

Device Product Note – ZTE Grand X Max+

9-23-16

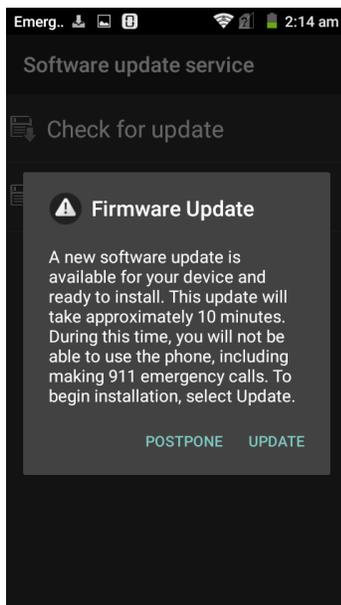
ZTE Grand X Max+ software update-

An Android security software update, with included updates provided by Google, is available for customers on software version Z987V2.3.15 of the ZTE Grand X Max+.

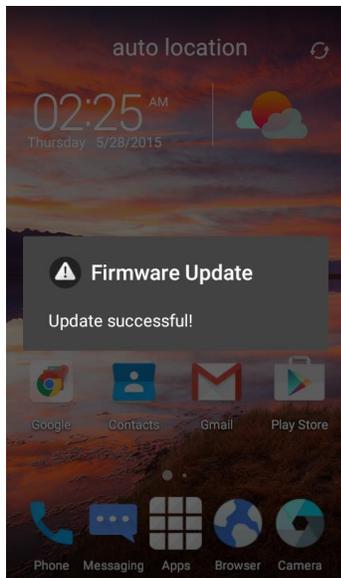
ZTE will push this software update to customers beginning 10/4/16, prompting them to install the software update to their device. The new software version is Z987V2.4.16 and users may either be connected to a Wi-Fi network or on the cellular network to allow the software to be downloaded to their device.

Updating software after receiving a notification:

1. When the software notification is received, you will see the following screen:



2. Tap **UPDATE** to install the software. You will not be able to use your phone during installation.
3. After tapping **UPDATE**, the device will install the updates and provide a confirmation after powering up completely to the home screen.



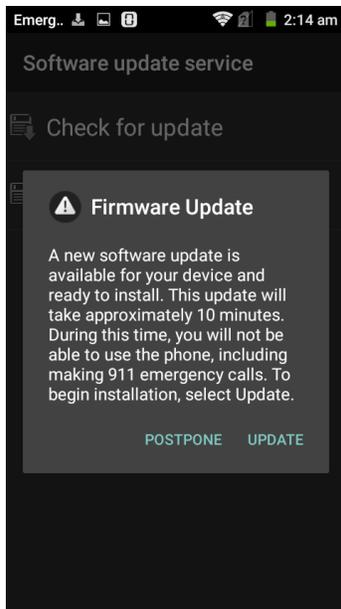
Below are the steps to check the software version and to manually update the software to the new version (Z987V2.4.16).

Verify Software Version

1. From any home screen, touch the **Menu** key, and then touch **Settings**.
2. Scroll down and touch **About phone**.
3. Look under **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 Z987V2.3.15.

How to Manually Update the Software

1. Ensure the phone is fully charged and all data on phone has been backed-up.
2. From any home screen, tap the **Apps** key, and then t **Settings**.
3. Scroll down and tap **About phone**.
4. Tap **System updates**.
5. Tap **Software Update**.
6. Tap **Check for update**.
7. The device will register with ZTE and automatically begin downloading the update.
8. After the software has completed downloading the screen below is displayed:



9. Tap **UPDATE**

10. After tapping **UPDATE**, the device will install the updates and provide a confirmation after powering up completely to the home screen.

