Device Product Note – Samsung Galaxy Amp Prime Q1 2017 Android Security Software Update

3/9/17

Overview:

An Android security software update, with included updates provided by Google and Samsung, is available for customers on software version J320AZTUS2APJ2 of the Samsung Galaxy Amp Prime.

Samsung will push this software update to customers beginning 3/11/17, prompting them to install the software update to their device. The new software version is J320AZTUS2AQA1.

Additional Information:

- You must download the software via a Wi-Fi connection
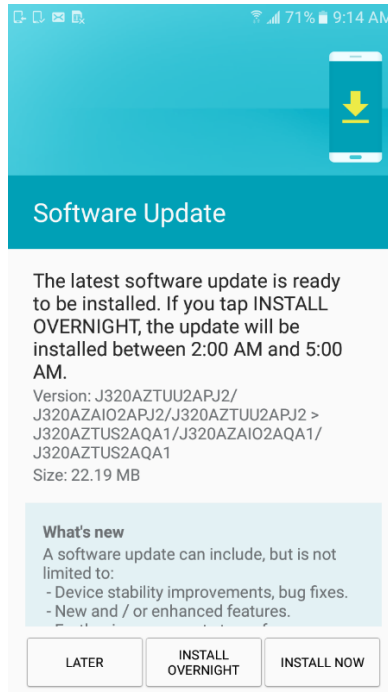- Time to download and install will vary based on connection speed

Getting Started:

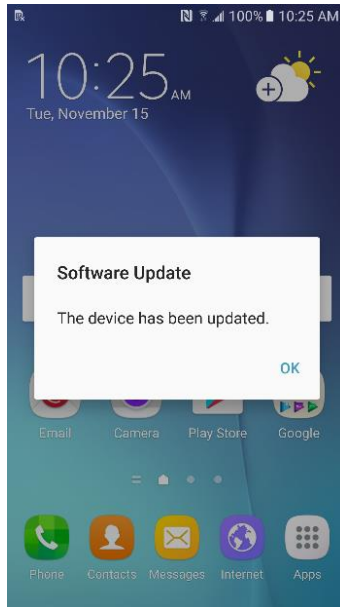Before proceeding with the update, make sure you have confirmed the following:

- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.

- Make sure that the battery is charged to at least 40%.

- Make sure that the phone is connected to a Wi-Fi or cellular connection.

Updating software after receiving a notification:

1. When the software notification is received, you will see the following screen:

2. Tap **INSTALL NOW** to install the software. You will not be able to use your phone during installation.

3. After tapping **INSTALL NOW**, the device will restart and install the updates and provide a confirmation after powering up completely to the home screen.
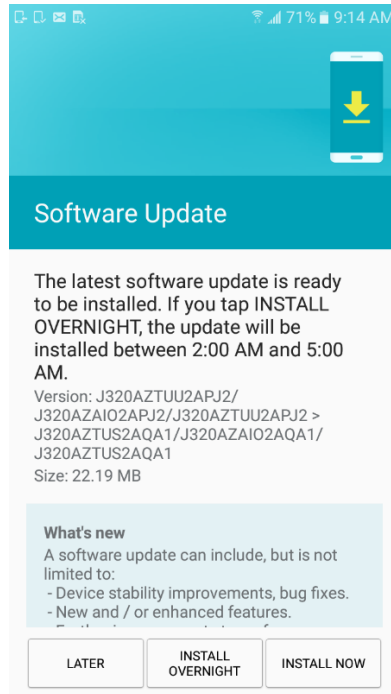
Below are the steps to check the software version and to manually update the software to the new version (J320AZTUS2AQA1).

Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Swipe the tabs across the top to choose the System tab and then tap **About device**.
3. Look next to **Build number** which will list the software version. If the user is on a previous software version, they will need to first update to version J320AZTUS2APJ2.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to a cellular network or Wi-Fi, and all information on phone has been backed-up.
2. From any home screen, tap the **Apps** key, and then tap **Settings**.
3. Swipe the tabs across the top to choose the System tab and then tap **About device**.
4. Tap **Download updates manually**.
5. The phone will register with Samsung and automatically begin downloading the update.
6. After downloading is complete, you will see the screen below after tapping the Software update notification on the Notification Panel.

7. Tap **INSTALL NOW**

8. Your device will restart and install the updates and provide a confirmation after powering up completely to the home screen.