

# Device Product Note – LG Harmony™ November 2017 Android Security Software Update

12/1/17

## Overview:

An Android security software update is available for customers on software version M25710g of the LG Harmony™.

The software update will be available on 12/5/17, prompting customers to install the software update to their device. The new software version is M25710h.

## Additional Information:

- You can download the software over a Wi-Fi connection only.
- Time to download and install will vary depending on network conditions, WiFi signal strength and bandwidth.

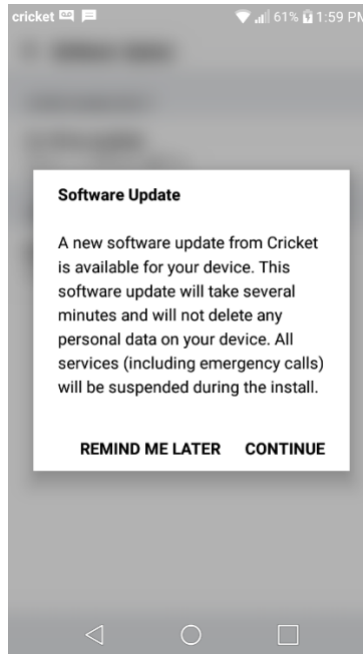
## Getting Started:

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

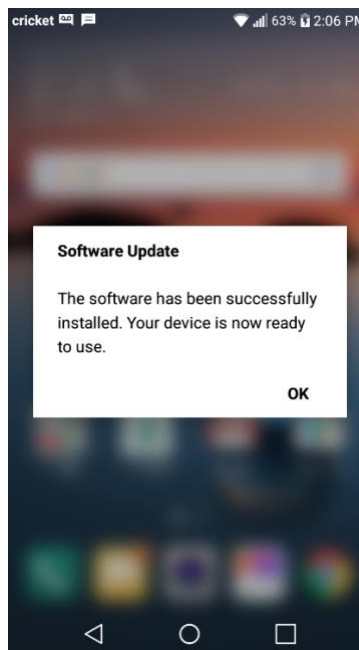
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.

## Updating software after receiving a notification:

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



2. Tap **Download** 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.



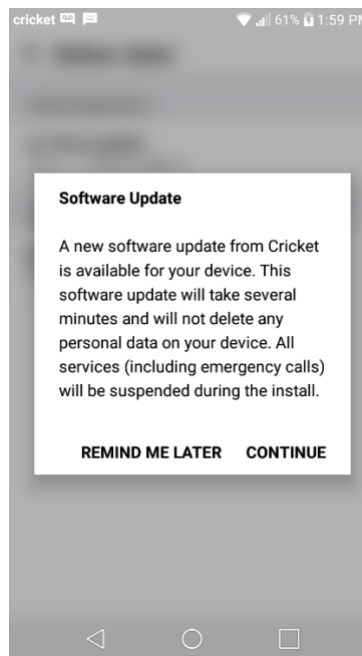
Below are the steps to check the software version and to manually update the software to the new version (M25710h).

### Verify Software Version

1. From any home screen, tap the **Apps** key, and then 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 (M25710g).

### 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 the General tab at the top of the screen
4. Scroll down and then tap **About phone**.
5. Tap **Software Update**.
6. Tap **Check Now for Update** and you will see the following screen:



7. Tap **DOWNLOAD**.

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

