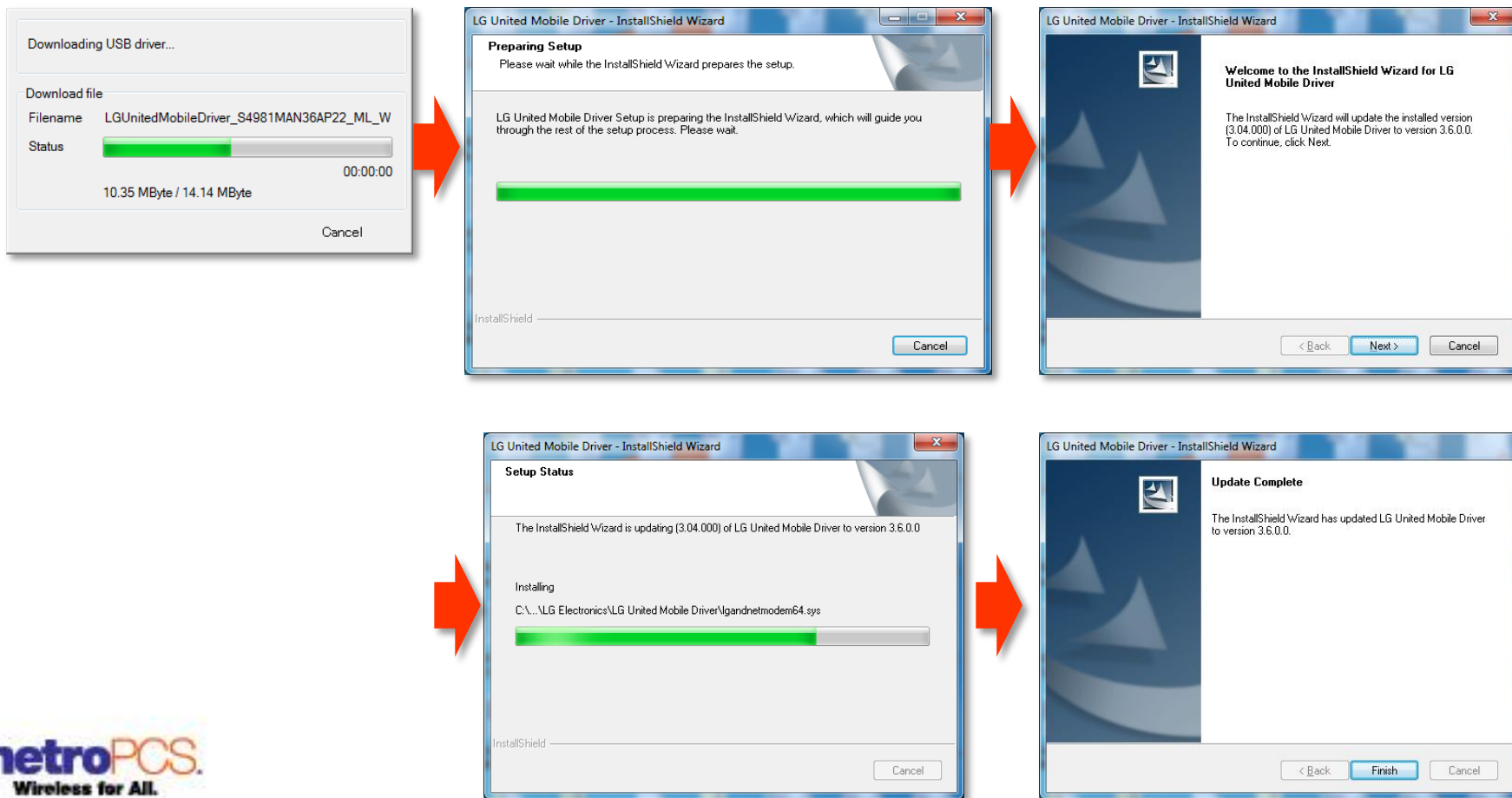
6. Select **MetroPCS** from the drop down list and then double-click **LGMS910** to download the USB drivers.



# USB Driver Installation

7. Follow the prompts in the LG United Mobile Driver installation wizard to install drivers. This may take several minutes.

