

# Unable to Install Apps on Android Device

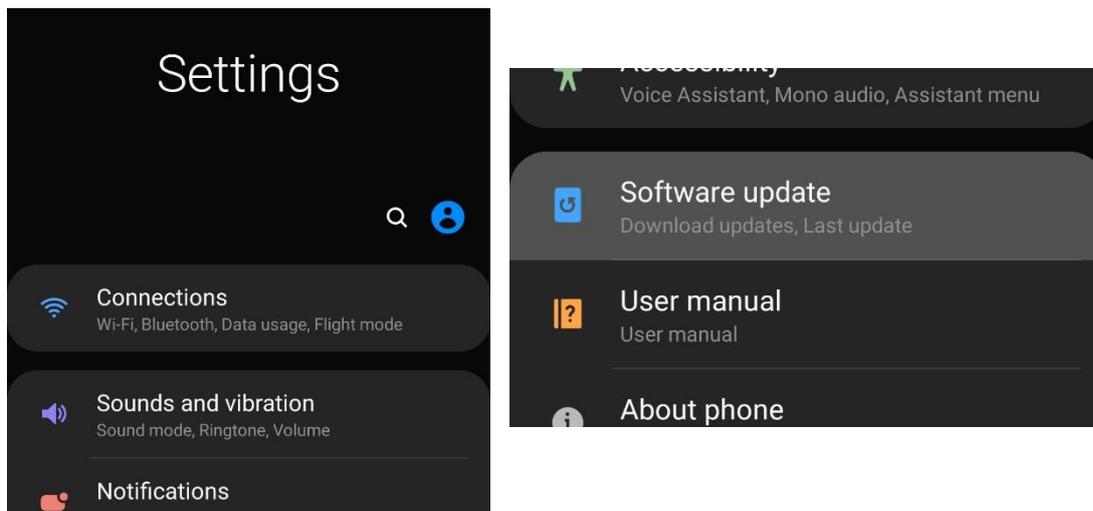
## How to Update Android (If Available)

Depending on the age of your device, there may be an update that allows you to use/install the apps.

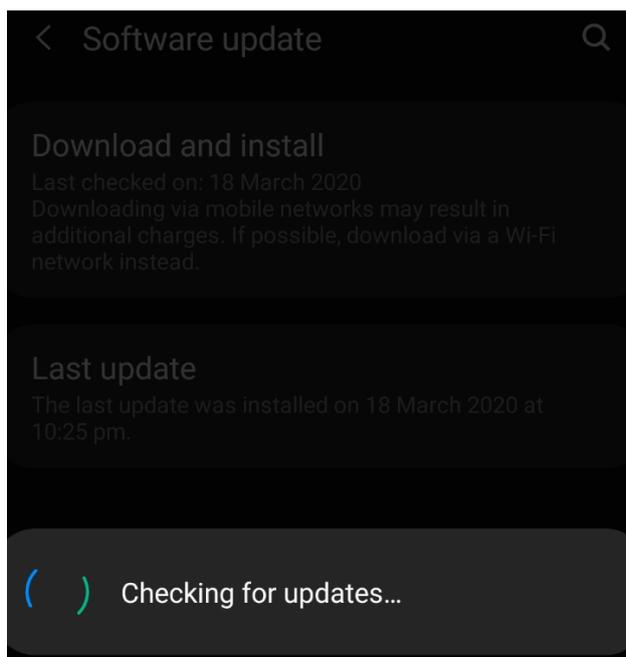
The process will look different depending on the manufacturer and model of your Android device, but generally, go to your *Settings* app, and locate *Software update*. This may be in the general settings menu, or it may be located under another section (such as *About phone*). If your settings app has a search function, try searching for 'update'.

### **An example for current Samsung devices:**

Open the Settings app, and locate *Software update* near the bottom of the list



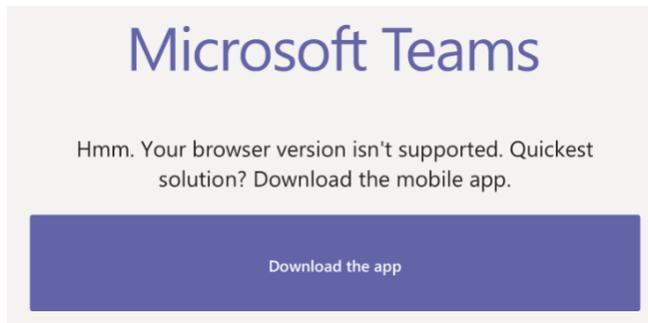
Inside *Software update*, tap *Download and install* (top option), and your device will check for an update



## Unable to Install Apps on Android Device

### Accessing Microsoft Teams

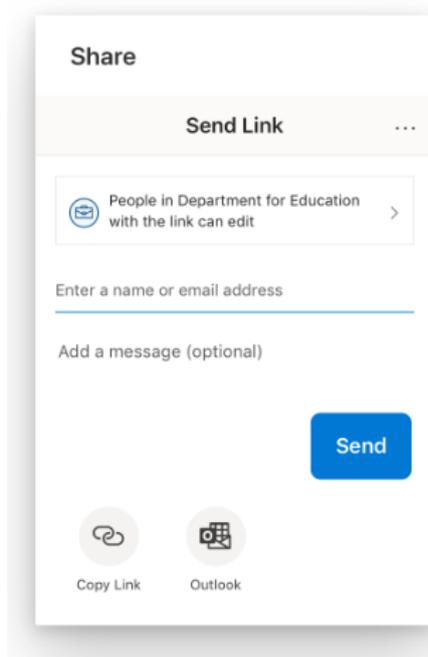
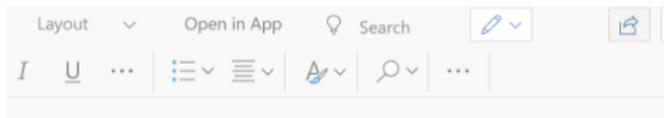
Unfortunately without the ability to install the Teams app, access is unlikely. You can try going to [teams.microsoft.com](https://teams.microsoft.com) in a browser app (e.g. Chrome, Edge)- you may however get this error:



If you do get this error, there is unfortunately no way to access Teams on the device. If possible, consider using another device, particularly a home computer. The requirements for accessing Teams and Office on a home computer are low, as long as it has internet access and can run Google Chrome, it should be able to access everything.

### Accessing Microsoft Office

You should still be able to access Office Online (including Word, PowerPoint etc.), by going to [office.com](https://office.com) in a browser app (Safari, Chrome, etc.) and signing in with a Learnlink email and password. Students can create and save work on Office Online, and share it with teachers via it's built-in Share option if they cannot access Teams on any of devices.



## Unable to Install Apps on Android Device

### Accessing Cisco Webex

If you can't install the Webex app, you will have to either use another device, or call in via phone to the session. Following the link or Join button in Teams to the session may give you a popup with information on how to call in, otherwise you will have to contact teachers/host to ask for call-in information. This will involve calling a toll-free phone number, and then entering an access code. The audio of the teacher and any other speakers can be heard over the phone, and you are also able to speak and participate.

*Example of call-in information (access code and attendee ID will be different for each session)*

Use Phone



1. Call in to the session:

+61-8-8461-4715 (Australia Toll (Adelaide))

+61-2-9053-7190 (Australia Toll 2)

[All global call-in numbers](#)

2. Enter the access code:

3. Enter your Attendee ID: