

Windows laptops & PCs | Easy | 2 min read

How to install updates safely

Updates fix security problems and bugs, so installing them is one of the best things you can do. Doing it safely just means being prepared and getting them from the right place.

Before you start

- Plug a laptop into power. Updates can take a long time and you do not want the battery to run out.
- Save your work and close your programs.
- Make sure your important files are backed up. Updates rarely cause problems, but it is a good habit.

Step by step

1. Windows: open **Settings**, then **Windows Update**, and choose **Check for updates**. In Windows 10, **Windows Update** is under **Update & Security**.
2. Mac: open **System Settings**, then **General**, then **Software Update**. On older macOS versions, look in **System Preferences**.
3. iPhone: open **Settings**, then **General**, then **Software Update**. Android: open **Settings** and look for **Software update**, which may sit under **System** or **About phone** depending on the make.
4. Choose **Install** or **Restart now** when prompted, and leave the device alone until it has finished.

Staying safe

Only install updates from your device's own settings, never from a pop-up on a website or a link in an email or text. Fake update messages are a common way of spreading unwanted software.

Do not switch the computer off during an update, even if it seems stuck. Screens may go black or restart several times. This can take 30 minutes or more.

Turning on automatic updates is a good idea for most people.

When to get more help

Stop and ask for help if an update has been stuck for more than two hours, you see an error code, the device will not start afterwards, or an update asks for payment or a phone number. Tell us the device, what the screen says and any error code.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.