

Smartphone Product Note – Samsung Galaxy S6 VoLTE & N OS Software Update

7/6/17

Overview:

Effective 7/31/17, a new software update (version G920AZTUU6DQF3) will be available for those Samsung Galaxy S6 customers who have software version G920AZTUS6CQE1 on their phone. This update will update the software from Android 6.0 (Marshmallow) to Android 7.0 (Nougat), and add HD Voice capability. 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.

Software Download/Additional Information:

- You can only download this software over Wi-Fi.
- Time to download and install will vary depending on network conditions, WiFi Signal strength and bandwidth.

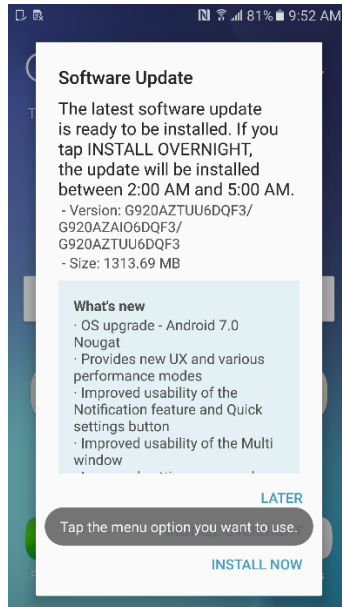
Getting Started:

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

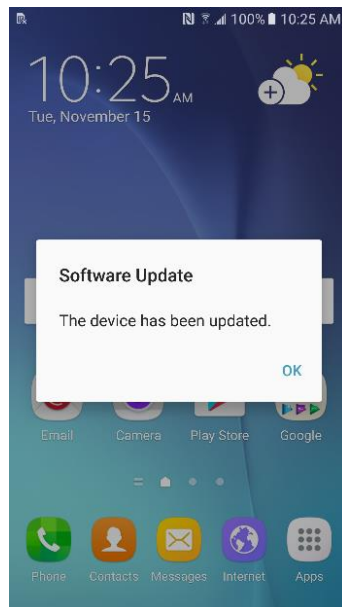
- Make sure that all tasks have been saved. During installation, the phone will not be operable till the installation is completed.
- Confirm that you are connected to Wi-Fi.
- Make sure that the battery is fully charged.

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 phone will restart and install the updates and provide a confirmation after powering up completely to the home screen.



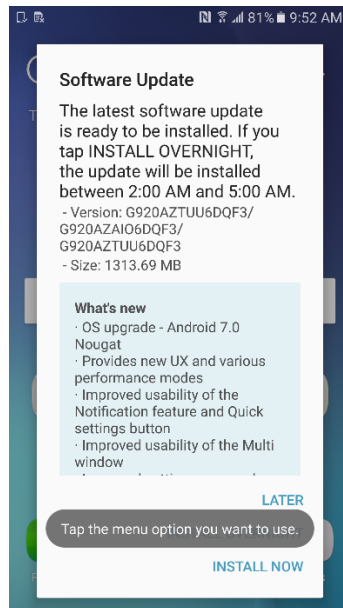
Below are the steps to check the software version and to manually update the software to the new version (G920AZTUU6DQF3).

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 G920AZTUS6CQE1.

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.

