

## **Samsung Electronics Australia confirms availability of Galaxy Note7 replacement stock and announces automatic software update**

**Sydney, Australia – September 20, 2016** – Samsung Electronics Australia today confirmed that replacement stock for Galaxy Note7 customers will be available from September 21<sup>1</sup>.

Samsung has also announced that an automatic software update will be released in Australia from September 21<sup>2</sup> to all original Galaxy Note7 smartphones purchased in this country<sup>3</sup>.

The software update will automatically download and install<sup>4</sup> to all original Galaxy Note7 smartphones that were purchased in Australia to limit the smartphone battery to a maximum charge of 60 per cent. The update is part of Samsung Australia's ongoing commitment to safety in relation to the battery cell issue with original versions of the smartphone<sup>5</sup>.

There will also be a software update made available that customers will need to download for new replacement Galaxy Note7 smartphones. This software update will introduce a green battery icon to identify that the new device does not have the reported battery issue and is safe to use.

"The safety of our customers is our first priority," said Richard Fink, Vice President IT & Mobile, Samsung Electronics Australia. "For this reason, we are working to identify and execute all appropriate measures to protect customer safety.

"We continue to urge customers who still have an affected Galaxy Note7 to complete a data back-up and factory reset before powering-down the device and returning it to their place of purchase to seek a replacement Galaxy Note7 or alternate remedy of their choice."

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<sup>1</sup> Customers should check specific availability dates with their operators or place of purchase.

<sup>2</sup> Exact timing of the release of the automatic software update to Galaxy Note7 smartphones in Australia will depend on each individual carrier network.

<sup>3</sup> Galaxy Note7 smartphones purchased outside of Australia or through channels not authorised by Samsung Australia (for example Kogan.com.au and some eBay stores) may not receive the same software package as those devices purchased from either Samsung Australia or an authorised Samsung Australia retailer.

<sup>4</sup> Customers who purchased their Galaxy Note7 in Australia but are overseas at the time of the software release, will receive the automatic download when they next connect to WiFi.

<sup>5</sup> On September 5, Samsung Electronics Australia took the proactive and voluntary step to recall Galaxy Note7 smartphones in Australia. The recall was in response to a recent announcement by Samsung Electronics regarding isolated battery cell issues with the Galaxy Note7.

## SOFTWARE UPDATE FOR ORIGINAL GALAXY NOTE7 SMARTPHONES

Customers in Australia who continue to use an original Galaxy Note7 will first receive an alert message advising them that they will receive an automatic software update.

From September 21<sup>6</sup>, original Galaxy Note7 devices will receive an automatic software update that will limit the smartphone battery to a maximum charge of 60 per cent. Following the software update, customers will receive a pop-up message recommending they urgently power-down their device and seek a replacement. This pop-up message will appear whenever the device is powered-on or connected to a charger.

<b><i>Alert message prior to software update</i></b>	<b><i>Message with software update</i></b>
For safety reasons, we recommend that you stop using your Note7. From September 21 an automatic software update will limit this device's charge to 60%. Tap for more. We apologise for the inconvenience – Samsung Australia.	As your safety is our top priority, we urge you to stop using your Galaxy Note7 and contact your place of purchase, Samsung Call Center or visit <a href="http://www.samsung.com">www.samsung.com</a> for further assistance. For safety concerns related to the battery, the maximum charge will be limited to 60% from now on. We apologize for the inconvenience.

## SOFTWARE UPDATE FOR NEW REPLACEMENT GALAXY NOTE7 SMARTPHONES

Samsung Australia has moved quickly to make new replacement Galaxy Note7 smartphones available for Australian customers from September 21. From this date, a software update will be made available by Samsung Australia for customers to download to all new replacement Galaxy Note7 smartphones in this country.