**Note: two zip files might open automatically after the USB driver installation is complete. You don't need to install these files, feel free to close them.**



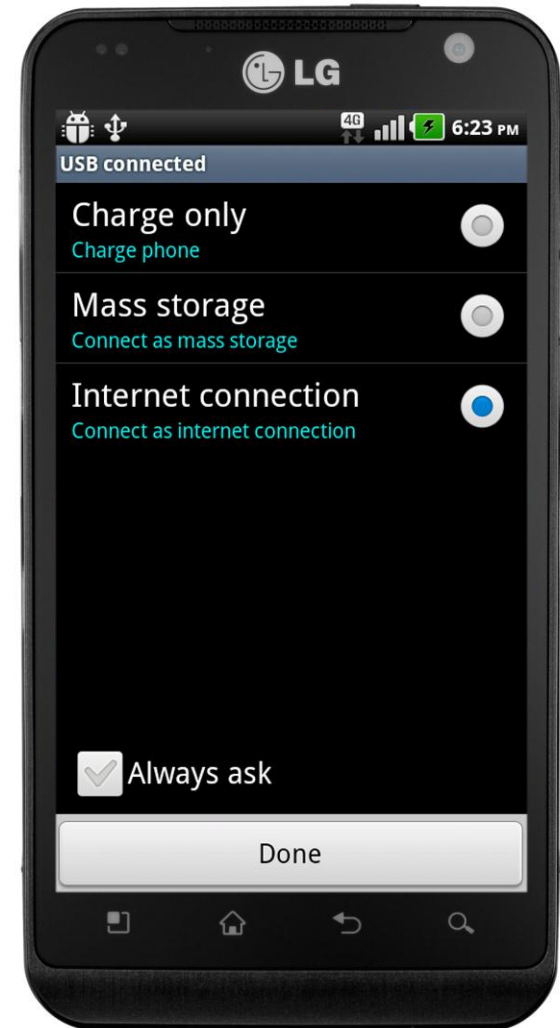
# Connecting the Phone to the Computer

8. Connect your LG Esteem to the PC using the USB cable that came in the box.
9. In the notifications tray on the phone, select the USB connected notification and change the USB mode to **Internet Connection** and press **Done**.



10. Wait until all device USB drivers are installed.

Note: If the following error displays, “**Device driver software was not successfully installed**”, see Troubleshooting page.



# Starting the Phone Update

11. Once the USB drivers are properly installed, **Start Updating** will turn red. To begin the update, click **Start Updating**.



- **DO NOT** disconnect or turn off the handset until the update is completed.
- Depending on the internet connection, the update will take anywhere from 20 – 30 minutes to complete.

# Phone Update

- The Mobile Support Tool will begin the update. Click **Exit** when complete.

The image displays three sequential screenshots of the LG Mobile Phone Software Update process, illustrating the progress from analysis to completion. A large blue arrow points from the first screenshot to the third.

**Screenshot 1 (Left):** The interface shows the "PHONE UPDATE" screen with the "UPDATE" step highlighted. The text reads: "Running the LG Mobile Phone Software Update", "During LG Mobile Phone Software Update, canceling, calling or sending messages is unavailable.", and "Do not disconnect your phone until Update is completed." The progress bar shows the update is in progress. The bottom of the screen displays "Life 's Good" and "COPYRIGHT 2010".

