



Product Note – ZTE Grand X™ 3 Q4 2016 Android Security Software Update

1/30/17

Overview:

An Android security software update, with included updates provided by Google, is available for customers with a ZTE Grand X 3 on software version Z959V1.2.14.

ZTE will push this software update to customers beginning 2/10/18, prompting them to install the software update to their phone. The new software version is Z959V1.3.15.

Software Download/Additional Information:

- You can download the software via Wi-Fi or the cellular network.

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 will not be operable till the installation is completed.
- Make sure that the battery is charged to at least 40%

Updating your Phone's Software:

Updating software after receiving a notification:

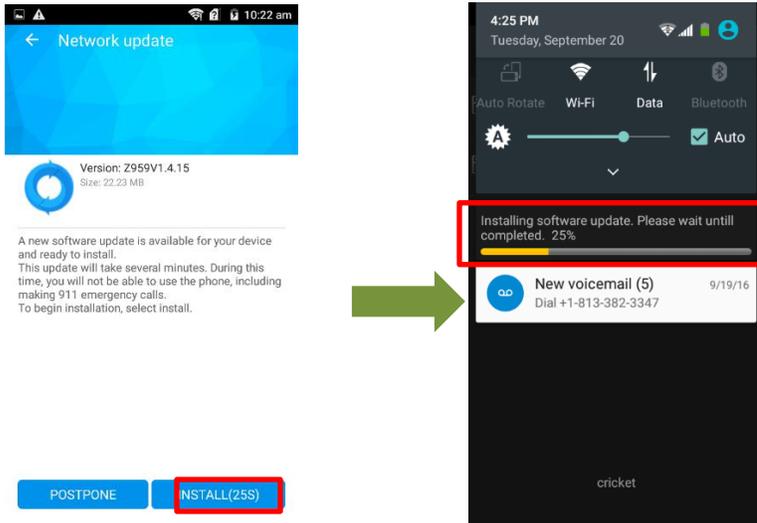
1. When the software notification is received, you will see the following screen:



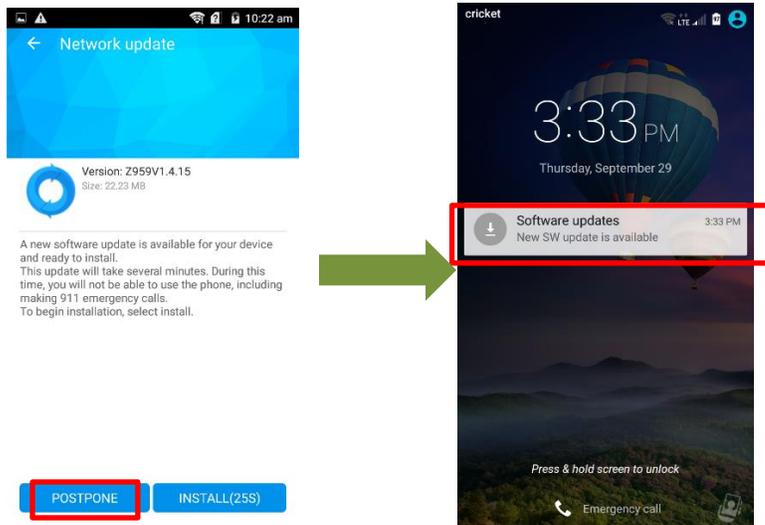
cricket

1. You will have the option to download the software update immediately or postpone it until a later time.

To download immediately, tap Install:

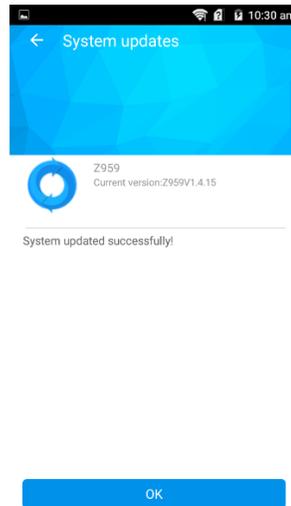


To postpone downloading, tap Postpone:



After postponing, you will periodically receive a notification about the update in the notification panel

2. Once the installation is complete, your phone will re-start and you will see a confirmation message, indicating the successful update.



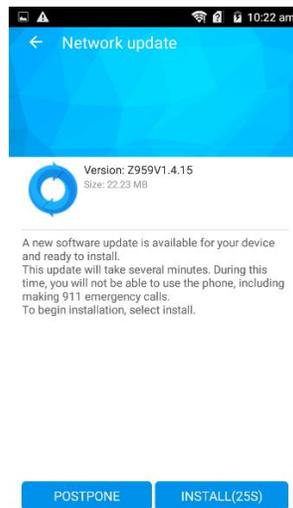
Verifying Software Version Below are the steps to check your software version and to manually update the software to the new version (Z959V1.3.15).

To check your SW version:

1. From the home screen, tap the **Apps** icon
2. Tap **Settings**.
3. Tap **About Phone**
4. Look **under Build number**, which will list the software version. If you are on software version Z959V1.2.14, you can update to version Z959V1.3.15.

Manually Updating Software

1. Make sure your phone is fully charged, is connected to either cellular or Wi-Fi, and all information on phone has been backed-up.
2. From the home screen, tap the **Apps** icon
3. Tap **Settings**.
4. Tap **About Phone**
5. Tap **System Updates**
6. Tap **Software Update**
7. Tap **Check for Update**. The software will download and, when complete, you will see the following screen:



8. Tap **UPDATE**
9. Your phone will restart and install the updates and then power up completely to the home screen.