

Cannot OS update via FOTA

ISSUE

- The newer OS is released, but "Your device is up to date." is still displayed in System updates > FOTA
- Update progress does not proceed.

APPLIES TO

You can check the OS version of your device in **Settings > About phone or System > Build number*

**PM550 under 55.06 version cannot user FOTA update. Please update the device with PFU file.*

Model		OS Versions requiring FOTA app update
PM45	Android 8	45.55 (Mar 12 2020) and earlier
	Android 9	45.70 (Apr 08 2020) and earlier
PM85	Android 8	85.05 (Mar 11 2020) and earlier, or 85.17 (Sep 05 2023)
	Android 9	85.20 (Apr 08 2020) and earlier, or 85.26 (Mar 31 2022)
PM90	Android 9	90.03 (May 21 2020) and earlier
PM550	Android 7	55.06 (Aug 07 2019) ~ 55.09 (Jan 17 2020)

Especially, if you are using **PM85 A9 85.26 (Mar 31 2022)** or **PM85 85.17 (Sep 05 2023)**, refer to the following articles.

- PM85 A9 85.26 (Mar 31 2022): [OS Update Process is Stuck \(PM85 A9\)](#)
- PM85 A8 85.17 (Sep 05 2023): [\[PM85\] "Error" displays when updating OS via FOTA](#)

RESOLUTION

If you cannot update the OS version through FOTA, the device may have an old FOTA application.

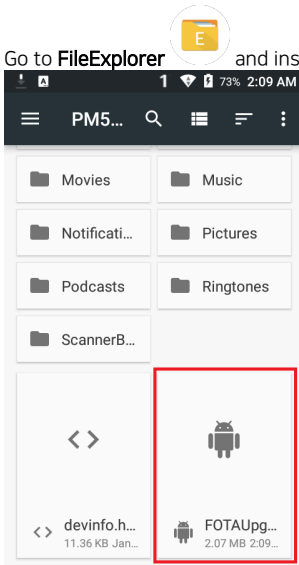
Point Mobile have been released new FOTA application for enhanced security and issue fix.

So to perform OS update via FOTA, please download the latest FOTA application from Point Mobile Service Portal and install it on your device.

How to Install the APK File?

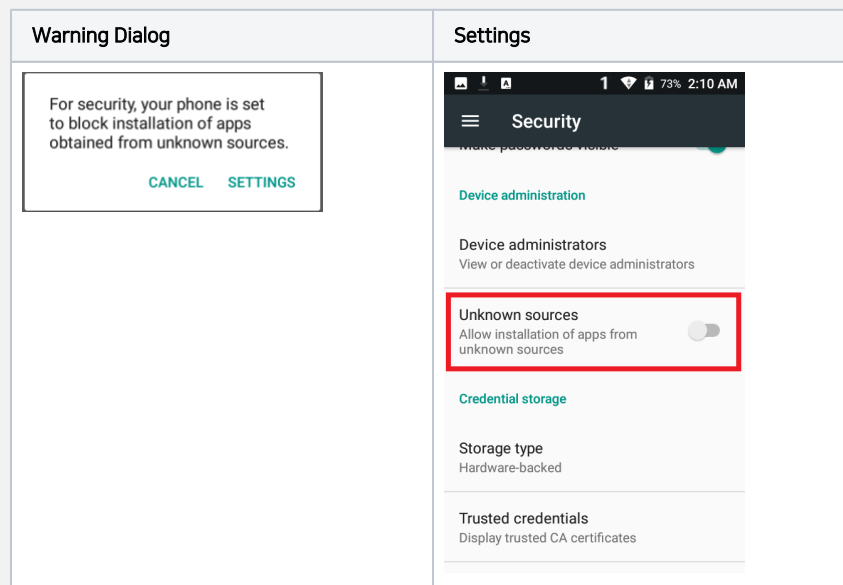
1. Download the FOTA application APK file from the Point Mobile [Service Portal](#) > Download board > **FOTA application**.
2. Copy the APK file to your device.

3. Go to **FileExplorer** and install the APK file.



You may allow the **Unknown sources** setting value for installing the file.

After installing the new FOTA application, **DISABLE** the **Unknown sources** option for preventing security issues.



4. After installing, Navigate to **Settings > System > System Update**.
(Same as previous FOTA)

RELATED ARTICLES

- [OS Update Process is Stuck \(PM85 A9\)](#)
- [Differentiate Android Version with PartNumber](#)
- [Upgrade Certification - PULS Program](#)
- [Cannot OS Update via Vendor FOTA in Closed Network](#)
- [How to OS Update via FOTA](#)