The software package for new replacement Galaxy Note7 devices will introduce a green battery icon to identify that the new device does not have the reported battery issue and is safe to use. Following the software update, the green battery icon will be visible on:

- the notification bar (Figure 1);
- the Always On Display (Figure 2); and
- the power down screen (activated with long press of the power button) (Figure 3).

Samsung Australia encourages all customers who receive their new replacement Galaxy Note7 to download this software update immediately so they can identify that their device is safe to use.

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<sup>6</sup> Exact timing of the release of the automatic software update to Galaxy Note7 smartphones in Australia will depend on each individual carrier network.

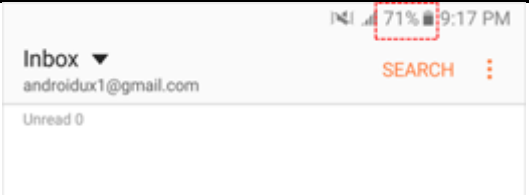
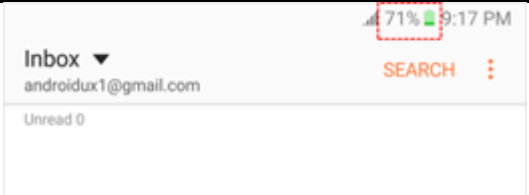
The new software updates are in addition to the September 9 announcement by Samsung Australia, which outlined the new replacement Galaxy Note7 identification methods including:

- The new replacement Galaxy Note7 packaging has clear identifiers on the box: a small black square on the white barcode label along with a white sticker with a blue letter 'S' (Figure 4).
- Customers will be able to check their Galaxy Note7 IMEI number on the online database on the Samsung Australia website to confirm whether their smartphone is safe to use (<http://www.samsung.com/au/galaxynote7-notice/>). Alternatively, customers can speak to Samsung Australia to check their device.

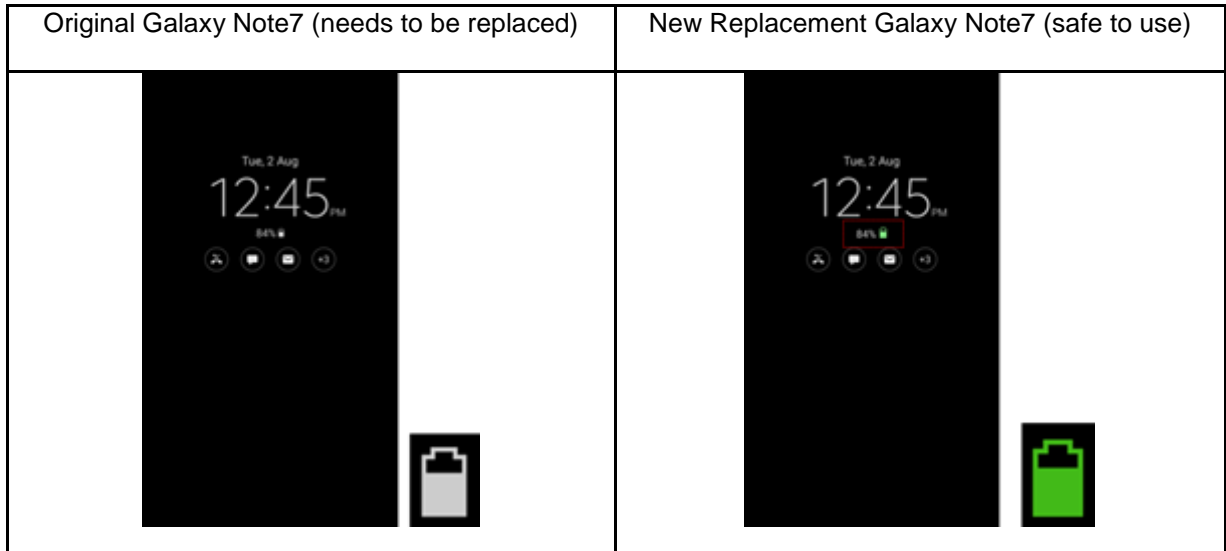
For further information, Galaxy Note7 smartphone owners can visit the place of purchase of their device or call Samsung Customer Service on 1300 362 603 or visit <http://www.samsung.com/au/galaxynote7-notice/>.

