

# Device Product Note Alcatel Idol™ 4 – Q3 2017 Android Security Software Update

07/17/17

## Overview:

Effective 7/19/17, a software update with Android security updates is available for Alcatel Idol™ 4 customers on software version **CCFUCF1**.

Cricket will push the new software update (**CCJUCIO**) to customers beginning 7/19/17, prompting them to install the software update to their phone. The new software version is **CCJUCIO**.

## Additional Information:

- Customers should download the software package via a Wi-Fi connection.
- Time to download and install will vary depending on network conditions, Wi-Fi signal strength and bandwidth.

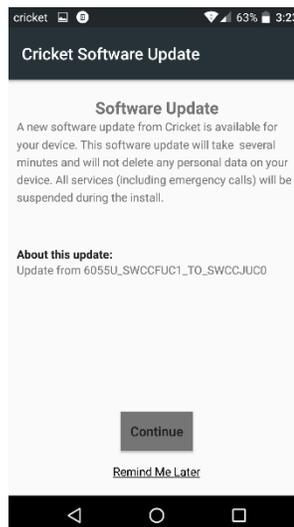
## Getting Started:

Please confirm the following to ensure an optimal download/installation experience;

- Ensure all tasks have been saved before starting the software installation process. The phone cannot be used during installation until the process is completed.
- Make sure that the battery is charged to at least 40%.
- Make sure that the device is connected to an active Wi-Fi network.

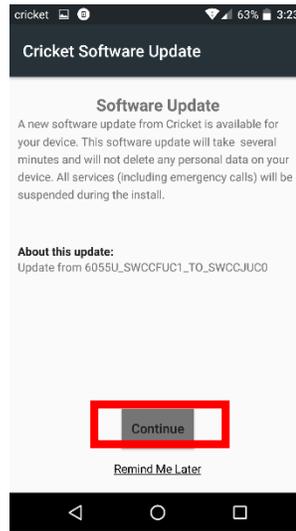
## Update Process:

1. You will receive a notification regarding the software update:

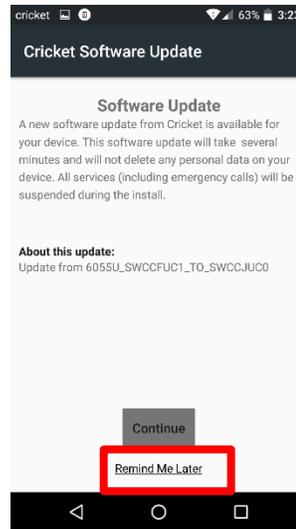


2. You can choose to download and install the update immediately or postpone it until a later time.

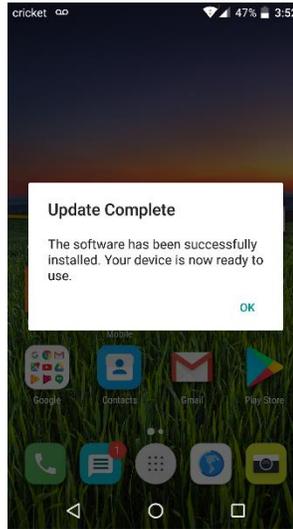
To download immediately:



To postpone downloading:



3. Once the installation is complete, the phone will re-start and you will see a confirmation message, indicating the successful update.



### Verifying Software Version

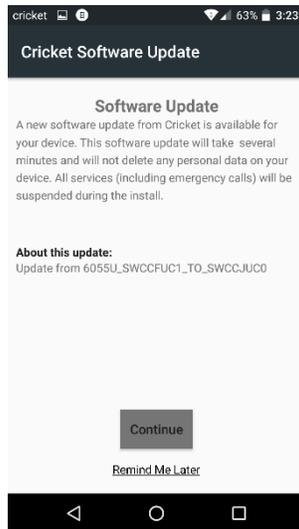
Below are the steps to check your software version and to manually update the software to the new version (**CCJUCIO**).

To check your SW version:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **About Phone**
4. Look **under Build number**, which will list the software version. If you are on software version CCFUCF1, you can update to version CCJUCIO.

### To manually update the SW:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **Cricket software update**
4. Tap **Check for Updates**. A notification will appear on your phone regarding the software update.



7. Once the installation is complete, the phone will re-start and you will see a confirmation message, indicating the successful update.

