

Smartphone Product Note – ZTE Prelude™+ 1Q 2018

Android Security Software Update

6/5/18

Overview:

Effective 6/8/18, a new software update (Z851V1.6.17) will be available for those ZTE Prelude+ customers who have software version Z851V1.5.16 on their phone. This update will provide ZTE and Google security patches. Cricket will push this software update to customers, prompting them to install the software update to their phone.

Software Download/Additional Information:

- You can only download this software over Wi-Fi.
- The download and installation time can vary depending on network conditions, Wi-Fi Signal strength and bandwidth

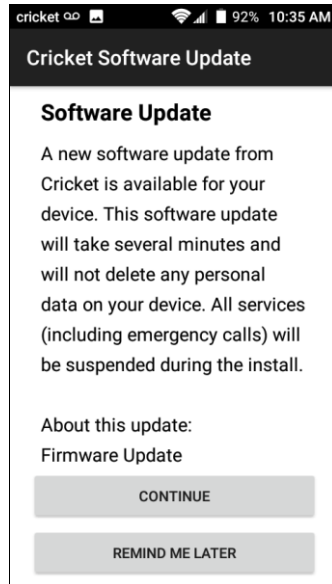
Getting Started:

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

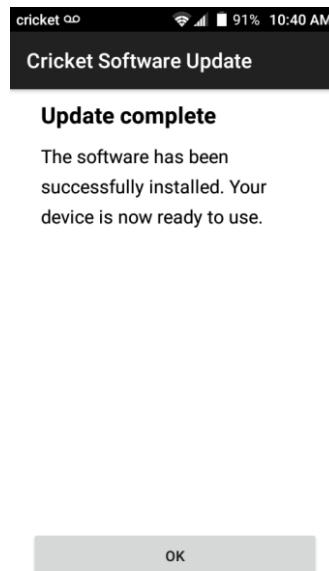
- Make sure that all tasks have been saved. During installation, the phone will not be operable till the installation is completed.
- Confirm that you are connected to Wi-Fi.
- Make sure that the battery is fully charged.

Updating software after receiving a notification:

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



2. Tap **CONTINUE** to install the software. You will not be able to use your phone during installation.
3. After tapping **CONTINUE**, the phone will restart and complete the installation process.
4. Once the software update is successfully installed, you will see the following message:

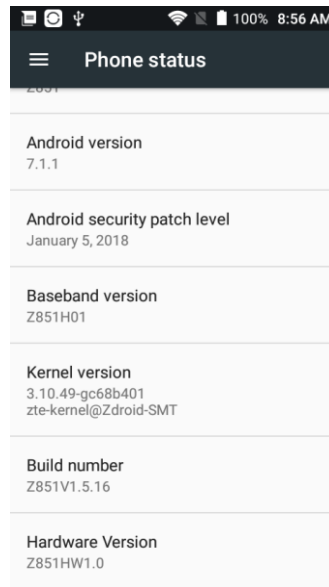


Verifying Software Version

Below are the steps to check your software version and to manually update the software to the new version (Z851V1.6.17)

To check your SW version:

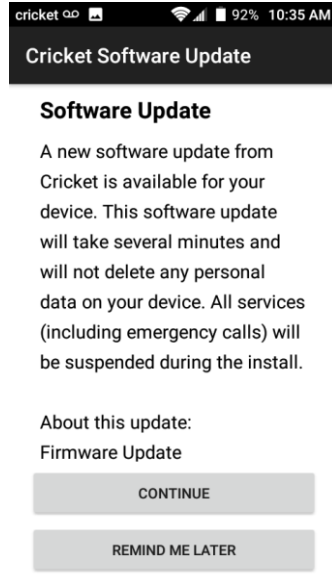
1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Scroll down and then tap **About phone**.
3. Look next to **Build number** which will list the software version. If the user is on a previous software version, they will need to first update to version Z851V1.5.16.



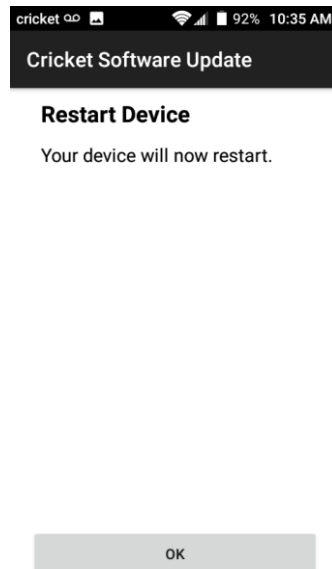
To manually update the SW:

1. Make sure your phone is fully charged, is connected to either cellular 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. Scroll down and then tap **About phone**.
4. Tap **Cricket Software Update**, then tap **Check for Updates**.

5. Tap **CONTINUE**.

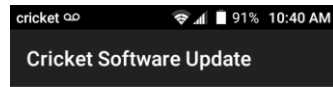


6. After tapping **CONTINUE**, the phone will install the update and restart to complete the process.



7. Tap **OK** to install

8. Your phone will restart and install the updates. You will then see the following screen:



Update complete

The software has been
successfully installed. Your
device is now ready to use.

OK