



Smartphone Product Note – LG X charge Software Update

1/25/19

Overview:

An Android security software update is available for customers on software version M32710n of the LG X charge.

Cricket will push this software update to customers beginning 1/25/19, prompting them to install the software update to their phone. The new software version is M32710o.

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:

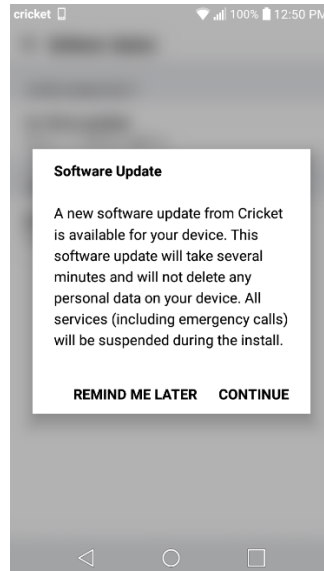
Before proceeding with the update, make sure you have confirmed the following:

- Make sure that all tasks have been saved. During installation, the phone 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.



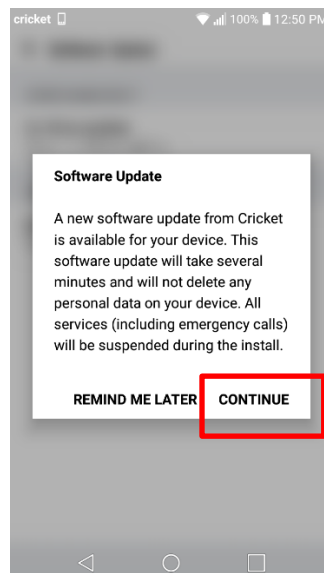
Update Process:

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



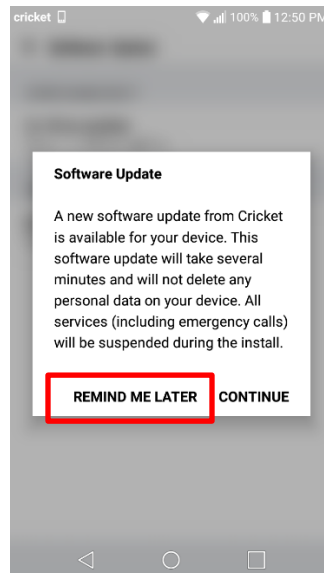
2. You will have the option to download immediately or postpone until a later time.

To download immediately:





To postpone downloading:



3. Once the installation is complete, the phone will re-start.

Verifying Software Version

Below are the steps to check your software version and to manually update the software to the new version (M32710o).

To check your SW version:

1. From any home screen, swipe up or down to reveal the **Apps** menu, and then touch **Settings**.
2. Scroll down and touch **About phone**
3. Look under **Build number** which will list the software version. If you are on software version **M32710n**, you can update to version **M32710o**.

To manually update the SW:

1. Ensure the phone is fully charged, is connected to Wi-Fi, and all data on phone has been backed-up.
2. From any home screen, swipe up or down to reveal the **Apps** menu, and then touch **Settings**.
3. Scroll down and click on **Software update**.
4. Select **Check for updates** option. The software will download and, when complete, the phone will restart.