



Motorola Moto E LTE Q4 2016 Android Security Software Update

Overview:

Effective 12/12/16, a new software update version 23.92-18.9-6 (23.211.6) will be available for those with Motorola Moto E (LTE) smartphones operating on software version 23.29-18.9-2. This update will implement recommended Android security updates.

Software Download/Additional Information:

- The user can download the software via Wi-Fi only.

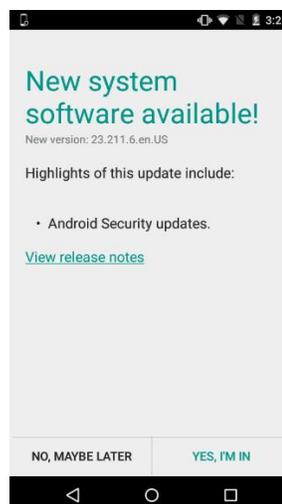
Getting Started:

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 till the installation is completed.
- Make sure that the battery is charged to at least 25%
- Confirm that you have version 7.1.0 of the MotorolaOTA/Motorola Update Services application installed on your phone as this is required get the upgrade package. To check current version go to **Settings > Apps > All > MotorolaOTA/Motorola Update Services** . If not on version 7.1.0, manually update the application by launching **Google Playstore > My Apps > Updates > Update All**.

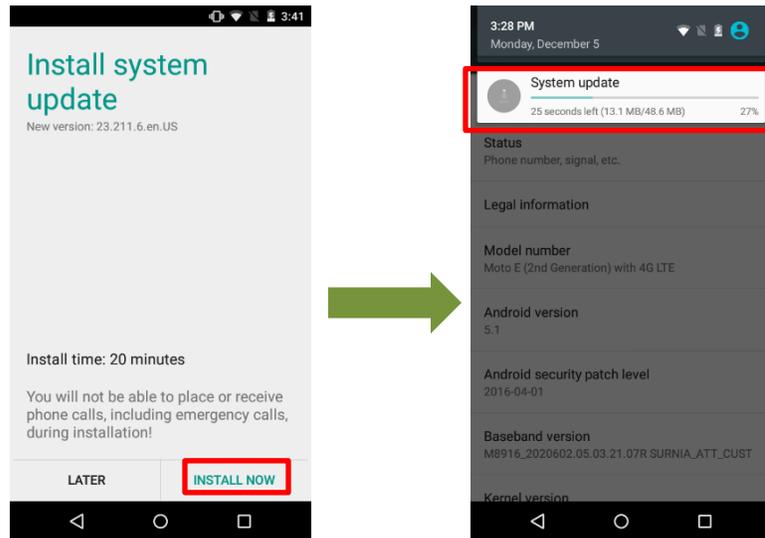
Update Process:

1. You will receive a notification of an available software update:

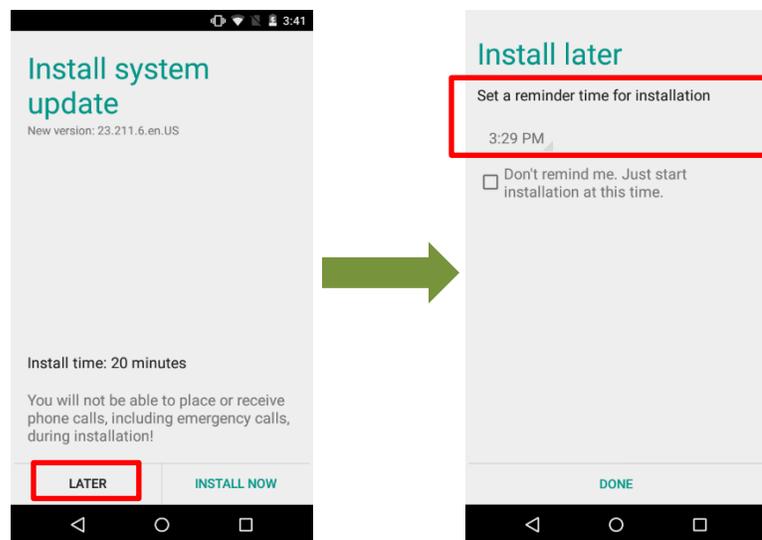


2. You can choose to download it immediately or postpone the download until a later time.

To download immediately:

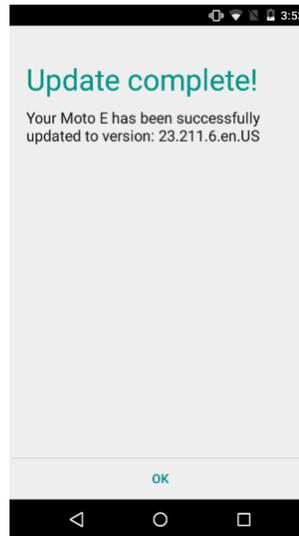


To postpone downloading:



When postponing, you will have option to set a reminder time for installation.

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



Verifying Software Version

To check your software version and to manually update the software to the new version 23.92-18.9-6 (23.211.6), complete the following steps:

To check your SW version:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **About Phone**
4. Look at **Build number**, which will list the software version. If you are on software version 23.29-18.9-2, you can update to version 23.29-18.9.6 (23.211.6).

To manually update the SW:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **About Phone**
4. Tap **System Updates**
5. Tap **Software Update**