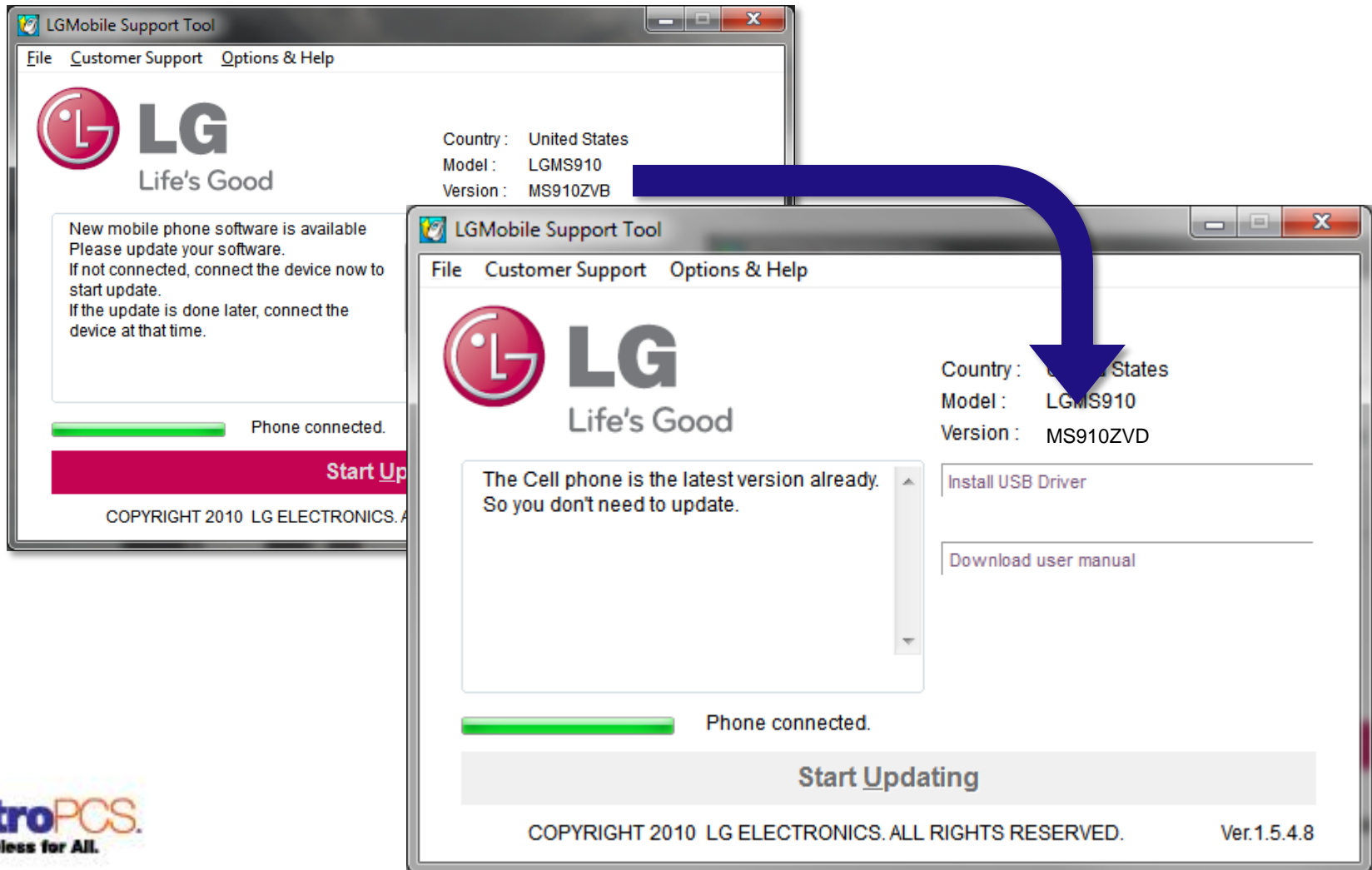
**Screenshot 2 (Middle):** The interface shows the "PHONE UPDATE" screen with the "UPDATE" step highlighted. The text reads: "Running the LG Mobile Phone Software Update", "During LG Mobile Phone Software Update, canceling, calling or sending messages is unavailable.", and "Do not disconnect your phone until Update is completed." The progress bar shows the update is in progress. The bottom of the screen displays "Life 's Good" and "COPYRIGHT 2010".

**Screenshot 3 (Right):** The interface shows the "PHONE UPDATE" screen with the "COMPLETE" step highlighted. The text reads: "LG Mobile Phone Software Update completed", "Elapsed time : 00:19:17", and "Exit". The bottom of the screen displays "Life 's Good" and "COPYRIGHT 2010 LG ELECTRONICS. ALL RIGHTS RESERVED.".



# Update Complete

- The current software versions are **MS910ZVA**, **MS910ZVB**, and **MS910ZVC**. When the update completes, your software version will be **MS910ZVD**.



# Troubleshooting

- Device driver software was not successfully installed
  - Go to **Control Panel** and open **Device Manager**.
  - Under **Other Devices** look for the following: **CDC Serial, LG Android USB Device**.
  - Right click **CDC Serial** and select **Update Driver Software**.
  - Select “**Search automatically for updated driver software**”. Press **Close** once it finishes installing.
  - Repeat the steps above for **LG Android USB Device**.