

Smartphone Product Note – LG Fortune™ 2 March 2019

Software Update

3/25/19

Overview:

Effective 3/26/19, a new software update (X210CM10p) will be available for those LG Fortune 2 customers who have software version X210CM20e on their phone. This update will provide general updates and bug fixes. 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

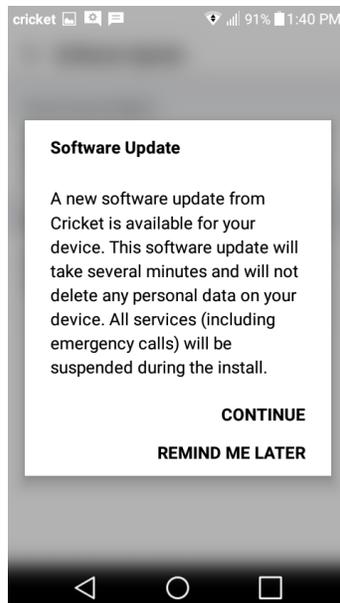
Getting Started:

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

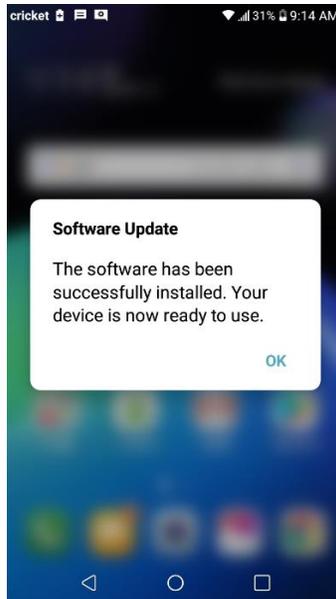
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.

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. 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 (X210CM10q).

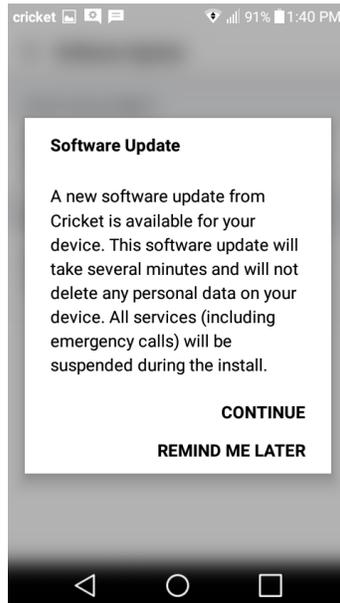
Verify Software Version

1. From any home screen, tap **Settings**.
2. Tap the **General** tab at the top of the screen
3. Scroll down and then tap **About phone**.
4. Scroll down and tap Software info
5. Look next to **Software version** which will list the software version. If you are on a previous software version, then you will need to first update to version (X210CMR10q).

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 **Settings**.
3. Tap the General tab at the top of the screen
4. Scroll down and then tap **About phone**.
5. Tap **Software Update**.

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



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

