Canada Rogers Z828 Upgrade Guide

(Through an SD Card)

1. Cautions

The software version and pictures in this document are just for reference only. Please use ZTE handset support website provided version to download software.

1) Download the upgrade package.

- Download the upgrade package (update.zip) that matches your phone model from ZTE official website. If the downloaded package is not update.zip, unzip the package to obtain update.zip.
- Ensure that your micro SD card is at least 1GB.
  Note：Please refer to our current version download size.

2) Remove the SIM card before the upgrade. Back up the data and APPs in your phone by using the built-in Backup function or using a third-party tool.

3) Perform data backup.
Note: You should not remove the SD card during the backup process. To avoid data lost, it is not recommended to cancel the backup process.

4) Verify that the update.zip file in the root directory of the SD card matches the model of the phone. Do not modify the file name and extension name of the files in the upgrade package.

5) Verify that your phone has enough (at least 20%) power. Charge the phone if required. To avoid data lost or upgrade failure, it is not recommended to upgrade your phone through an SD card when the phone is being charged.

6) You should not perform any other operation on the phone during the upgrade process.

7) A normal upgrade should be completed in 3-4 minutes. If the phone does not reboot or show any response in 5 minutes, you should perform the upgrade process again. If the phone cannot be started, perform a forced upgrade. If the forced upgrade does not work, you should contact an after-sale service agent for support.

2. Upgrade Description

There are two upgrade methods: normal upgrade and forced upgrade.
If the phone cannot be started properly, for example, the phone cannot be started, or the phone does not enter standby state, perform a forced upgrade. If the phone can be started properly and the **Settings** menu can be selected, perform a normal upgrade.

3. Upgrade Steps

A. Normal upgrade (the primary upgrade method)

1) Download the upgrade package that matches the phone model from ZTE official website, extract `update.zip` from the package, and copy `update.zip` to the root directory of the SD card (the file name must be `update.zip`).

2) Select **File Manager** from the APPs menu, and verify that the `update.zip` file in the root directory of the SD card is proper. See Figure 3-1:
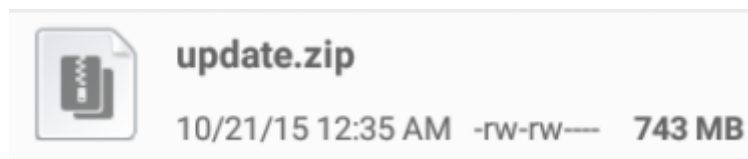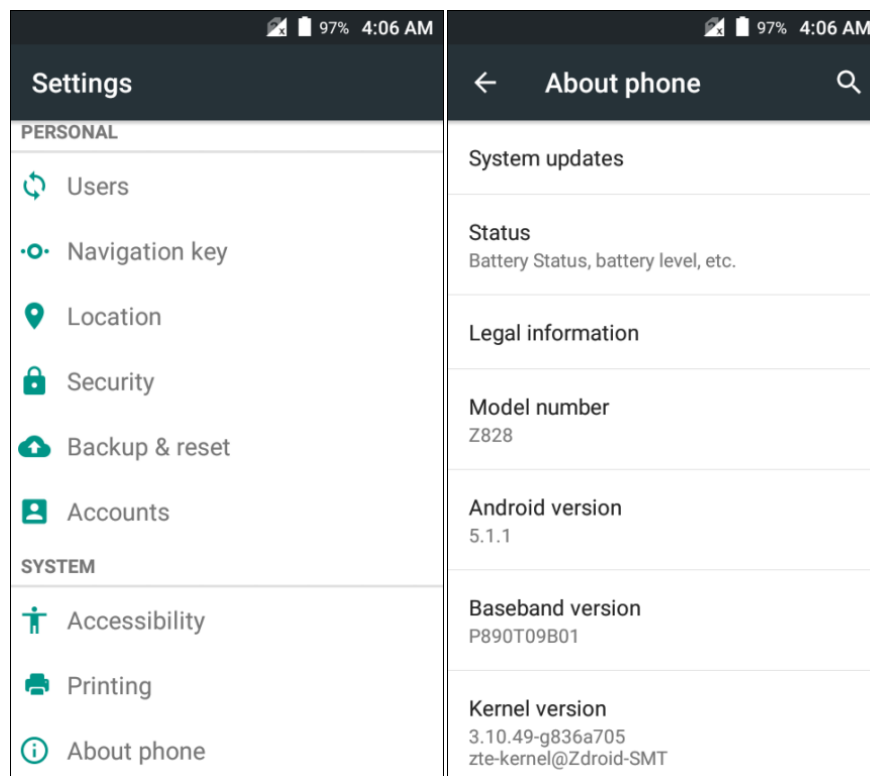

Figure 3-1

3) Tap the Home key to return to home screen and subsequently tap and select **Settings** > **About phone** > **System updates** > **Storage card updates**. See Figure 3-2:
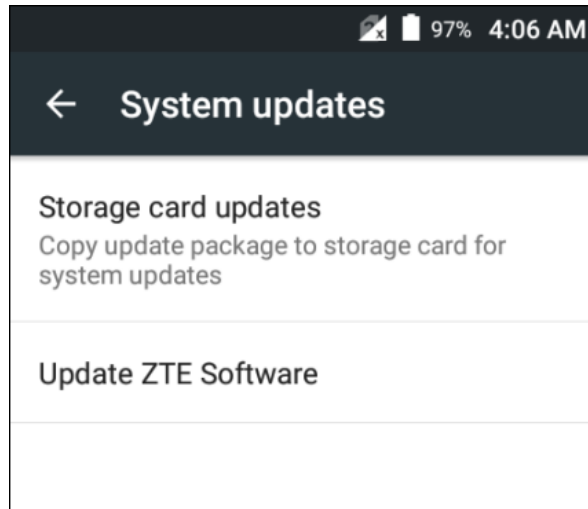
Figure 3-2

