

# Smartphone Product Note – Nokia 3.1 C Software Update

8/20/19

## Overview:

Effective 8/20/19, a new software update (00NO\_1\_39L) will be available for those Nokia 3.1 C customers who have software version 00NO\_1\_39I or 00NO\_1\_39K on their phone. This update will provide Google security updates.

Cricket will push this software update to customers, prompting them to install the software update to their phone

## Software Download/Additional Information:

- You can only download this software over Wi-Fi.
- The download and installation time can vary depending on network conditions, Wi-Fi 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 until 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 a pop-up screen
2. You will have the option to download immediately or postpone until a later time.

To download immediately, tap CONTINUE

To postpone downloading, tap REMIND ME LATER

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 (00NO\_1\_39L).

To check your SW version:

1. From any home screen, swipe up to reveal the **Apps** menu, and then tap **Settings**.
2. Scroll down and tap **System** and then tap **About phone**
3. Look under **Build number** which will list the software version. If you are on software version **00N0\_1\_39I** or **00N0\_1\_39K**, you can update to version **00N0\_1\_39L**.

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, swipe up to reveal the **Apps** menu, and then touch **Settings**.
3. Scroll down and Tap **Cricket Software update**.
4. Select **Check for updates** option. The software will download and, when complete, the phone will restart.