

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**.



Want more information?
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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.



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