



LG G2

SOFTWARE UPGRADE

Overview

To help you with the mandatory system update for your LG G2, this page contains the following information:

- System Update Instructions – User Initiated
- System Update Instructions – Server Initiated
- System Update while You are Roaming

This software update is two parts:

- SU4 A (Mandatory) - SU install to prepare for Lollipop 5.0 (44.1 MB) estimated time to upgrade: 5 min
 - You will need up to 50MB of reserved memory to upgrade. You will be prompted to clear space via storage settings if you do not have enough memory to upgrade
- SU4 B (Optional) - Lollipop 5.0 (830.8 MB) estimated time to upgrade: 49 min
 - You will need up to 2GB of reserved memory to upgrade. You will be prompted to clear space via storage settings if you do not have enough memory to upgrade

Insufficient memory – Due to changes in the Lollipop OS, you will require sufficient reserved memory. If you do not have enough user memory then a Low Memory pop-up will be shown until you free up enough memory. If you dismiss the notification and have not cleared space after 24 hours, a pre-update message will pop up again until you free up the necessary memory.

Wi-Fi Exclusivity period – Software update is only available via Wi-Fi only during the first week of the SU being pushed to a customer. If Wi-Fi is unavailable during this timeframe, the user can download the update via 4G LTE. Depending on the device, the user can download via 4G LTE by pulling the Software within the Device's System Update Settings: Settings > System Updates.

Battery life expectations post a major OS upgrade:

1. The application memory areas may have to be optimized. This can take time and cause the device to temporarily use more battery while the optimization is in progress.
2. It can take time for the new software to optimize its performance and for the device's battery life to normalize, which generally takes 2- 3 days.
3. Downloaded applications may not be optimized for the new OS version as application developers do not immediately update their applications to support new versions of the OS. This may result in higher than normal battery drain and in some cases device sluggishness until the application is updated or removed.

OTA User Initiated

1. From the Home screen, tap the **Menu Key > Settings > About Phone > Software updates > Check for Updates**. Click **Download Now**.
2. When download is complete, a screen will appear advising you that the new version of software is ready to be installed. Tap **Install Now**.
3. The device will power down and power back on. A screen will appear stating that the installation has been completed. Tap **OK**.

OTA Server Initiated

1. Once a new software version is available for your device, it will begin downloading in the background. When the download is complete, you will be notified that it is ready to be installed. Tap **Install Now**.
2. The device will power down and power back on. A screen will appear stating that the installation has been completed, tap **OK**. To check your software version, go to **Home screen > Menu > Settings > About Phone**.

System Update While You Are Roaming

If you are roaming you will not receive a system update notice. To update your device while you are roaming, you will need to be in an area where Wi-Fi is available.

1. Begin by enabling Wi-Fi on your device.
2. To enable Wi-Fi on your device, go to "**Settings**" > under **Wireless & Networks**, touch "**Wi-Fi ON**" to enable (if not already enabled)
3. Touch "**Wi-Fi**" to view and select a Wi-Fi network. Once you are connected, an update notification will appear on your device. If the system update fails to install, you will get an error screen. However, this only means the software did not install properly. Remove and re-insert the battery and power the device back on. The device will power back on with original software and will prompt you once again to install the system update. If the update fails again, please visit www.verizonwireless.com/contactus.