After Android Upgrade

Revision

Version	Date	Note
V1.0	2021-04-23	Initial release
V2.0	2021-07-26	Added Upgrade method and process description Revised term (permission -> certification)

Android Upgrade

You can perform the upgrade of Android version same method as OS update. Select a comfortable way among the follows.
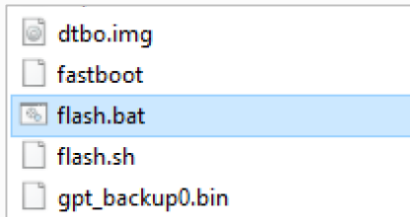

- **via PFU File (Storage or OTG)**

  Download the PFU file from Service Portal and upgrade.

- **via FOTA**

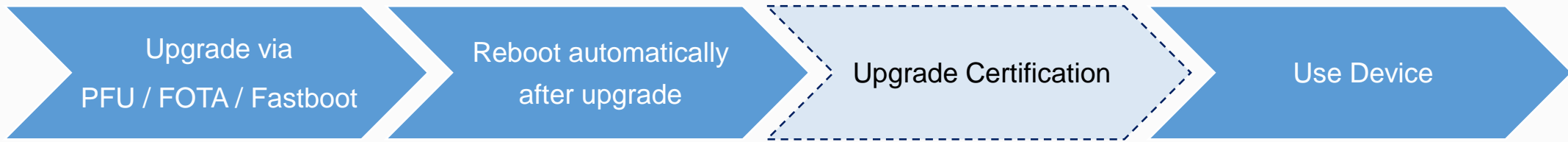 Download the PFU file from FOTA server over the network and upgrade.

- **via Fastboot**

  Request the fastboot package to Point Mobile and upgrade.

  The device user data will be reset.

Upgrade Process

The certification step had been added to upgrade process. You can use device after certificating the upgrade when upgrade.

| Upgrade via PFU / FOTA / Fastboot | Reboot automatically after upgrade | Upgrade Certification | Use Device |

What is Upgrade Certification?

- Activate when the higher Android version is installed than the version specified on the device P/N. It verifies whether the device has been upgraded by proper procedure.

- Verify whether the device had been registered in the upgrade certification database of Point Mobile.

How to Register the Device?

REGISTER THE DEVICE BEFORE UPGRADE for pass the certification step fast.
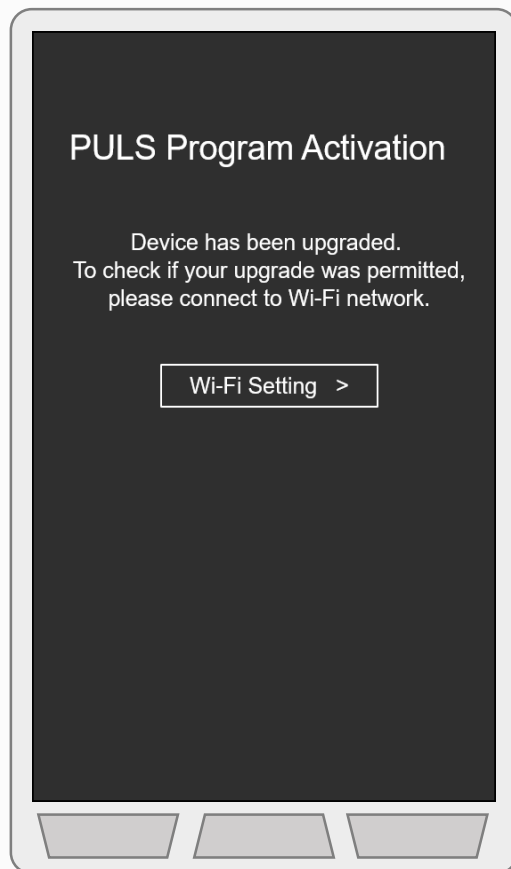
- Send the S/N (Serial Number) of devices to upgrade to Point Mobile.

- Wait for registering. It takes less than 2 workdays.

Upgrade Certification – Connect Network

After Android upgrade, the device will display a screen as below and no button operates.

Connect the device to an network to proceed the certification.

If the device is already connected to the network, the process is automatically performed.

Connect to mobile network or Wi-Fi for certification.

- **Mobile Network** (Only available when upgraded via PFU file or FOTA)
  - Insert USIM card into the device.

