

Device Product Note – LG G Stylo

2-1-16

LG G Stylo Memory Issue

An issue was identified that caused the system memory to become full when using streaming audio applications. This would result in the user being unable to save data to their device. LG has provided a software fix that ensures that listening to streaming audio will no longer cause the System Data file to increase in size.

LG will send a notification to the G Stylo users' devices beginning Thursday 2/4/16, prompting them to download and install the software update to their device (new version is software version H63410g). The user must be connected to a Wi-Fi network to allow the software to be downloaded to their device.

Below are the steps to check your software version and to manually update the software to the new version (H63410g). If the user has older software versions (H63410c or H63410D), then they will need to follow the steps below to update their phone software multiple times until they have the latest software (H63410g).

Verify Software Version

1. From any home screen, touch the **Menu** key, and then touch **Settings**.
2. Touch the **General** tab at the top of the display
3. Scroll down and touch **About phone**.
4. Look under **Software version** which will list the software version.

Update the Software Version

1. Ensure the phone is fully charged, is connected to Wi-Fi, and all data on phone has been backed-up.
2. From any home screen, touch the **Menu** key, and then touch **Settings**.
3. Touch the **General** tab at the top of the display.
4. Scroll down and touch **About phone**.
5. Touch the **Update Center** option.
6. Touch the **Software Update** option.
7. Software will begin downloading. This may take as much as 15 minutes depending on Wi-Fi connection speed.
The **Notification panel** will display a confirmation when the update has completely downloaded.
8. Open the **notification panel** and touch **Software Update**.
9. On the bottom of the screen touch **Install**.
Users will not be able to use the device during the install process.
It will take approximately 5-10 minutes to complete.
10. After the software has installed, the phone will power off and back on. A confirmation will appear stating that the software was successfully updated. You can verify you have the latest software version (H63410g) by following the steps above for verifying software version.