



ZTE Grand™ X 4 Software Update: Android security updates & HD Voice Software Update

Overview:

Effective 4/4/17, a new software update (version Z956V2.5.19) will be available for those ZTE Grand™ X 4 customers who have software version Z956V1.2.13 on their phone. This update will address Google security patches and software bug fixes, and add HD Voice capability. It will also reduce the phone's likelihood to drop calls when paired with a SIM that supports HD voice. Cricket will push this software update to customers, prompting them to install the software update to their device.

What are the benefits of HD Voice?

HD Voice means clearer conversations with reduced background noise when both participants are using HD Voice compatible phones. Those with HD Voice compatible phones will also notice faster, 4G LTE data (when browsing, using social media, downloading etc.) while on a voice call.

Software Download/Additional Information:

- You can only download this software over Wi-Fi.
- The length of time it will take to complete the download and installation process can vary based on network conditions, WiFi Signal strength and bandwidth.

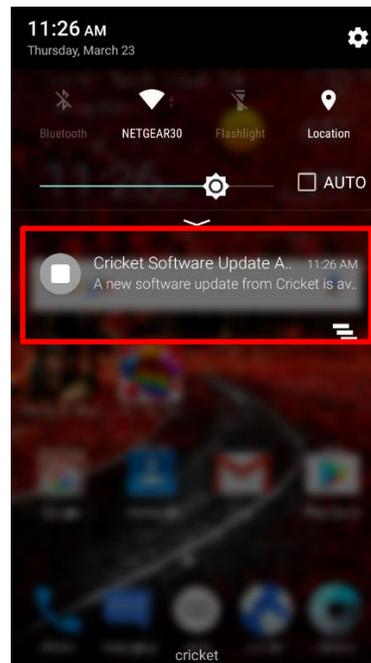
Getting Started:

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

- Make sure that all tasks have been saved. During installation, the phone will not be operable till the installation is completed.
- Confirm that you are connected to Wi-Fi.
- Make sure that the battery is fully charged.

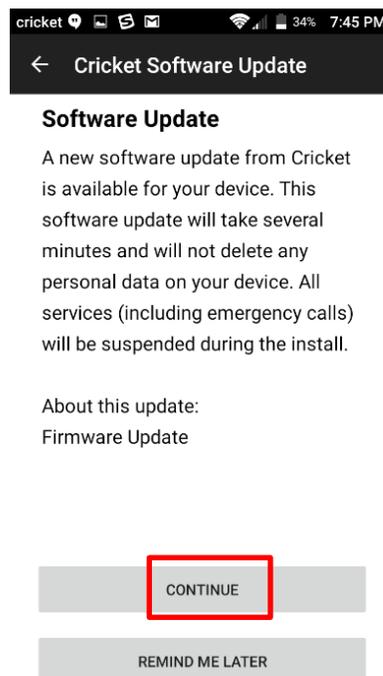
Update Process:

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



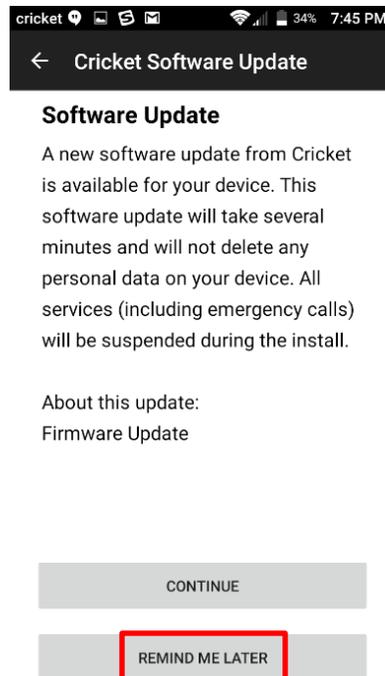
2. You will have the option to download immediately or postpone until a later time.

To download immediately:





To postpone downloading:



3. Once the installation is complete, the device 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 (Z956V2.5.19).

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 **Z956V1.2.13**, you can update to version **Z956V2.5.19**.

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 device will restart.