

Smartphone Product Note – Nokia 3.1 Plus

December Software Update

12/2/19

Overview:

Effective 12/2/19, a new software update (00N0_1_26M) will be available for those Nokia 3.1 Plus customers who have software version 00N0_1_26K on their phone. This update provides general 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 cannot be used until the installation is completed.
- Make sure that the battery is charged to at least 40%.

Updating software after receiving a notification:

1. When the software notification is received, you will see a prompt on your screen,
2. Follow the prompt and Tap **Continue** to download the software.
3. The device will re-start, and once the installation is complete you will see a confirmation message, indicating the successful update.

Below are the steps to check the software version and to manually update the software to the new version (00N0_1_26M).

Verify Software Version

1. From any home screen, swipe up to reveal all apps.
2. Tap the **Settings** icon.
3. Scroll down and then tap **System**.
4. Scroll down and then tap **About phone**.
5. Look next to **Build Number** which will list the software version. If you are on a previous software version, then you will need to first update to version (00N0_1_26K).

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to Wi-Fi, and all information on the phone has been backed-up.
2. From any home screen, swipe up to reveal all apps.
3. Scroll down and then tap **Settings**.
4. Scroll down and then tap **Cricket Software Update**.
5. Tap **Check for Updates**.
6. Tap **Update now**.
7. Tap **CONTINUE**.
8. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.