

Device Product Note – Samsung Galaxy Amp Prime

11/15/16

Overview:

An Android security software update, with included updates provided by Google along with the addition of the Fullscreen app, is available for customers on software version J320AZTUU2APD1 of the Samsung Galaxy Amp Prime.

Samsung will push this software update to customers beginning 11/11/16, prompting them to install the software update to their device. The new software version is J320AZTUU2APJ2.

What is Fullscreen?

With the Fullscreen app, enjoy a new world of endless entertainment that's always ready to watch and always by your side.

- Users can enjoy 1,500+ hours of content perfect for every age, every mood, and every situation.
- Indulge your nostalgic side with classic movies and your beloved 90s TV shows.
- Find new shows to love and binge watch from original digital series featuring your favorite stars and exclusive content that's added every day.
- Fullscreen delivers endless entertainment, curated for you and available on your connected devices. For more information, visit www.fullscreen.com

Additional Information:

- The user can download the software via a cellular connection or Wi-Fi.

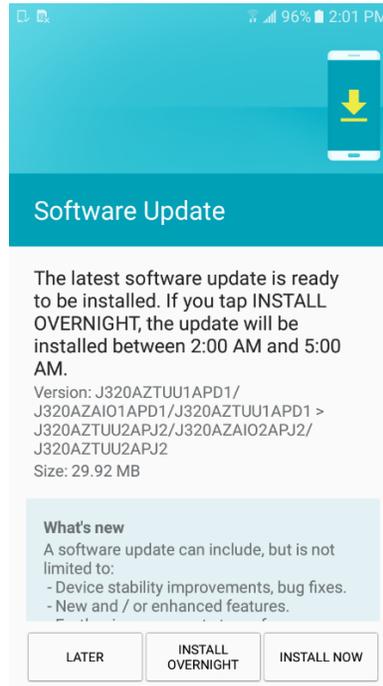
Getting Started:

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 40%.

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.



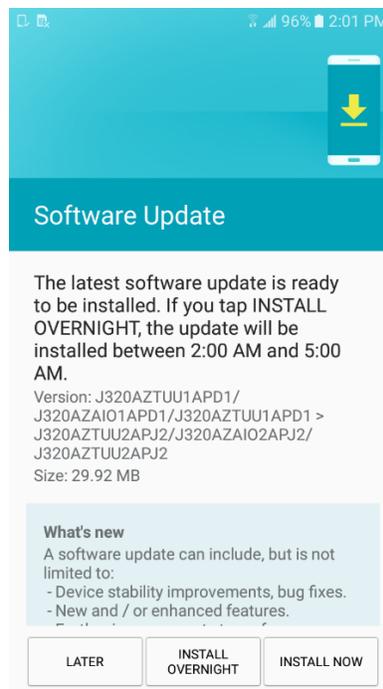
Below are the steps to check the software version and to manually update the software to the new version (J320AZTUU2APJ2).

Verify Software Version

1. From any home screen, tap the **Menu** 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 **Baseband version** which will list the software version. If the user is on a previous software version, they will need to first update to version J320AZTUU2APD1.

How to Manually Update the Software

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, 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 device will register with Samsung and automatically begin downloading the update.
6. After the software has completed downloading the screen below is displayed when tapping the Software update notification from 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.

2:14 PM
Thu, November 3



Google



Software Update

The device has been updated.

OK

