cricket

Escape 3™ Software Update: Android security updates & HD Voice

Overview:

Effective 3/27/17, a new software update (version k37311y) will be available for those LG Escape 3™ customers who have software version k37310d and k37311v on their phone. This update will add recommended Android security patches and HD Voice capability. LG will push this software update to customers, prompting them to install the software update to their device.

What are the benefits of HD Voice?

HD Voice means clearer conversations with reduced background noise when both participants are using HD Voice compatible phones. Those with HD Voice compatible phones will also notice faster, 4G LTE data (when browsing, using social media, downloading etc.) while on a voice call.

Software Download/Additional Information:

- When downloading from k37310d to k37311y software can only be downloaded via Wi-Fi. When downloading from k37310v to k37311y software can be downloaded via Wi-Fi or cellular network.

- Download and installation process can vary depending size of software, network conditions and connection speed.
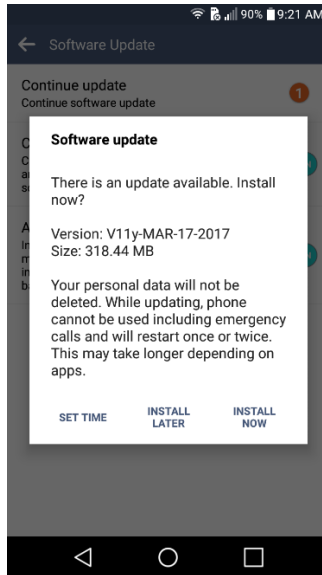
Getting Started:

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 or cellular network.

- Make sure that the battery is charged to at least 40%.
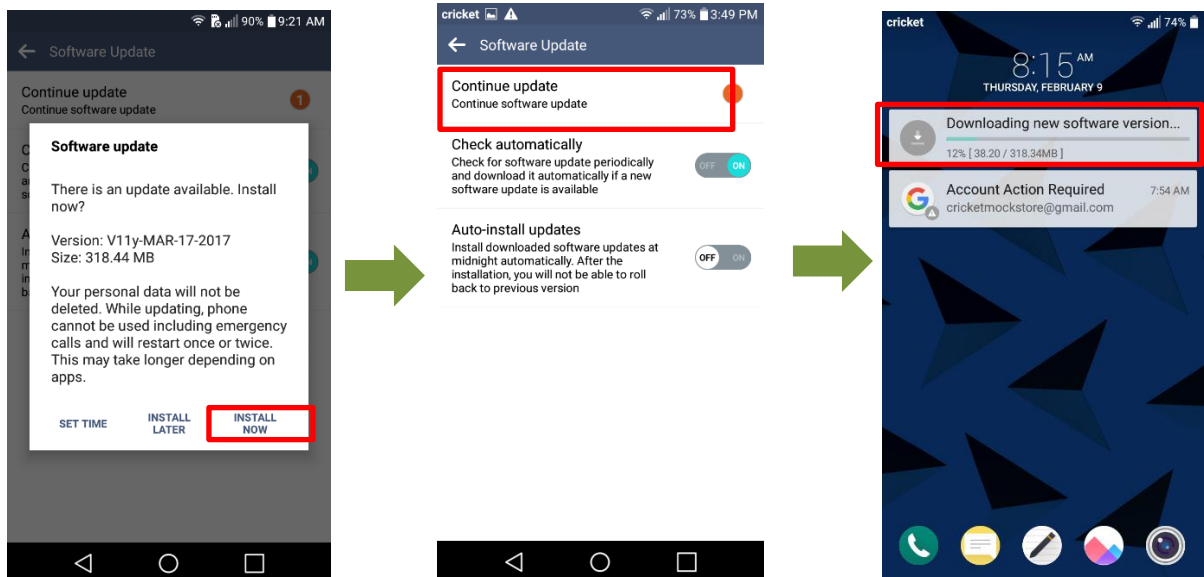
Update Process:

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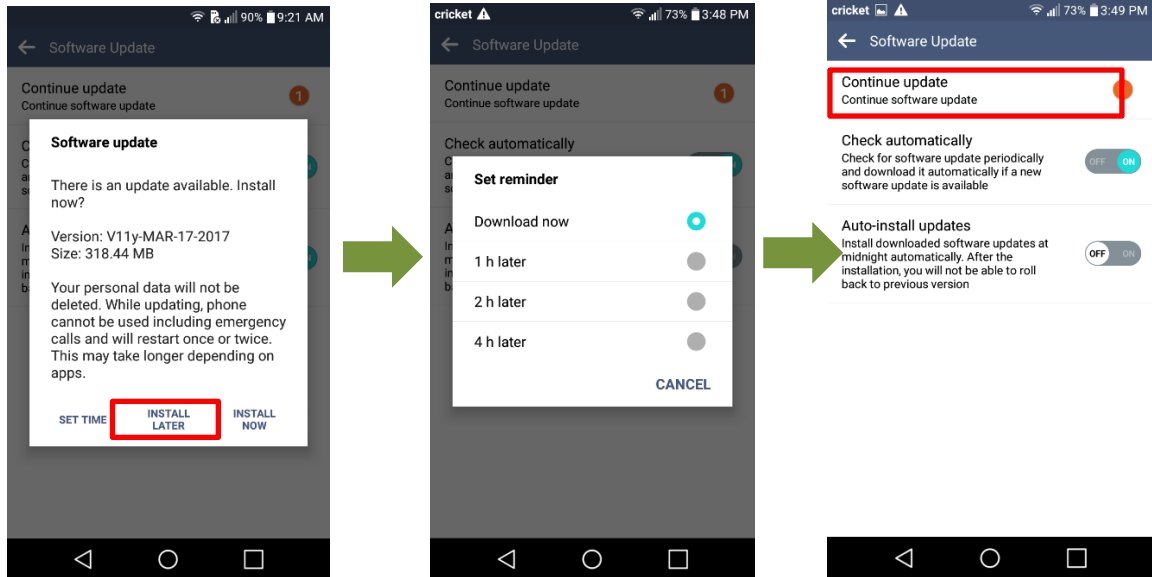

Customers who are updating from 11v to 11y will notice a different software update size.

2. You will have the option to download immediately or postpone until a later time.
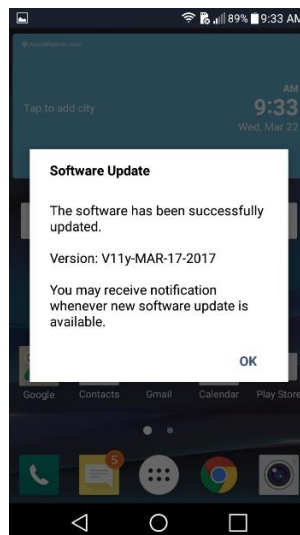
<u>To download immediately:</u>

To postpone downloading:

After postponing, you will have option to set a reminder to download at a later time.

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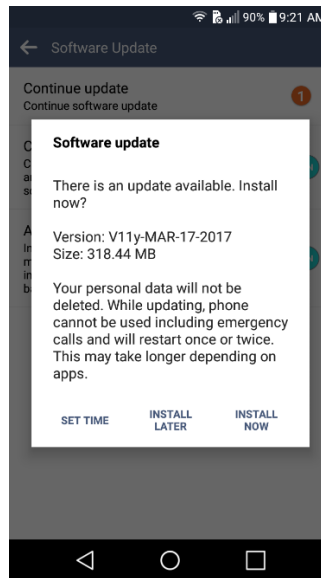
Verifying Software Version

Below are the steps to check your software version and to manually update the software to the new version (k37311y).

To check your SW version:

1. From the home screen, touch **Settings**.
2. Touch the **General** tab at the top of the display
3. Scroll down and touch **About phone**.
4. Look under **Software info** which will list the software version. If you are on software version k37310d or k37311v, you can update to version k37311y.

To manually update the SW:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **General**
4. Tap **About Phone**
5. Touch **Software Update**
6. Tap **Check now for update.** The software will download and, when complete, you will see the following screen:

      7. Tap **Download**