

Smartphone Product Note – Samsung Amp Prime Operating System, HD Voice & Wi-Fi Calling Software Update

11-20-17

Overview:

Effective 11/20/17, a new software update (version J320AZTUU3BQJ5) will be available for those Samsung Amp Prime customers who have software version J320AZTUU3BQG1 on their phone. This update will add HD Voice & Wi-Fi calling capability, update the operating system to Android Nougat and provide Android security updates. Samsung will push this software update to customers, prompting them to install the software update for their phone.

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.

What are the benefits of WiFi Calling?

Communicate in More Places with Wi-Fi Calling! You can communicate through calls and text messages over a Wi-Fi network using Wi-Fi Calling. You'll need a Wi-Fi Calling capable device and an active Wi-Fi network. If cellular coverage is weak or unavailable your device will route calls and texts via Wi-Fi. For example, when in poor coverage areas or when your device is in airplane mode with Wi-Fi enabled. For more information, visit <https://www.cricketwireless.com/support/apps-and-services/wifi-calling/customer/wifi-calling.html>

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.

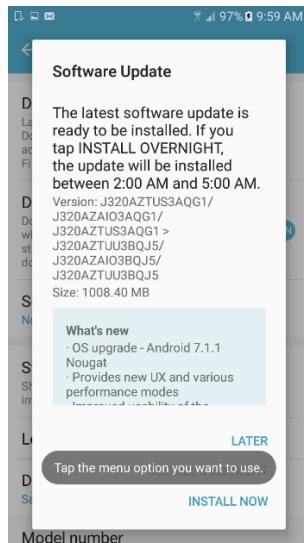
Getting Started:

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

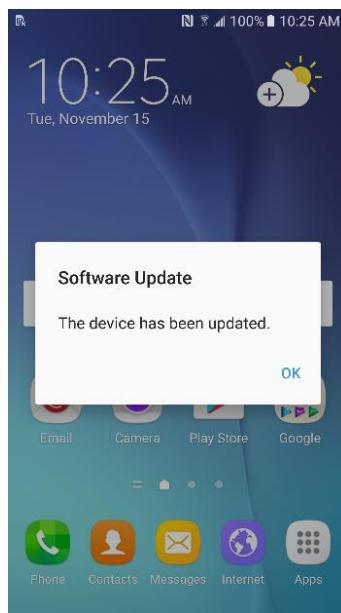
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.
- Make sure that the phone is connected to a Wi-Fi connection.

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.



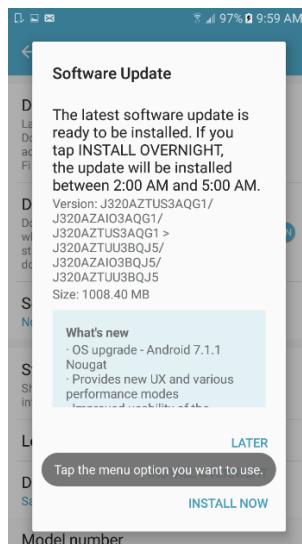
Below are the steps to check the software version and to manually update the software to the new version (J320AZTUU3BQJ5).

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 J320AZTUU3BQG1.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to a cellular network or 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.