4) Select the upgrade package (update.zip). If the upgrade package is already saved in the root directory of the SD card, a screen is displayed, suggesting you to reserve the data in the device, see Figure 3-3. If there is no SD card inserted in the device or no upgrade package saved in the root directory of the SD card, a tip is displayed on the screen: **Can't find update package on storage card. Please confirm that update package has been copied to root directory on storage card**. See Figure 3-4:
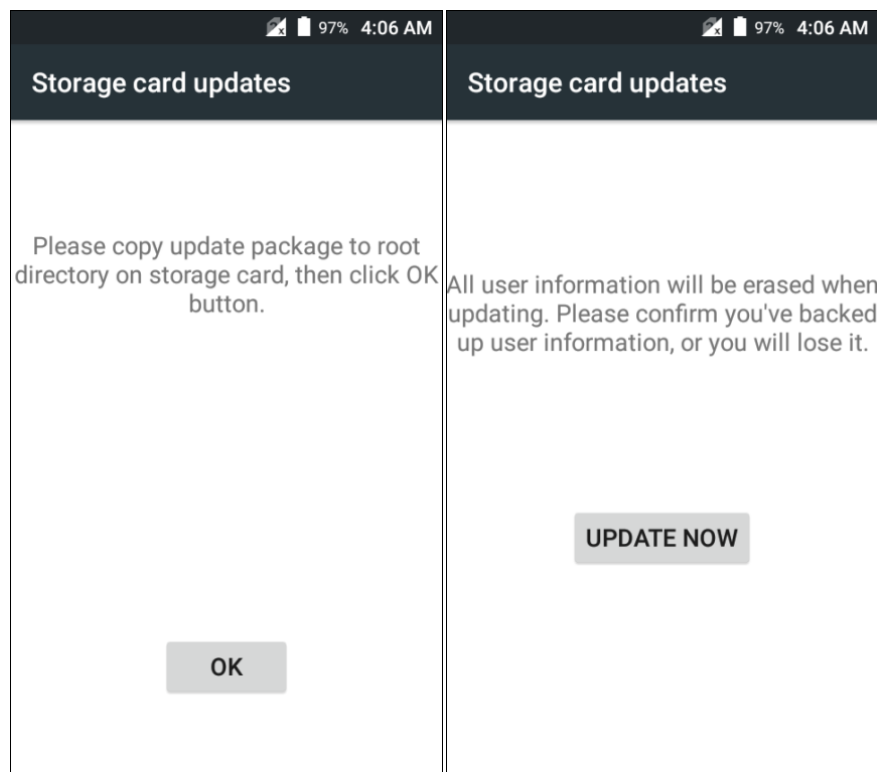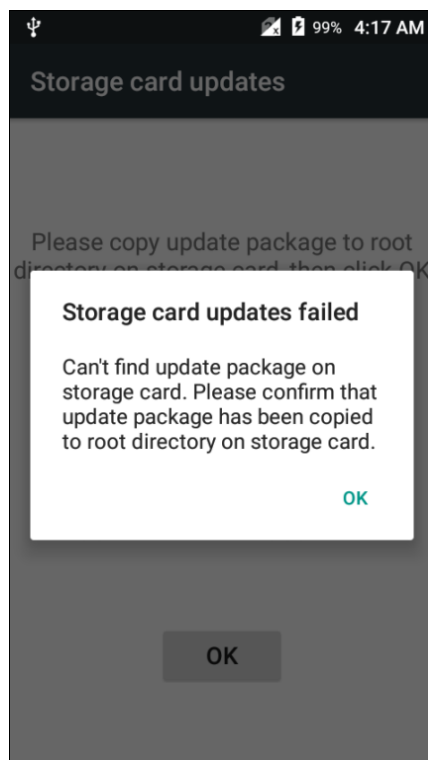

Figure 3-3

Figure 3-4

5) Touch **UPDATE NOW**, the phone is automatically powered off. After the phone reboots, the **Storage Card Update** screen is displayed. See Figure 3-5:

Figure 3-5

6) After the phone is upgraded, it is rebooted again. After the phone starts properly, it is recommended to manually restore the phone to its original

factory default settings by selecting **Settings** > **Backup & reset** > **Factory data reset** to enhance the system stability. The phone is upgraded properly and can be used.

B. Forced upgrade (for the phones that cannot be started or the phones that cannot enter standby state)

1) For a powered-off phone, Press and hold the **volume up key** and **power key** until the phone enters **Android system recovery.** In this mode, the **volume key** can be used to select a menu, the **power key** can be used to confirm it.

2) Press the **volume down key** to select **apply update from sdcard,** and press the **power key** to confirm it. The root directory of the SD card is opened.

3) Press the **volume down key** to select the **update.zip** file, and press the **power key** to confirm it. The phone starts the upgrade process.

4) The phone completes the upgrade process in about four minutes. The screen will be displayed: **Install from sdcard complete**, select **reboot system now** and press the **power** key to confirm it. It is rebooted again. After the phone starts properly, it is recommended to manually restore the phone to its original factory default settings by selecting **Settings** > **Backup & reset** > **Factory data reset**. The phone is upgraded properly and can be used.

4.　(Optional) Restoring the Data

If you have backed up data before upgrading your phone, restore the data.