

# Check your Android device version

1. To find out what Android version you have on your device tap **Apps** >> and then tap **Settings**



2. Scroll down, find and tap **"About phone"** or **similar**.



3. Scroll down, find and tap **“Software Information”** or **similar**.



4. Information about your devices version and other information will display. At EIT, Samsung Devices running Gingerbread Android version 2.3.3 to 2.3.7 have reported to have issues connecting. Only a small percentage of such devices have been able to successfully connect. Other manufacturers Gingerbread devices have not reported the same issue to date. IT Services recommends updating your operating system.



Want more information?



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