Device Product Note – Alcatel Pulsemix™ Wi-Fi calling Software Update

3/21/17

Overview:

Effective 3/30/18, a new software update (version 4F7UCV0) will be available for those Alcatel Pulsemix™ customers who have software version 4F6UCP1 . This update will add Wi-Fi calling capability.

What are the benefits of WiFi Calling?
Communicate in more places with Wi-Fi Calling! With a Wi-Fi Calling capable phone, you can make and receive calls and text messages over a Wi Fi network, if cellular coverage is weak or unavailable, using the same phone number you always do. For more information, visit
https://www.cricketwireless.com/support/apps-and-services/wifi-calling/customer/wifi-calling.html

Software Download/Additional Information:

- You can download the software over a Wi-Fi connection

- Time to download and install will vary depending on network conditions, Wi-Fi signal strength and bandwidth.
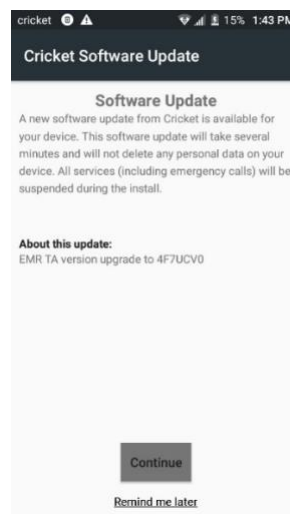
Getting Started:

Before proceeding with the update, make sure you have confirmed the following:
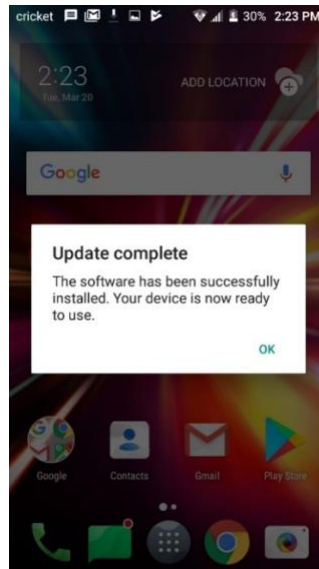
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.

- Make sure that the battery is charged to at least 20%.

- Make sure that the phone is connected to a Wi-Fi access point.

Updating software after receiving a notification:

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

2. Tap **CONTNUE** to download the software. **Note:** If "Remind me later" is selected, you will be reminded once every 4 hours. After 3rd notification, the install will begin automatically.

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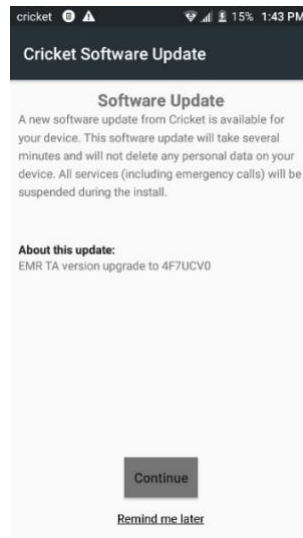

Below are the steps to check the software version and to manually update the software to the new version (4F7UCV0).

Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Tap About Phone
3. Look next to **Build number** which will list the software version. Confirm that you are on version 4F6UCP1.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to Wi-Fi, and all information on the phone has been backed-up.
2. From any home screen, tap the **Apps** key, and then tap **Settings**.
3. Tap **Cricket Software Update**
4. Tap **Check for Updates**.
5. Tap **Update Now** and you will see the following screen:

6. Tap **CONTINUE.**
7. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.