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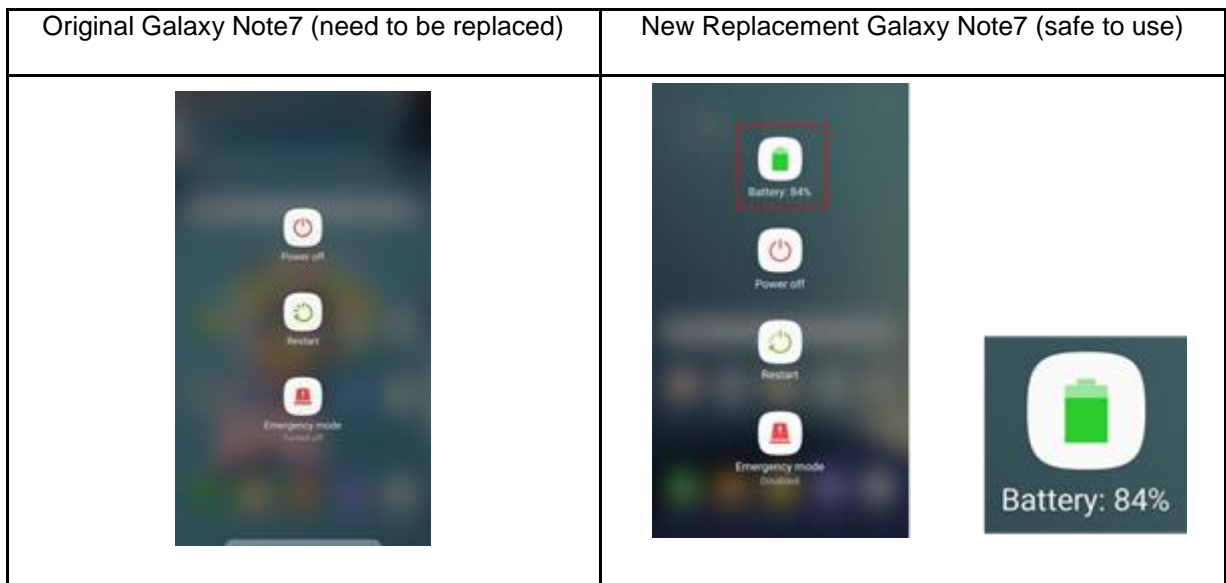
**FIGURE 1 GREEN BATTERY ICON ON NOTIFICATION BAR**

Original Galaxy Note7 (needs to be replaced)	New Replacement Galaxy Note7 (safe to use)
 <p>The screenshot shows the notification bar of an original Galaxy Note7. The battery level is 71%, and the time is 9:17 PM. A red dashed box highlights the battery icon, which is grey, indicating a low battery level. The notification bar also shows 'Inbox' with a dropdown arrow, 'androidux1@gmail.com', and 'Unread 0'. There is a 'SEARCH' button and a three-dot menu icon.</p>	 <p>The screenshot shows the notification bar of a new replacement Galaxy Note7. The battery level is 71%, and the time is 9:17 PM. A red dashed box highlights the battery icon, which is green, indicating a full battery level. The notification bar also shows 'Inbox' with a dropdown arrow, 'androidux1@gmail.com', and 'Unread 0'. There is a 'SEARCH' button and a three-dot menu icon.</p>

**FIGURE 2 GREEN BATTERY ICON ON ALWAYS ON DISPLAY**



**FIGURE 3 GREEN BATTERY ICON ON POWER OFF PROMPT**



**FIGURE 4 NEW GALAXY NOTE7 PACKAGING WITH IDENTIFIERS ON THE BOX**



**ENDS**

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