

I'm not a bot

































Vous pouvez trouver le numéro de la version d'Android, le niveau du correctif de sécurité et celui des mises à jour du système Google Play de votre appareil dans l'application Paramètres. Nous vous envoyons des notifications lorsque des mises à jour sont disponibles pour votre appareil. Vous pouvez également vérifier vous-même leur disponibilité. Vérifiez la version d'Android installée sur votre appareil Ouvrez l'application Paramètres de votre appareil. Appuyez sur À propos du téléphone ou À propos de la tablette Version d'Android. Recherchez votre "Version d'Android", votre "Mise à jour de sécurité Android" et votre "Numéro de build". Obtenez les dernières mises à jour Android disponibles pour votre appareil Lorsque vous recevez une notification, ouvrez-la et appuyez sur l'option de mise à jour. Si vous avez effacé la notification, ou si votre appareil était hors connexion : Ouvrez l'application Paramètres de votre appareil. Appuyez sur Système Mise à jour logicielle. L'état des mises à jour s'affiche. Suivez les instructions à l'écran. Remarque : Si vous possédez un appareil Pixel, il vous indiquera peut-être "Mises à jour logicielles" ou "Mise à jour du système". Résoudre un problème de mise à jour Important : Il est normal que la batterie de votre appareil Android se décharge davantage après une mise à jour logicielle, car le téléchargement, l'optimisation et l'installation de la mise à jour sollicitent beaucoup de ressources. Les appareils plus anciens ne sont pas toujours compatibles avec les nouvelles versions d'Android. L'espace disponible est insuffisant Une mise à jour n'a pas pu être téléchargée Lorsqu'une mise à jour n'est pas complètement téléchargée, l'appareil réessaie automatiquement dans les jours qui suivent. Vous recevez alors une notification. Ouvrez-la et appuyez sur l'option de mise à jour. Appliquez les mises à jour de sécurité pour votre version d'Android Pour obtenir la dernière mise à jour de sécurité disponible pour votre appareil, vous devez installer la version d'Android la plus récente. Activation des mises à jour Les téléphones Pixel et la Pixel Tablet installent les mises à jour Android téléchargées en arrière-plan. Les mises à jour installées deviennent actives dès que vous redémarrez votre appareil. Découvrez comment redémarrer votre appareil. Autres appareils Android De nombreux téléphones et tablettes Android redémarrent automatiquement lorsqu'ils installent les mises à jour Android téléchargées. Les mises à jour deviennent actives lorsque l'installation se termine. Obtenir les mises à jour de sécurité et les mises à jour du système Google Play La plupart des mises à jour du système et des correctifs de sécurité sont appliqués automatiquement. Pour vérifier si une mise à jour est disponible, procédez comme suit : Ouvrez l'application Paramètres sur votre appareil. Appuyez sur Sécurité et confidentialité Système et mises à jour. Pour les mises à jour de sécurité, appuyez sur Mise à jour de sécurité. Pour les mises à jour du système Google Play, appuyez sur Mise à jour du système Google Play. Suivez les étapes indiquées. Astuce : Si aucune mise à jour n'est disponible, vous pouvez essayer de redémarrer votre téléphone. Recevoir les mises à jour d'Android Autres ressources 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 your device. You can also check for updates. Check which Android version your device is Open your device's Settings app. Tap About phone or About tablet Android version. Find your "Android version," "Android security update," and "Build number." Get the latest Android updates available for your device When you get a notification, open it and tap the update action. If you cleared your notification or your device has been offline: Open your device's Settings app. Tap System Software update. You'll find your update status. Follow the on-screen instructions. Tip: If you have a Pixel device, it may say "Software updates" or "System update." Fix an updates issue Important: It's normal for your Android device to drain more battery after a software update, as it works hard to download, optimize, and install the update. Older devices can't always run newer Android versions. Not enough space available An update didn't download If an update starts downloading and doesn't finish, your device will automatically try again over the next few days. When it tries again, you'll get a notification. Open the notification and tap the update action. Update Android version for security updates To get the latest security update available for your device, make sure that you have the latest Android version available for your device. When updates become active Pixel phones and Pixel Tablet install downloaded Android updates in the background. The installed updates become active the next time that you restart your device. Learn how to restart your device. Other Android devices Many Android phones and tablets automatically restart while they install downloaded Android updates. The updates become active when installation finishes. Get security updates & Google Play system updates Most system updates and security patches happen automatically. To check if an update is available: Open your device's Settings app. Tap Security & privacy System & updates. For security updates, tap Security update. For Google Play system updates, tap Google Play system update. Follow any steps on the screen. Tip: If you don't find an available update, you can try to restart your phone. When you'll get Android updates Related resources Post to the help community Get answers from community members Try the following steps if your phone has any of these problems: Randomly reboots or restarts Shuts down without restarting Restarts constantly: Go to the Advanced troubleshooting section. Check for Android updates Important: Settings can vary by phone. For more info, contact your device manufacturer. Open your phone's Settings app. Near the bottom, tap System Software update. If needed, first tap About phone or About tablet. When the update status appears on your screen, follow the steps. Check storage & clear space On most phones, you can check how much storage you have available in the Settings app. Settings can vary by phone. For more info, contact your device manufacturer. Your phone can start having issues when less than 10% of storage is free. If you're running low on storage, learn how to free up space. Check for app updates Open the Google Play Store app . At the top right, tap the profile icon. Tap Manage apps & devices. Under "Updates available," choose to update all apps or a specific app. Close apps you're not using Tip: To help identify which apps are causing problems, make a list of the apps you force stop. Find out whether an app causes your problem Important: Safe mode temporarily turns off all downloaded apps. Restarting in safe mode varies by phone. To learn how to restart your phone in safe mode, visit your manufacturer's support site. Step 2: Check if the problem goes away Check if the problem goes away. If it does, an app is likely causing your