

Smartphone Product Note – LG Stylo 2 Software Update

12/11/18

Overview:

Effective 12/11/18, a new software update (version K54014b) will be available for those LG Stylo 2 customers who have software version K54013d on their phone. This update adds software improvements to the device. LG will push this software update to customers, prompting them to install the software update for their phone.

Software Download/Additional Information:

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

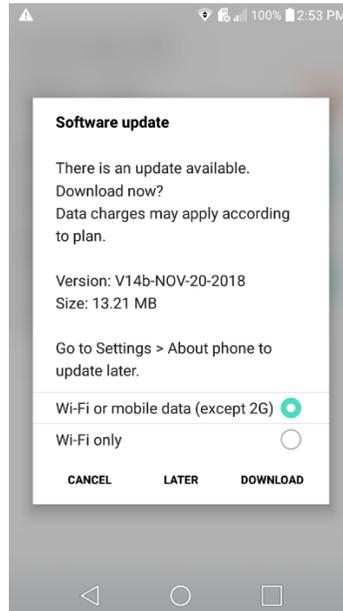
Getting Started:

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

- Make sure that all tasks have been saved. During installation, the phone will not be operable until the installation is completed.
- Confirm that you are connected to Wi-Fi.
- Make sure that the battery is fully charged.

Updating software after receiving a notification:

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



2. Tap **DOWNLOAD** to download the software. You will not be able to use your phone during installation.
3. After tapping **DOWNLOAD**, the phone will restart and install the updates and provide a confirmation after powering up completely to the home screen.



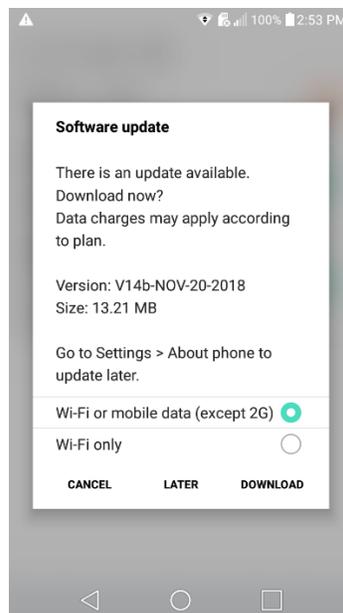
Below are the steps to check the software version and to manually update the software to the new version (K54014b).

Verify Software Version

1. From the home screen, swipe left and tap **Settings**.
2. Choose the General tab and then tap **About phone**.
3. Tap **Software info** which will list the software version. If the user is on a previous software version, they will need to first update to version K54013d.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to a cellular network or Wi-Fi, and all information on phone has been backed-up.
2. From the home screen, swipe left and tap **Settings**.
3. Choose the General tab and then tap **About phone**.
4. Tap **Software Update**, then tap **Check now for update**.
5. The phone will register with LG.
6. You will see the screen below:



7. Tap **DOWNLOAD**

8. Your phone will restart and install the updates and provide a confirmation after powering up completely to the home screen.

