



Device Product Note – LG X power™ HD Voice Software Update

9/1/17

Overview:

Effective 09/11/2017, a new software update (version K45011y) will be available for those LG X power™ customers who have software versions K45010k on their phone. This update will add HD Voice capability and recommended Android security patches.

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.

Additional Information:

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

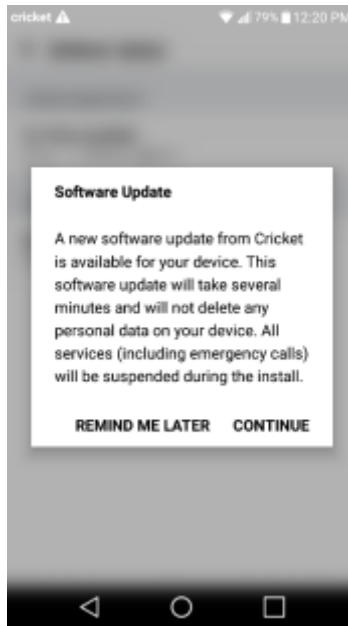
Getting Started:

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%.
- Make sure that the phone is connected to a Wi-Fi access point.

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.



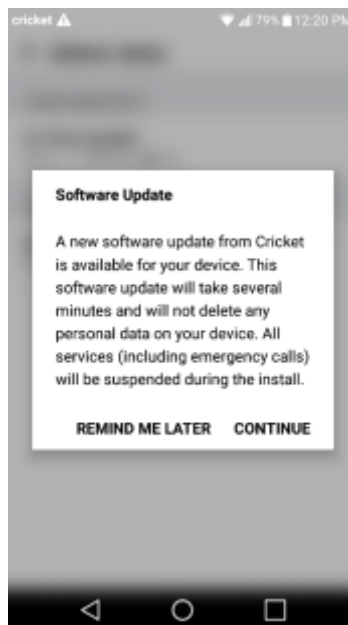
Below are the steps to check the software version and to manually update the software to the new version (K45011y).

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 version K45010k then you will be able to update to the new version.

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 **Update Center** and then 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.

