

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: how to update One UI safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Samsung sends updates to fix problems, close security holes and sometimes add features. Updating is nearly always a good idea if you prepare properly.

One UI versions

One UI is Samsung's version of Android. You may see One UI 5, 6 or 7 on different phones. Bigger updates change the menus, which is why steps in guides can look a little different from your screen. Older phones stop getting updates after a number of years, so check the support information for your model.

Before updating

- Back up your photos and contacts. See our guide on backing up with Samsung Cloud or Google.
- Plug the phone in or make sure it has plenty of charge. Samsung warns the battery should not be too low.
- Connect to Wi-Fi so you do not use your mobile data.
- Make sure there is free storage. Updates can need several gigabytes.

Updating

1. Open **Settings**.
2. Scroll to **Software update** and tap it.
3. Tap **Download and install**.
4. If an update is found, tap **Install** and let it finish. The phone restarts by itself, and it can take a long time. Do not turn it off.

You can also choose **Auto download over Wi-Fi** in the same area, which lets the phone fetch updates.

After updating

- Check that your apps, bank apps and Wallet work.
- Some apps may update on their own afterwards.
- The first few hours may feel slow or warm while the phone tidies up.

If something goes wrong

- If no update shows, your phone is already up to date, or your provider has not released it yet.
- If it fails, free up space, restart, and try again on Wi-Fi.
- If it gets stuck on the Samsung logo, force restart by holding **Volume down** and the **Side key** for about seven seconds.

Wording differs slightly by model and One UI version.

When to get more help

If an update keeps failing, or the phone will not start properly afterwards, ask us before doing a factory reset.

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.