

Device Product Note – Samsung Galaxy Sol Q1 2017 Android Security Software Update

03/15/17

Overview:

An Android security software update, with included updates provided by Google and Samsung, is available for customers on software version J321AZTUU2APJ2 of the Samsung Galaxy Sol.

Samsung will push this software update to customers beginning 03/15/17, prompting them to install the software update to their phone. The new software version is J321AZTUS2AQA1.

Additional Information:

- You can download the software over a mobile data or Wi-Fi connection.
- The software should take from 5-10 minutes to download, depending on network conditions.

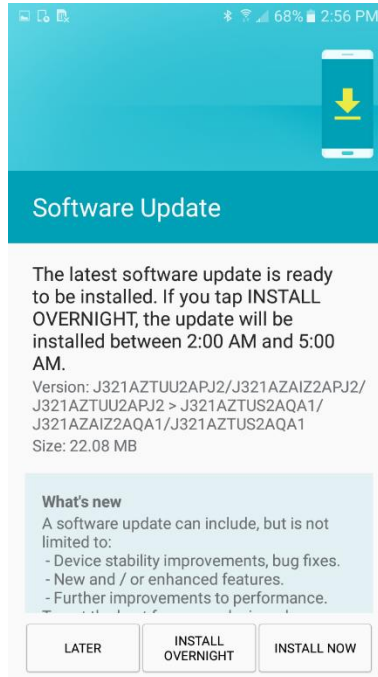
Getting Started:

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

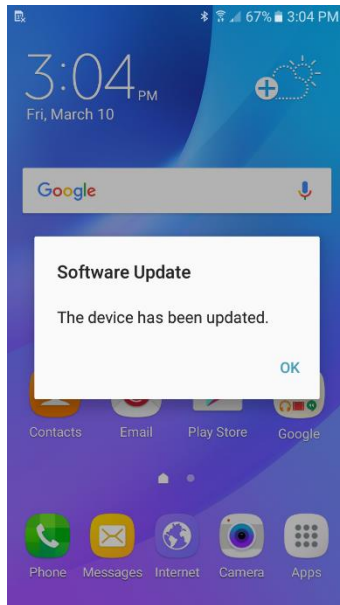
- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.
- Make sure that the phone is connected to a Wi-Fi or cellular connection.

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 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 (J321AZTUS2AQA1).

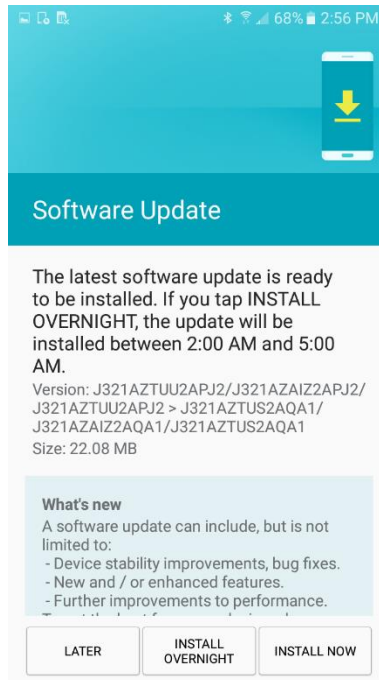
Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Select **System** 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 J321AZTUU2APJ2.

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. Select **System** and then tap **About device**.
4. Tap **Download software updates**.
5. The phone will register with Samsung and automatically begin downloading the update.

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



- Tap **INSTALL**
- Your phone will restart and install the updates and provide a confirmation after powering up completely to the home screen.

