Smartphone Product Note – ZTE Grand X 4 Q3 2017 Android Security Software Update

8/28/17

Overview:

An Android security software update, with included updates provided by Google, is available for customers on software version Z956V2.6.22 of the ZTE Grand X 4.

Cricket will push this software update to customers beginning 8/30/17, prompting them to install the software update to their phone. The new software version is Z956V2.7.25.

Additional Information:

- You can download the software over the wireless network or via a Wi-Fi connection

- Time to download and install will vary depending on network conditions, WiFi Signal strength and bandwidth.
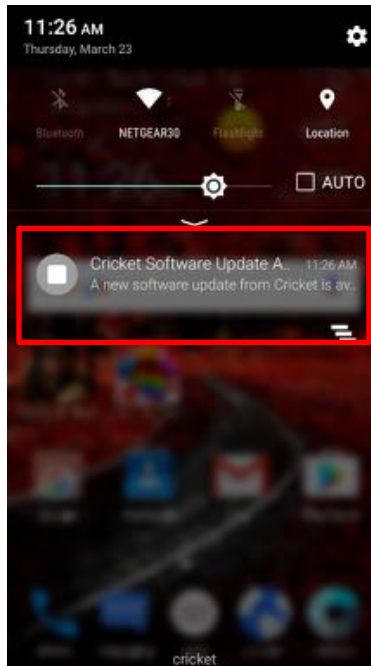

Getting Started:

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

- Make sure that all tasks have been saved. During installation, the phone cannot be used until the installation is completed.

- Make sure that the battery is charged to at least 40%.

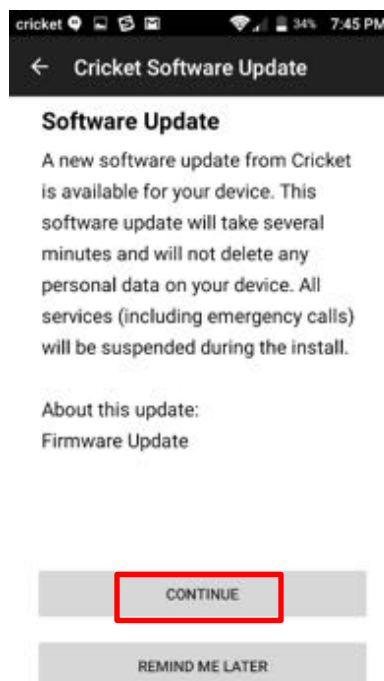- Make sure that the phone is connected to a wireless network or a Wi-Fi connection.

Update Process:

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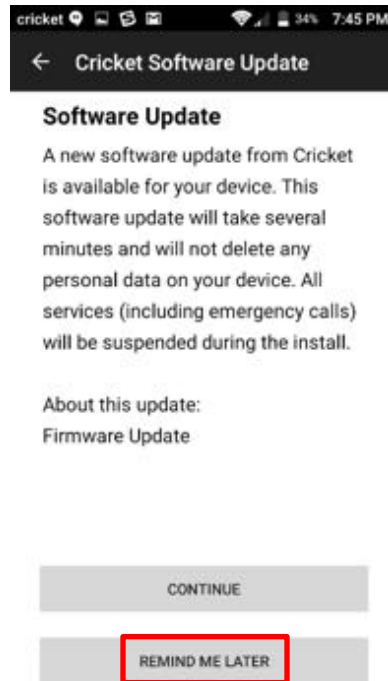

2. You will have the option to download immediately or postpone until a later time.

   To download immediately:

To postpone downloading:

3. Once the installation is complete, the phone will re-start.

Verifying Software Version

Below are the steps to check your software version and to manually update the software to the new version (Z956V2.7.25).

To check your SW 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 you are on software version **Z956V2.6.22**, you can update to version **Z956V2.7.25**.

To manually update the SW:

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. Scroll down and click on **Cricket software update**.
4. Select **Check for updates** option. The software will download and, when complete, the phone will restart.