How to update your mobile device

Last Modified on 01/06/2022 5:01 pm EST

How to update the software on your device

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If your device is not compatible with our App, it may be because the software on your device is out of date. The Anytime Pediatrics Application works best on the most updated version of Android or iOS software. We recommend updating the software on your device before your next telemedicine appointment to prevent any issues.
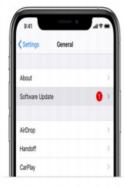

Update your device wirelessly

If a message says that an update is available, tap Install Now. You can also follow these steps:

1. Plug your device into power and connect to the Internet with Wi-Fi.

2. Go to Settings > General, then tap Software Update.

3. Tap Download and Install. If a message asks to temporarily remove apps because the software needs more space for the update, tap Continue or Cancel. Later, iOS or iPadOS will reinstall apps that it removed. If you tap Cancel, learn what to do next.

4. To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your device into power before you go to sleep. Your device will update automatically overnight.

5. If asked, enter your passcode. If you don't know your passcode, learn what to do.

Check & update your Android version

You can find your device's Android version number, security update level, and Google Play system level in your Settings app. You'll get notifications when updates are available for you. You can also check for updates.

See which Android version you have

1. Open your phone's Settings app.
2. Near the bottom, tap System > Advanced > System update.
3. See your "Android version" and "Security patch level."

Get the latest Android updates available for you

When you get a notification, open it and tap the update action.

If you cleared your notification or your device has been offline:

1. Open your phone's Settings app.
2. Near the bottom, tap System > Advanced > System update.
3. You'll see your update status. Follow any steps on the screen.

If your device does not allow you to update to a new version then you will need to use a different mobile device that supports at least iOS 15 or Android Oreo 11.0 and above. You can also use a computer for an appointment by logging into our web platform.