

Device Product Note – Alcatel Idol™ 4 Software Update

9-26-16

New software version: CAQUCQ0

A software update for customers on software version CACUCC0 is now available that upgrades this smartphone to CAQUCQ0 software. Enhancements to Idol™ 4 that customers will notice include the following user improvements:

- VR Store App update to allow quick access to Cricket & Alcatel exclusive content
- Update LittlStar VR Cinema App to improve video quality and viewing experience
- User improvement to allow update of certain preloaded applications without a software update

Effective 9/28/16, Cricket will begin pushing this software update to Idol 4 customers prompting them to install the software update to their device (Previous software version is CACUCC0).

Software download/Additional information:

- The user must be connected to a Wi-Fi network for the software to be downloaded to their device.

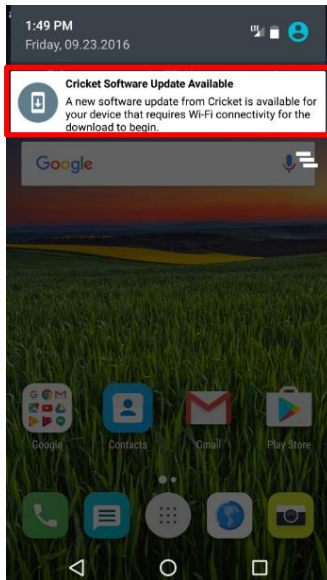
Getting Started:

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

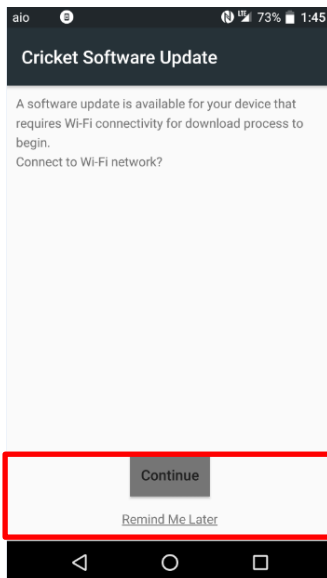
- Phone is connected to a Wi-Fi network and has an active data connection.
- During installation, the phone will not be operable until the installation is complete.

Update process:

1. Device receives a notification that a software update is available for their phone. Tap this notification to open the software update process screen.

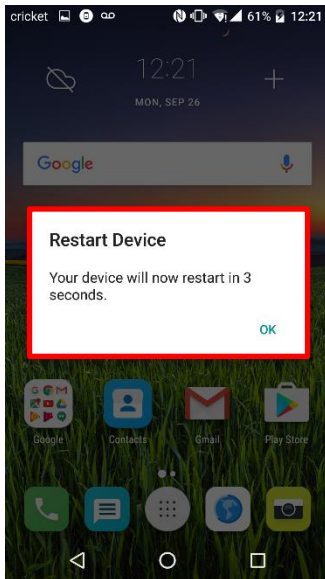


2. Tap **Continue** to start the download of the software update immediately.

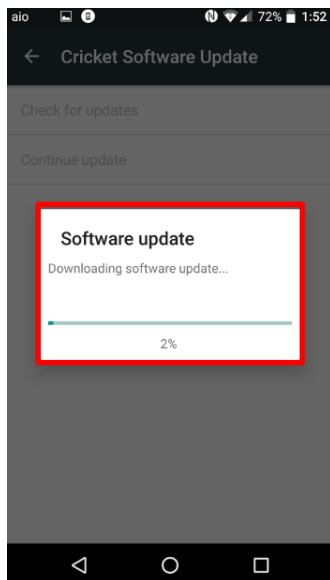


To postpone the update, tap **Remind Me Later**.

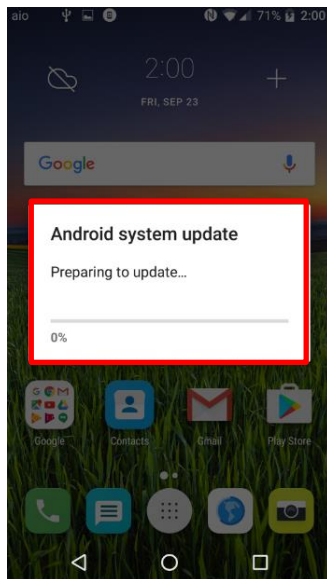
3. The device will then automatically restart.



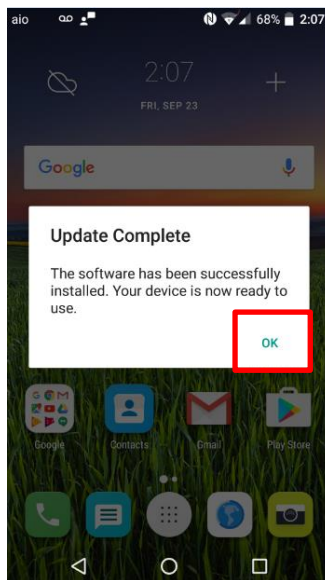
4. After the device restarts, the system automatically downloads the software update to the phone.



