

# GSD. Global – Mobile Phone - How to install updates on an Android mobile device

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General Information:

Possible symptoms/errors:

How to install updates on an Android mobile device

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows how to update the software on an Android mobile device.

**WARNING:** Before starting the update, advise the user to make sure to have a backup of their personal data. For safety reasons advise the user to NOT create a backup via any cloud based services.

Ask user to check the compatibility of the standard applications. If the user is using a special business application, advise them to get in touch with their local admin before upgrading.

Details:

Ask the user to open Settings

Then, ask user to tap Software update

Inform the user they need to tap "Download and install" to load and install the newest OS Update

If an update is available, there will be a brief description of it and the possibility to download it. Ask the user to tap Download to start the installation.

Assignment Group:

Ext\_WW\_Mobile-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A