

Smartphone Product Note – Alcatel TETRA™

April Security Software Update

4/16/19

Overview:

Effective 4/16/18, a new software update (8M8NUAT0) will be available for those Alcatel TETRA customers who have software version 8M8HUAN0 on their phone. This update provides security software updates. 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

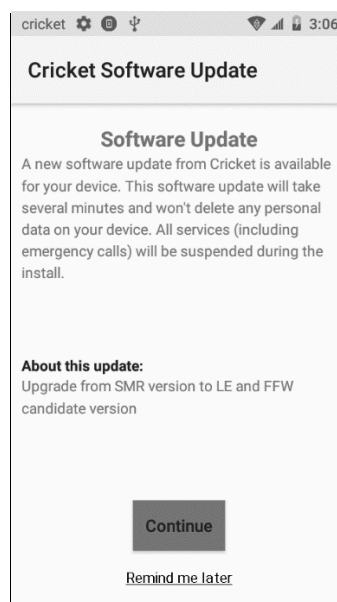
Getting Started:

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

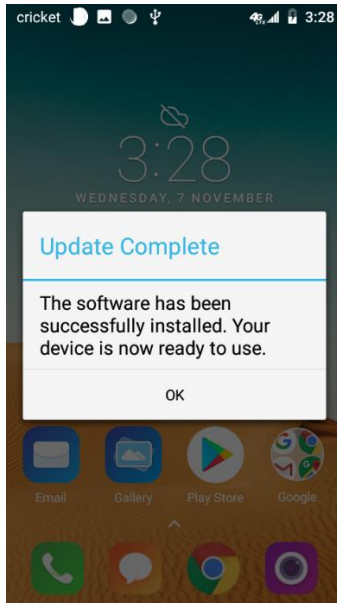
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.

Updating software after receiving a notification:

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



2. Tap **Continue** to download the software.
3. The device will re-start, and once the installation is complete 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 (8M8BUAT0).

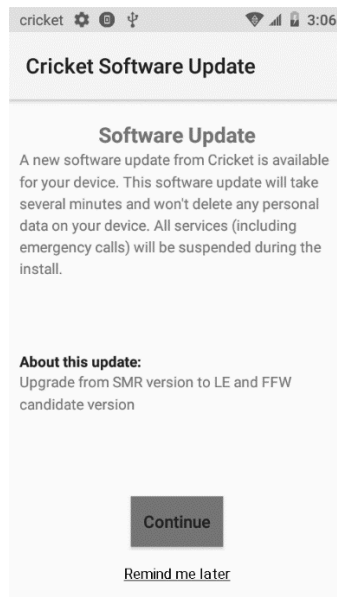
Verify Software Version

1. From any home screen, swipe up to reveal all apps.
2. Tap the **Settings** icon.
3. Scroll down and then tap **System**.
4. Scroll down and then tap **About phone**.
5. Look next to **Build Number** which will list the software version. If you are on a previous software version, then you will need to first update to version (8M8HUANO).

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, swipe up to reveal all apps.
3. Scroll down and then tap **Settings**.
4. Scroll down and then tap **System**.
5. Tap **Cricket Software Update**.
6. Tap **Check for Updates**.

7. Tap **Update now** and you will see the following screen:



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

