

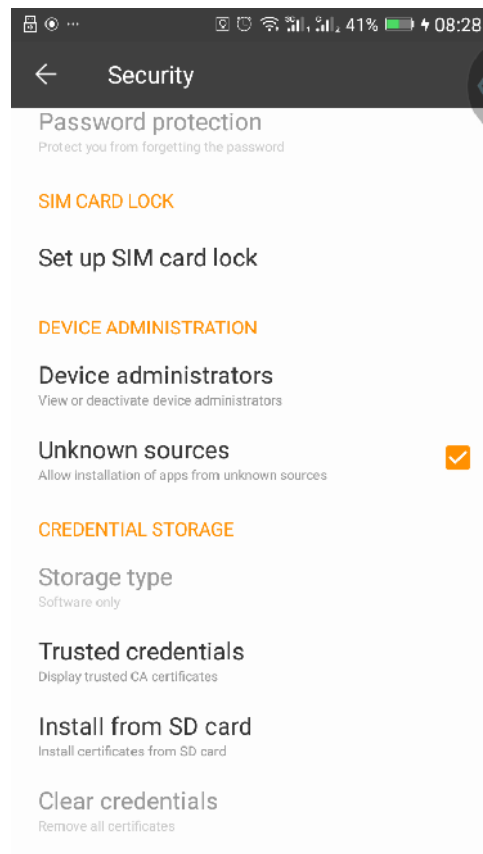


Procedure for Play Store downloads through mobile data optimization


This procedure applies to devices running on Android™ 5.1.

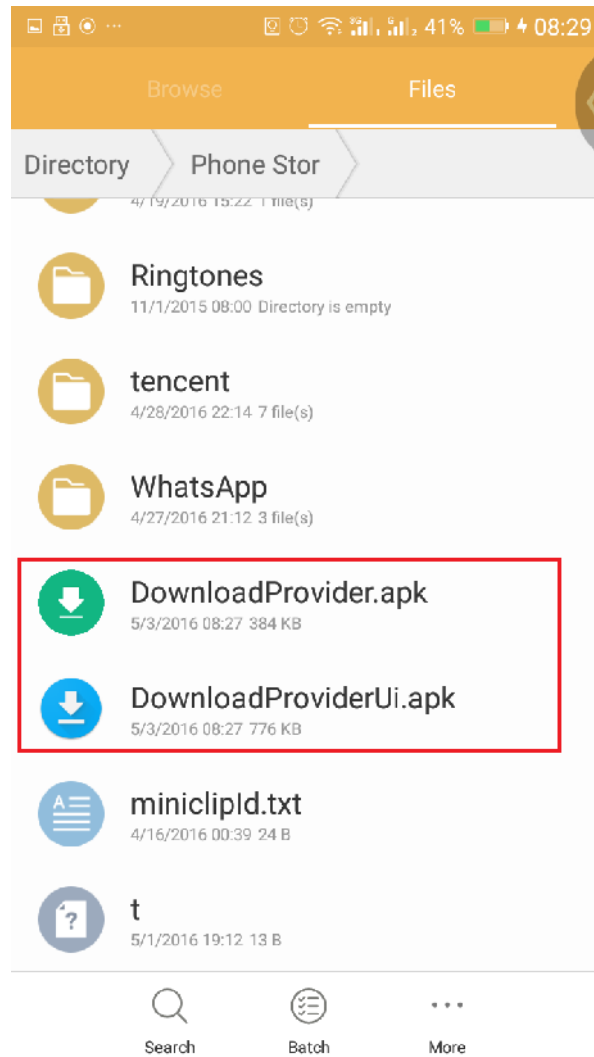
If you encounter any difficulties in downloading the apps from Play Store through mobile data, you must follow the next steps in order to correct this situation:

1. Download the “**DownloadProvider**” and “**DownloadProviderUi**” apps on a PC or laptop;
2. Connect the phone to the PC or laptop and copy the two apps to the phone’s internal memory;
3. In order to install the two apps, you must access Settings/Security and check the “Unknown sources” option.



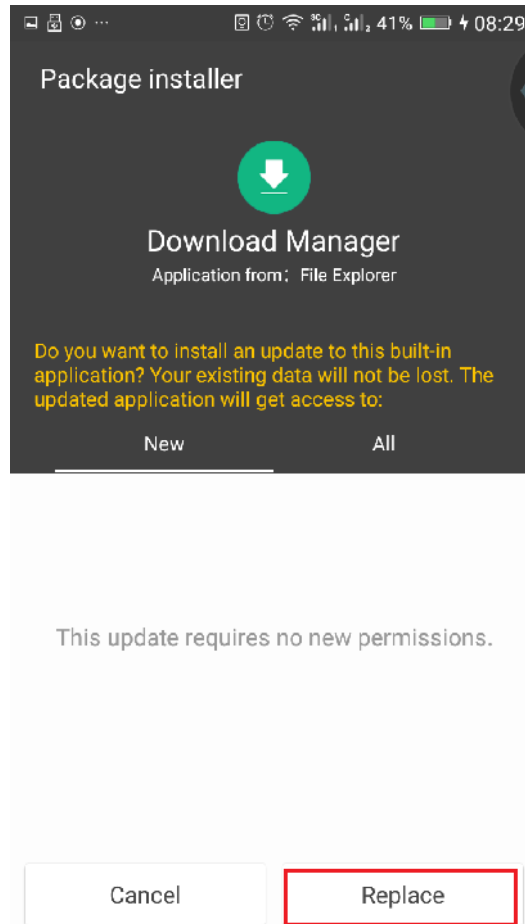


4. Access Files Explorer  /Internal memory and install the two files, each at a time.





5. In order to install them, open the files, one at a time, select “**Replace**” and then “**Finish**”.



Attention! If you will ever choose to reset the device to the factory settings, the two apps must be reinstalled in order to avoid a similar situation.