

Motorola Moto G

Lollipop Software Update and security improvements

Overview:

If you have an original version of the Moto G (software version 173.44.9) with the Android KitKat operating system (version 4.4.2), an update with the latest Lollipop operating system (version 5.1) and software version 221.21.58 is available, beginning on 10/13. Additionally, the software update supports device security improvements.

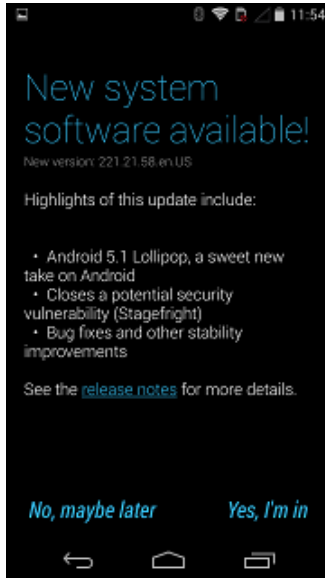
Getting Started:

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

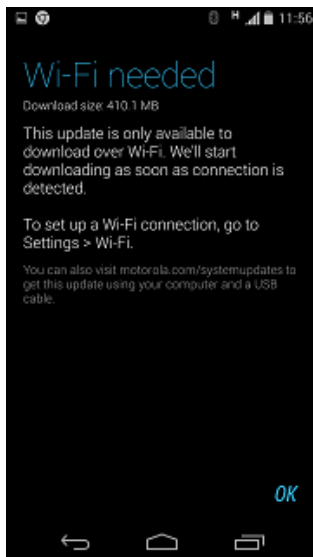
- Ensure the battery is charged to at least 50%
- Confirm that Wi-Fi is connected. The file size of this update is approximately 410 MB so WiFi is required to download the software.
- Confirm that you have a Cricket SIM card installed
- Confirm that you have version 5.0 of the MotorolaOTA/Motorola Update Services application installed on your phone as this will allow devices to be notified/reach the upgrade package. To check current version go to **Settings > Apps > All > MotorolaOTA/Motorola Update Services** . If not on version 5.0, manually update the application by launching Google Playstore > My Apps > Updates > Update All.

Update the Operating System:

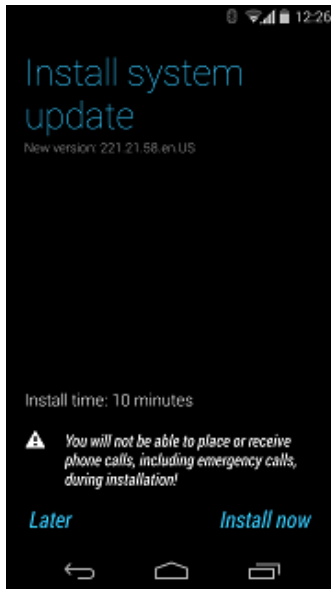
1. From the home screen, tap the **Menu** key, and then tap **Settings**
2. Scroll down and tap **About Phone**
3. Tap **System Updates**
4. Select **"Yes, I'm in"**



5. Establish a W-Fi connection as Wi-Fi is required for the upgrade

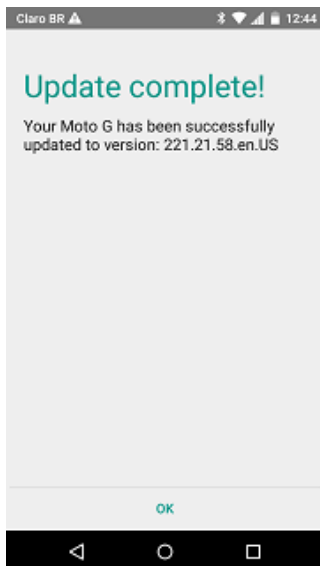


6. After the download is complete, select **Install Now** or set a reminder time for future installation.



Note: Install time is estimated at **10** minutes but could take longer based on the speed of your Wi-Fi connection.

7. After the software is installed, your phone will re-start automatically.
8. A confirmation will appear on your screen that the software was successfully updated.



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moto g