Smartphone Product Note – Samsung Galaxy Halo Software Update

5/14/18

Overview:

An Android security software update, with included updates provided by Google and Samsung, is available for customers on software version J727AZTUU1AQK6 of the Samsung Galaxy Halo.

Samsung will push this software update to customers beginning 5/14/18, prompting them to install the software update to their phone. The new software version is J727AZTUS3ARD1.

Software Download/Additional Information:

- You can only download this software over Wi-Fi.

- The download and installation time can vary depending on network conditions, WiFi Signal strength and bandwidth
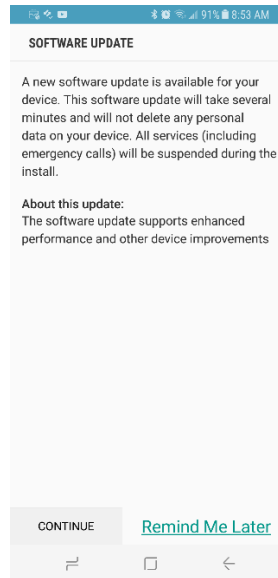
Getting Started:

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.
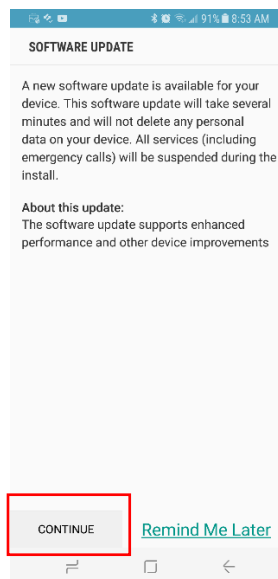
- Make sure that the battery is fully charged.

Update Process:

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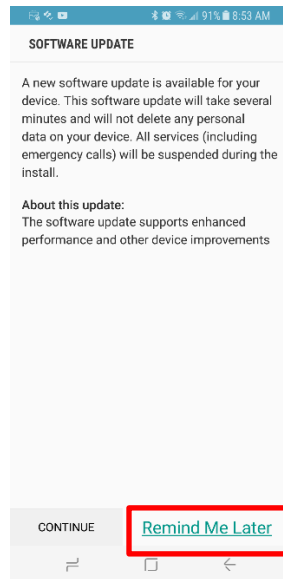

2. You will have the option to download immediately or postpone until a later time.

   To download immediately:

To postpone downloading:

3. Once the installation is complete, the 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 (J727AZTUS3ARD1).

To check your SW version:

1. From any home screen, swipe up or down to reveal the **Apps** menu, 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 **J727AZTUU1AQK6**, you can update to version **J727AZTUS3ARD1**.

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 or down to reveal the **Apps** menu, and then touch **Settings**.
3. Scroll down and click on **Software update**.

Select **Check for updates** option. The software will download and, when complete, the phone will restart.