Android™ & Applications

What can I do if an app freezes or doesn't work like it should?

All the third-party apps that are preinstalled on your device have been tested by ARCHOS and are compatible. Nonetheless updates may be needed.

For updates, you need an [active Internet connection](#) (WiFi preferably). Launch Google Play™ and go to My apps. In the Installed tab, all apps on your device are displayed. You can see the ones that require an update.

If you installed an application from Google Play™, you should contact the application's developer for assistance.

If you encouter an issue with an application that you manually installed in bypassing the Android ™ security, send a request to the application developer.

In any case, if the update of the application doesn't work, you can:

- either clear the cache and the data of the application. Go in [icon] (or) **Settings** > **Apps** and select the application.
- or delete the application and reinstall it.

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