

iPhone, iPad & Android | Medium | 2 min read

iPhone, iPad and Android: update the software safely

Updates fix security holes and bugs, and are worth installing. A little preparation avoids most problems, especially on older devices.

Before you update

1. **Back up.** An update rarely goes wrong, but if it does you will be glad of a copy. See our backup guides.
2. **Charge it.** Aim for at least 50 per cent or plug it into the charger.
3. **Use Wi-Fi.** Updates can be several gigabytes.
4. **Check storage.** You usually need a few gigabytes free. If the phone complains, free up space first.
5. **Choose a quiet time,** such as in the evening. You will not be able to use the phone while it installs.

Install on iPhone or iPad

1. Open **Settings**.
2. Tap **General** then **Software Update**.
3. If an update appears, tap **Update Now** or **Download and Install**.
4. Enter your passcode if asked and keep the device plugged in.

You may see two choices, such as a newer major version and a smaller security update for the version you have. The smaller update is a safe option if you are not ready for big changes. Turn on **Automatic Updates** here for peace of mind.

Install on Android

Wording varies by make.

- **Samsung:** **Settings** then **Software update** then **Download and install**.
- **Google Pixel:** **Settings** then **System** then **Software updates** (or **System update**).

Do not interrupt it. The phone may restart several times.

If the update will not install

- Free up space, then try again.
- Restart the phone and retry.
- Connect to a stronger Wi-Fi signal.
- Wait. Updates are sometimes rolled out in stages, so yours may not be ready yet.
- Check the phone is still supported. Older models stop receiving updates after several years.

When to get more help

Get help if the phone is stuck for over an hour, if it keeps restarting, or if you rely on an app that has stopped working. Do not use unofficial update files from unknown websites. If the phone is too old to update, we can advise on safe use or replacement.

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.