

Device Product Note – ZTE Grand X Max 2 Q4 2016 Android Security Software Update

2/9/17

Overview:

An Android security software update, with included updates provided by Google, is available for customers on software version Z988V1.2.15 of the ZTE Grand X Max 2.

ZTE will push this software update to customers beginning 2/17/17, prompting them to install the software update to their device. The new software version is Z988V1.3.16.

Additional Information:

- The user can download the software via a Wi-Fi connection.

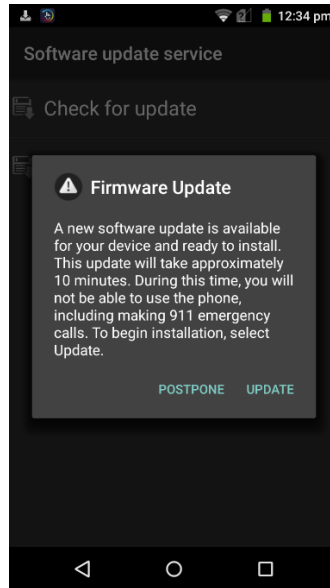
Getting Started:

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 till the installation is completed.
- Make sure that the battery is charged to at least 40%.
- Make sure that the device is connected to an active Wi-Fi network.

Updating software after receiving a notification:

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



2. Tap **UPDATE** to install the software. You will not be able to use your phone during installation.
3. After tapping **UPDATE**, the device will restart and install the updates and then power up completely to the home screen.

Below are the steps to check the software version and to manually update the software to the new version (Z988V1.3.16).

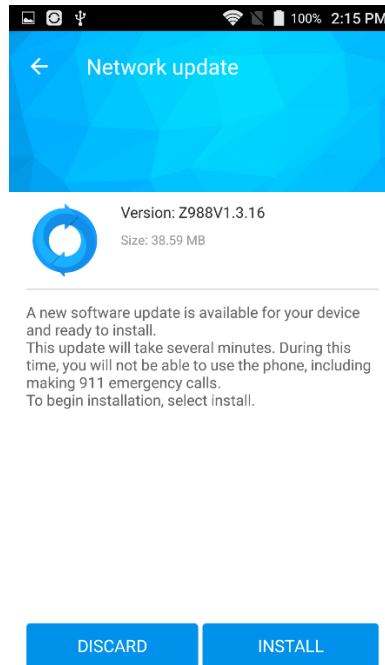
Verify Software Version

1. From any home screen, tap the **Apps** key, and then tap **Settings**.
2. Scroll down and then tap **About phone**.
3. Look next to **Build number** which will list the software version. If the user is on a previous software version, they will need to first update to version Z988V1.2.15.

How to Manually Update the Software

1. Make sure your phone is fully charged, is connected to either cellular or Wi-Fi, and all information on phone has been backed-up.
2. From any home screen, tap the **Apps** key, and then tap **Settings**.
3. Scroll down and then tap **About phone**.
4. Tap **System updates**, then tap **Network Update**.

5. Tap **Download**. The software will download and, when complete, you user will see the following screen:



6. Tap **INSTALL**
7. Your device will restart and install the updates and then power up completely to the home screen.