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Device Product Note – moto e^5 CRUISE January 2019 Android Security Software Update

1/24/19

Overview:

An Android security software update is available for customers on software version OCPS27.91-157 of the moto e^5 cruise™.

The software update will be available on 1/24/18, prompting customers to install the software update to their device. The new software version is OCP27.91-157-2.

Software Download/Additional Information:

- You can download the software over a Wi-Fi connection

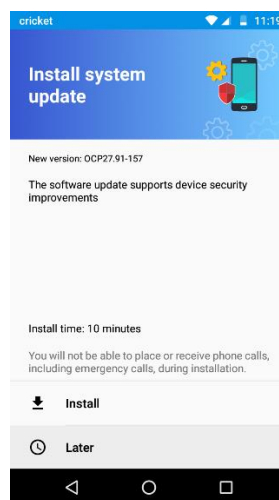- Time to download and install will vary depending on network conditions, Wi-Fi signal strength and bandwidth.

Getting Started:

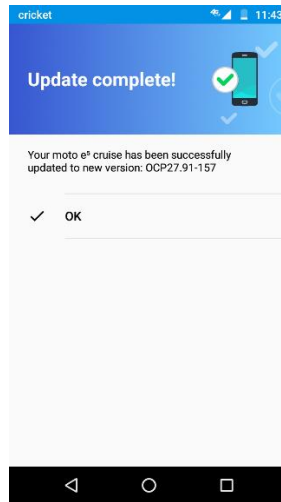Before proceeding with the update, make sure you have confirmed the following:

- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.

- 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 **INSTALL** to download the software. **Note:** If **LATER** is selected, you will be reminded once every 4 hours. After 3rd notification, the install will begin automatically.

3. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.
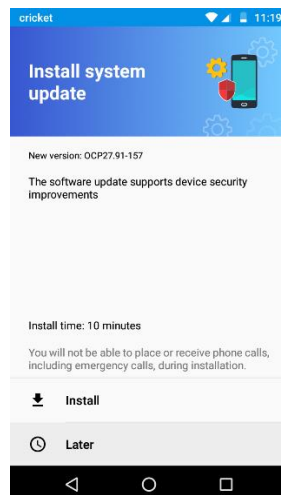
Below are the steps to check the software version and to manually update the software to the new version (OCP27.91-157-2).

Verify Software Version

1. From the home screen, swipe up, and then tap **Settings**.
2. Tap **System**
3. **Tap About Phone** then **tap Build number** which will list the software version. Confirm that you are on version OCPS27.91-157.

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 the home screen, swipe up, and then tap **Settings**.
3. Tap **System**
4. Tap **System Updates**.
5. Tap **Update Now** and you will see the following screen:

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6. Tap **Install.**
7. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.