

Smartphone Product Note – Samsung Galaxy S6 September/October 2017 Android & Samsung Security Software Update

11/20/17

Overview:

An Android security software update, with included updates provided by Google and Samsung, is available for customers on software version G920AZTUS5CQH2 of the Samsung Galaxy S6.

Samsung will push this software update to customers beginning 11/20/17, prompting them to install the software update to their phone. The new software version is G920AZTUS5CQJ1.

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.

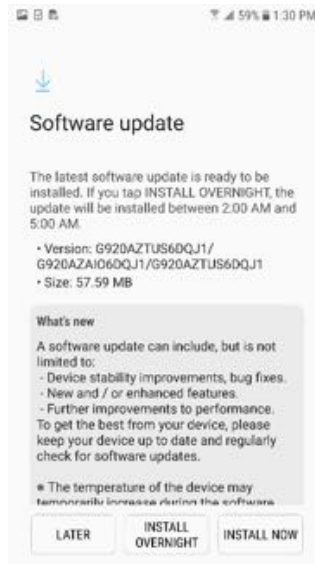
Getting Started:

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.



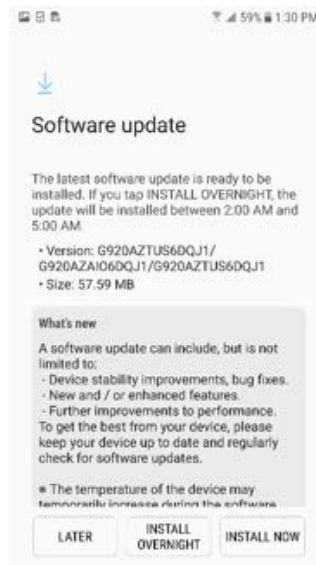
Below are the steps to check the software version and to manually update the software to the new version (G920AZTUS5CQJ1).

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 G920AZTUS5CQH2.

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.

