

Smartphone Product Note – Nokia 3.1 C Software Update

12/11/19

Overview:

Effective 12/11/19, a new software update (00NO_1_41H) will be available for those Nokia 3.1 C customers who have software version 00NO_1_41G, 00NO_1_39M, 00NO_1_39L, 00NO_1_39K, or 00NO_1_39I 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_41H).

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 **00NO_1_41G, 00NO_1_39M, 00NO_1_39L, 00NO_1_39K, or 00NO_1_39I**, you can update to version **00NO_1_41H**.

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.