- **Wi-Fi**
  - Tab **Wi-Fi Settings** > Turn the **Use Wi-Fi** switch on
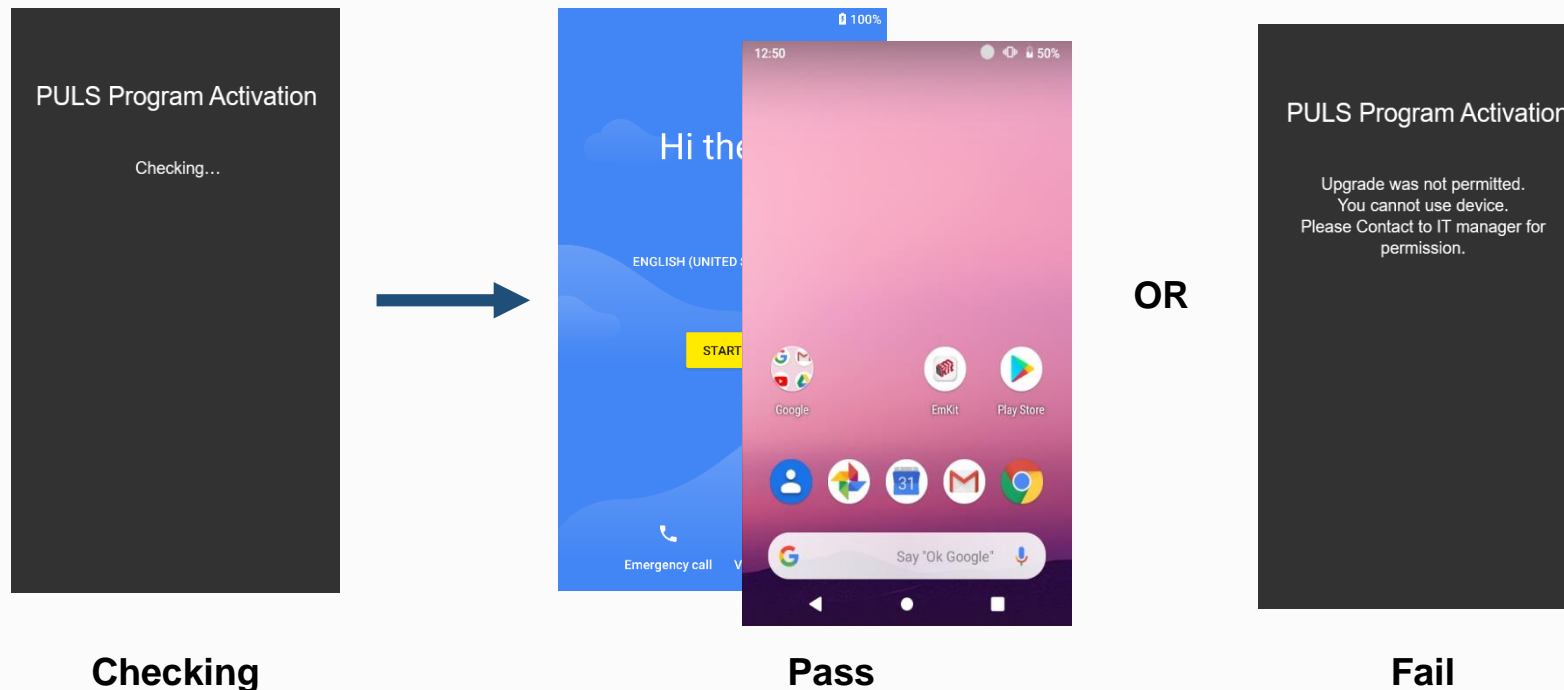   > Choose a SSID among the list.

Upgrade Certification – Check Result

When the device is connected to the network, the system automatically check the certification.
It will take a few seconds (Depends on network).

According to the result, the screen changes as follows.

- **Pass Certification**: Changes to setup wizard or home screen, and available to use device normally.

- **Fail Certification**: Changes to fail screen, and device's all functions will be blocked.

Checking

Pass

OR

Fail

※ Once the device passed, the certification never activates even the device is rebooted or reset.

FAQ

1. **Certification activates even when performing OS update.**

    -   Certification will also activate if the device was upgraded before.

2. **Can I use the device without passing the certification?**

    -   If the device does not pass the certification, you cannot use the device even if you reboot or reset it. Request the upgrade license to Point Mobile sales team to use the device.

3. **I registered the device after failed certification.**

    -   Reboot the device by removing the battery or pressing the power button more than 10 seconds. The certification step will be proceeded again.

4. **Not intended upgrade. How to back to previous Android version?**

    -   You can back to previous version by fastboot package. Contact to Point Mobile sales team.
    -   In this case, the user data of the device will be erased.

5. **I cannot certificate with the described method. Any other methods?**

    -   In this case, contact to Point Mobile sales team.

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