5. After download, the phone will prepare to update and install the new software.



6. Once the update is complete, you will see the following confirmation. Select **OK** and it is ready for use.



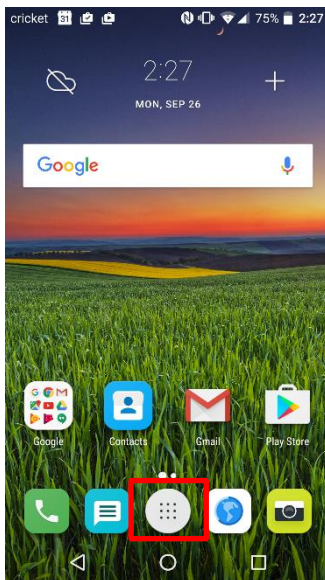
Verifying Software Version

Below are the steps to check your software version after the update

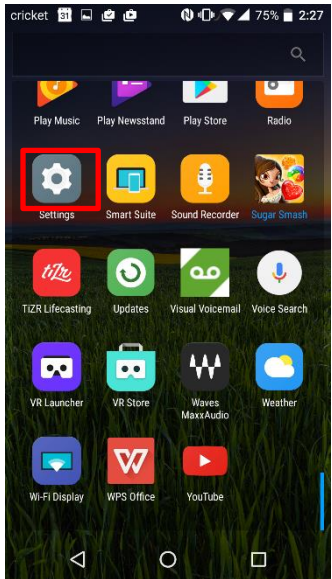
1. From any home screen, tap the **Menu**, and then **Settings**.
2. Scroll down and select **About phone**
3. Scroll to **Build number** to confirm you are software version CAQUCQ0

Steps to Manually Update the Software

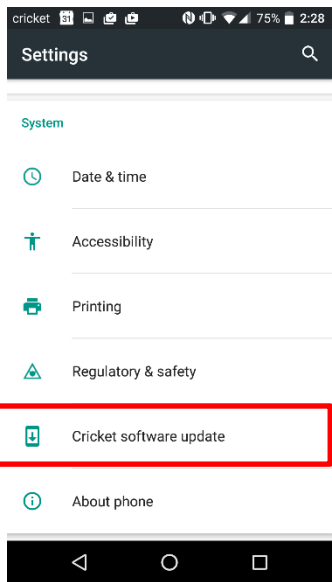
1. Ensure the phone is fully charged, connected to Wi-Fi, and all data has been backed-up.
2. From any home screen, select **Menu** to open the **App Tray**.



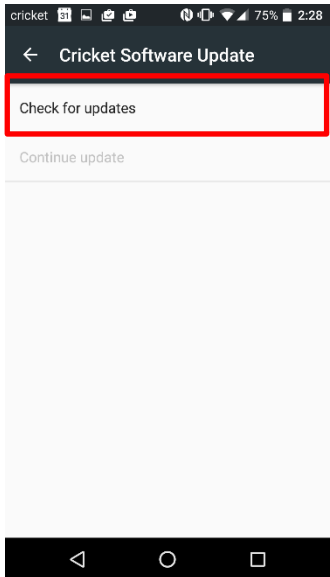
3. From the **App Tray**, select **Settings**



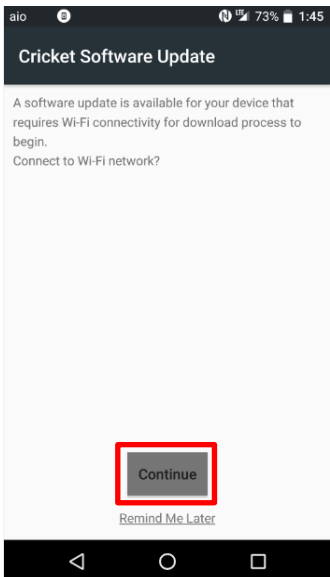
4. Scroll down and select **Cricket software update**.



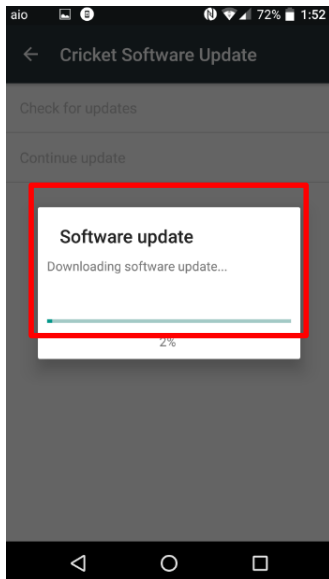
5. Select **Check for updates**



6. If an update is available, the following notification will be displayed. Select **Continue** to start the download of the software update.



7. After download, the phone will prepare to update and install the new software.



8. Once the update is complete, you will see the following confirmation. Select **OK** and it is ready for use.

