Smartphone Product Note – ZTE Prelude™+ 4Q 2017 Android Security Software Update

10/23/17

Overview:

Effective 10/27/17, an Android security software update is available for ZTE Prelude + customers on software version Z851V1.3.13.

ZTE will push the new software update (Z851V1.4.15) to customers beginning 10/27/17, prompting them to install the software update to their phone.

Additional Information:

- Customers should download the software package via a Wi-Fi connection.

- Time to download and install will vary depending on network conditions, Wi-Fi Signal strength and bandwidth.
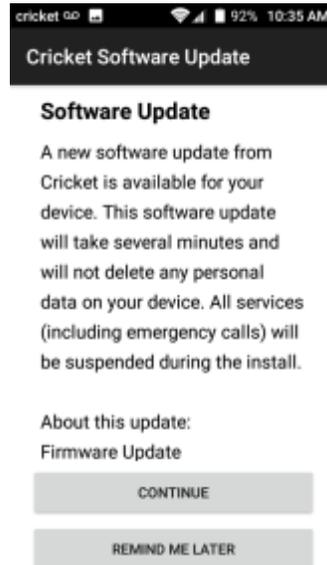
Getting Started:

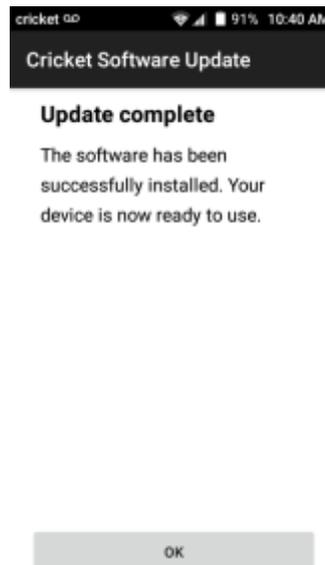Please confirm the following to ensure an optimal download/installation experience:

- Ensure all tasks have been saved before starting the software installation process. The phone cannot be used during installation until the process is completed.

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

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

Updating software after receiving a notification:

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

2. Tap **CONTINUE** to install the software. You will not be able to use your phone during installation.

3. After tapping **CONTINUE**, the phone will restart and complete the installation process.

4. Once the software update is successfully installed, you will see the following message:

Below are the steps to check your software version and to manually update software to new version (Z851V1.4.15).
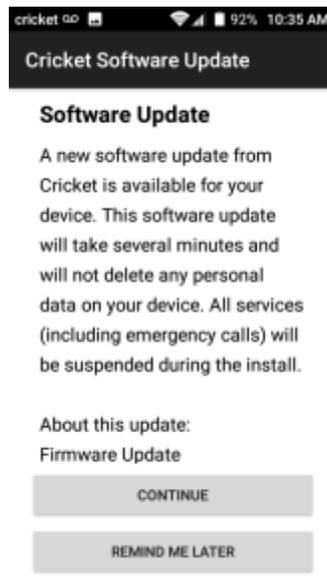
Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Scroll down and then tap **About phone**.
3. Look next to **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 Z851V1.3.13.

   (insert screenshot here)

How to Manually Update the 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 any home screen, tap the **Apps** key, and then tap **Settings**.
3. Scroll down and then tap **About phone**.
4. Tap **Cricket Software Update,** then tap **Check for Updates**.
5. Tap **CONTINUE**.

6. After tapping **CONTINUE**, the phone will install the update and restart to complete the process.

7. Tap **OK** to install
8. Your phone will restart and install the updates. You will then see the following screen: