

Samsung Galaxy Grand Prime™ Support

Lollipop/Mobile Hotspot/Samsung Pay Software Update

If you have the latest version of the Samsung Galaxy Grand Prime (software version G530AZTUU3AOF5), with the Android Kit Kat operating system (version 4.4.4), an update is available with the latest Lollipop operating system (version 5.0), as well as adding Cricket Mobile Hotspot functionality and adds the Samsung Pay app to the device. The new software version is G530AZTUU4BOJ4.

If you have software versions G530AZTUU1AOC1 or G530AZTUU3AOF4, you can update the software following the steps below to update the software until you get to the latest version.

You can verify your software version by following these steps:

Verify Software Version

1. From any home screen, touch the **Menu** key, and then touch **Settings**.
2. Scroll down and touch **About device**.
3. Look under **Baseband version** which will list the software version.

Update the Operating System

1. Ensure the phone is fully charged, has a Wi-Fi connection, and all data on phone has been backed-up.
2. From any home screen, touch the **Menu** key, and then touch **Settings**.
3. Scroll down and touch **About device**.
4. Touch the **Software update** option.
5. Accept the terms and conditions and touch **Confirm**. This will register the device.
6. Touch the **Software update** option again.
7. Software will begin downloading. This may take as much as an hour depending on Wi-Fi connection speed.
The user can continue to use the device during this time.
The **notification panel** will display a confirmation when the update has completely downloaded.
8. Open the **notification panel** and touch **Software Update**.
9. On the bottom of the screen touch **Install**.
Users will not be able to use the device during the install process.
It will take approximately 5-10 minutes to complete.
10. After the software has installed, the phone will power off and back on. A confirmation will appear stating that the software was successfully updated. You can verify you have the latest software version (G530AZTUU4BOJ4) by following the steps above for verifying software version.