



Device Product Note – Samsung Galaxy Amp 2 HD Voice Software Update

9/1/17

Overview:

Effective 9/11/17, a new software update (version J120AZTUU3AQH2) will be available for those Galaxy Amp 2 customers who have software version J120AZTUS3AQE1. This update will add HD Voice capability and recommended Android security patches. Samsung will push this software update to customers, prompting them to install the software update to their device.

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.

Software Download/Additional Information:

- You can download the software via Wi-Fi only.
- Time to download and install will vary depending on WiFi Signal strength and bandwidth.

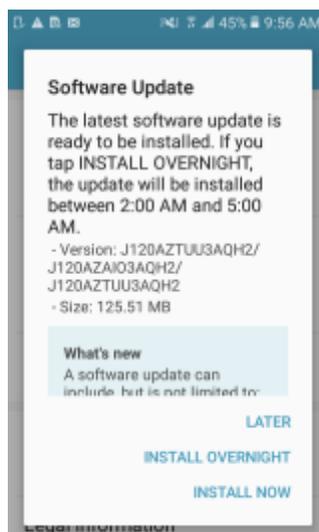
Getting Started:

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

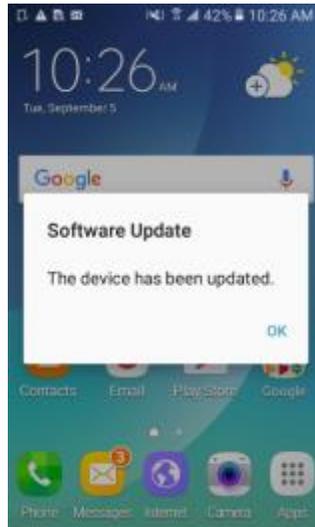
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.
- Make sure that the phone is connected to a Wi-Fi connection.

Updating software after receiving a notification:

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



2. Tap **INSTALL NOW** to install the software. You will not be able to use your phone during installation.
3. After tapping **INSTALL NOW**, the device 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 (J120AZTUU3AQH2).

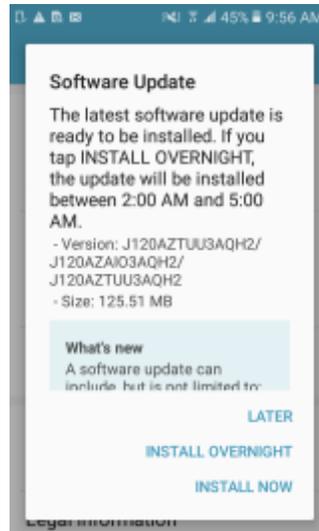
Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Swipe the tabs across the top to choose the System tab and then tap **About device**.
3. Look next to **Build number** which will list the software version. If the user is on a previous software version, they will need to first update to version J120AZTUS3AQE1.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to Wi-Fi, and all information on phone has been backed-up.
2. From any home screen, tap the **Apps** key, and then tap **Settings**.
3. Swipe the tabs across the top to choose the System tab and then tap **About device**.
4. Tap **Download updates manually**.
5. The phone will register with Samsung and automatically begin downloading the update.

6. After downloading is complete, you will see the screen below after tapping the Software update notification on the Notification Panel.



7. Tap **INSTALL NOW**
8. Your device will restart and install the updates and provide a confirmation after powering up completely to the home screen.

