Smartphone Product Note – ZTE Grand X Max Android Security Software Update

8/3/18

Overview:

An Android security software update, with included updates provided by Google, is available for customers on software version Z787V1.4.16 of the ZTE Grand X Max.

ZTE will push this software update to customers beginning 8/4/18, prompting them to install the software update to their phone. The new software version is Z787V1.5.17.

Additional Information:

- You can download the software a Wi-Fi connection

- Time to download and install will vary depending on network conditions, WiFi Signal strength and bandwidth.
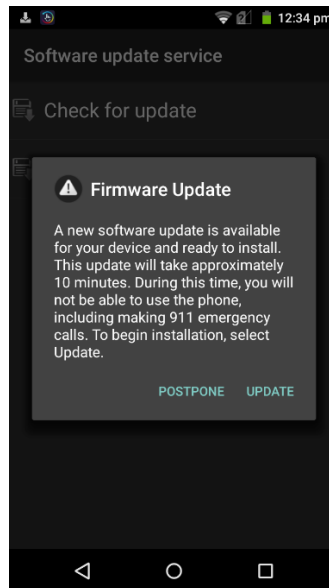
Getting Started:

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

- Make sure that all tasks have been saved. During installation, the phone cannot be used till 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 network.

<u>Updating software after receiving a notification:</u>

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

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

3. After tapping **UPDATE**, the phone will restart and install the updates and then power up completely to the home screen.
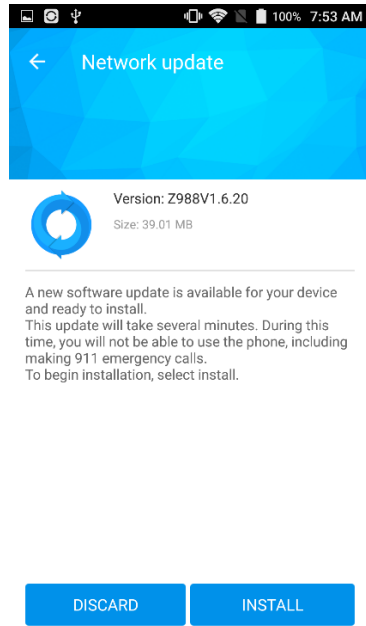
Below are the steps to check the software version and to manually update the software to the new version (Z787V1.5.17).

Verify Software 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 Z787V1.4.16.

How to Manually Update the Software

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 **System updates, then tap Network Update**.
5. Tap **Download**. The software will download and, when complete, you user will see the following screen:

6. Tap **INSTALL**
7. Your phone will restart and install the updates and then power up completely to the home screen.
   You will then see the following notification in the notification panel: