

Device Product Note – moto g7 SUPRA OS and Advanced Messaging Update

11/2/20

Overview:

A software update to add Android 10 (Q) and advanced messaging capabilities, is available for customers on software version OCPS29.114-134-20 of the moto g7 supra™.

The software update will be available on 11/2/20, prompting customers to install the software update to their device. The new software version is QC030.95-Q3-10-47.

Software Download/Additional Information:

- You can download the software over a Wi-Fi connection
- Time to download and install will 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 phone is connected to a Wi-Fi access point.

Updating software after receiving a notification:

1. When the software notification is received, Tap **INSTALL** to download the software. **Note:** If **LATER** is selected, you will be reminded once every 4 hours. After 3rd notification, the install will begin automatically.
2. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.

Checking SW version and updating software manually:

Below are the steps to check the software version and to manually update the software to the new version (QC030.95-Q3-10-47).

Verify Software Version

1. From the home screen, swipe up, and then tap **Settings**.
2. Tap **System**
3. **Tap About Phone** then **tap Build number** which will list the software version. Confirm that you are on version OCPS29.114-134-20.



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 the home screen, swipe up, and then tap **Settings**.
3. Tap **System**
4. Tap **System Updates**.
5. Tap **Update Now**
6. Tap **Install**.
7. Once the installation is complete, the device will re-start and you will see a confirmation message, indicating the successful update.