problem. Go to the next step. If the problem does not go away, skip to Advanced troubleshooting. Step 3: Restart your phone normally & check apps Restart your phone. One by one, remove recently downloaded apps. Learn how to delete apps. After each removal, restart your phone normally. See whether removing that app solved the problem. After you remove the app that caused the problem, you can add back the other apps that you removed. Learn how to reinstall apps. Remove cases & external batteries If you've put a case, external battery pack, or other accessory on your phone, try taking it off while you troubleshoot. Make sure that external accessories don't cover your phone's sensors or touch its buttons. Consider resetting your phone to factory settings Important: A factory data reset will remove all data from your phone. You can restore any data stored in your Google Account, but all apps and their associated data are uninstalled. Before you perform a factory data reset, back up your phone. Tips: If your phone doesn't respond or stays blank, you can use the your phone's buttons to trigger a factory data reset. If an app that you downloaded caused the issue and you reinstall that app, the problem could come back. Post to the help community Get answers from community members If you lose an Android device or Wear OS watch, you can find, secure or erase it remotely. You can also help a friend find, secure or erase their lost device with the Find Hub app. If you've added a Google Account to your device, Find Hub is automatically turned on. By default, your device is set to the "With network in high-traffic areas only" setting so that it stores encrypted recent locations with Google and helps find offline devices as part of a crowdsourced network of Android devices. To get help from the network with finding your items on your Android device, set a PIN, pattern or password. Your device's most recent location is available to the first account activated on the device. Tip: To find, secure or erase your Wear OS device, connect it to Wi-Fi or mobile data. Be prepared to find a lost Android device. To secure or erase an Android device, make sure that the device: Has power Is connected to mobile data or Wi-Fi Is signed in to a Google Account Has Find Hub turned on Is visible on Google Play If you use two-step verification, go to two-step verification backups. Find, secure or erase a device remotely Important: If you find your device after you erase it, to use your device again, you'll need your Google Account password. Learn about device protection. Use the Find Hub app On another Android phone or tablet, open the Find Hub app . Sign in. If your own device is lost: Tap Continue as [your name]. If you're helping a friend: Tap Sign in as guest and let your friend sign in. From the listed devices, select the device that you want to locate. The lost device gets a notification. When you manage a Google Account with Family Link, your child's supervised devices automatically appear in the Family devices tab in Find Hub. You may be prompted to provide the lock screen PIN for the Android device that you want to locate. This applies to Android 9 or higher. If the device that you want to find doesn't use a PIN, or runs Android 8 or lower, you may be prompted for your Google password. On the map, you can see information about the device's location. To navigate to a lost device, tap Get directions. Your location is estimated from sources like: GPS: We use satellites to know your location up to around 20 metres. When you're inside buildings or underground, the GPS is sometimes inaccurate. Wi-Fi: The location of nearby Wi-Fi networks helps us know where you are. Mobile towers: Your connection to mobile data can be accurate up to a few thousand metres. Learn how to improve your location's accuracy. If the device is within 10 metres, you can see a shape that fills in as you get closer to your device: Tap Find nearby. This may take a few seconds to update. The radius displayed around your location pin is an indication of our confidence in Location Accuracy. If your device's current location can't be found, you may still find its last known location, if available. Select what you want to do: Play sound: Rings your device at full volume for five minutes, even if it's set to silent or vibrate. To play a sound, wireless headphones need to be turned on and earbuds need to be outside the case. Mark as lost: Locks your device with your PIN or password. If you don't have a lock, you can set one. To help someone return your device to you, you can add a message or phone number to the lock screen. To delete a device that you can't find: Follow the steps to erase, reset or remove your device. Erase, reset or remove your device You can delete your device if you can't find it. Important: These steps permanently delete all data on your device, but may not delete SD cards. After the device is erased, its location won't be available in Find Hub. You can use Find Hub on the web, an Android device or a friend's Android device in guest mode: On the device, open the Find Hub app . Select the device or accessory that you want to reset or remove. Select Settings. To erase an Android device: Tap Factory reset (device name) . To delete an accessory: Tap Remove device. Tip: If you want to use an accessory again with Find Hub, to set it up again on Find Hub, you can go to Bluetooth settings. Find your device with your Wear OS watch Find your Android device's IMEI number To disable the device, your mobile service provider can utilise your device's IMEI number. You can find your device's IMEI number in your phone's settings or with Find Hub. Important: Some devices, like the Google Pixel Tablet, don't have IMEI numbers. To locate your device's IMEI with the Find Hub app: Open the Find Hub app . Select the device that you want to locate. Tap Settings . To locate your device's IMEI on a web browser: Go to android.com/find. Next to the device, select Settings . Mark an accessory as lost When you mark your accessory as lost, you can leave a phone number, email address and a message on the lock screen. Your contact information can also be accessed by someone else who identifies your accessory as lost, so that they can return your device to you. Your accessory will automatically be marked as found once it's near the Android device that you use to connect your accessory to. Tip: We'll also send you a notification once the location has been detected on the Find Hub network. Identify a lost accessory or tracker tag and return it to its owner You can help return someone's accessory that they've marked as lost in the Find Hub app. Unlock the screen of your Android device. For Android 12 or earlier, make sure that Location is turned on. Learn how to turn on Location . Hold the item to the back of your phone or tablet. If the device owner left contact information or a message, you can find it on your screen. Get more help If you can't find your lost or stolen device, learn more about how to secure your Google Account. Post to the Help Community Get answers from community members