

Upgrade from Android 9 to 11

This article provides how to upgrade PM90 and PM451 from Android 9 to 11.

Please contact to Point Mobile sales team first if you want to upgrade your devices because there is a certification process for Android upgrade.

APPLIES TO

PM90

PM451

Android upgrade from Android 9 to 11 requires **FACTORY DATA RESET**.

If you have sensitive personal data or others on the device, please back up before starting upgrade.

Way to Upgrade

Upgrade from A9 to 11 is available through [FOTA or PFU file](#).

If you have contacted Point Mobile and gotten a certification for Android upgrade, you can see the Android 11 version on the system update screen.

Refer to [How to OS Update via FOTA](#) and proceed the upgrade process.

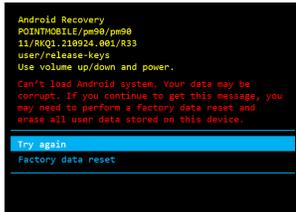
After Rebooting...

As the message above, Android upgrade from A9 to A11 required factory data reset.

Follow the steps to reset and use the device again.

1

When the device reboots after upgrade, you will encounter the Android recovery mode screen.



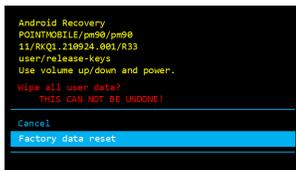
2

Using the keys on the device, select **Factory data reset**.

PM90	<ul style="list-style-type: none">• Move up / down: Volume up / down keys• Select: Power key
PM451	<ul style="list-style-type: none">• Move down: Any keys except Enter key and Power button• Select: Enter key or Power button

3

When the screen is changed, select **Factory data reset** again.



4

After reset, the device will reboot normal mode automatically.

Follow the setup wizard or provision with QR code, and enjoy the Android 11!

In case of **PM451**, you need to pass an upgrade certification process (PULS program).

Read [Upgrade Certification - PULS Program](#) for more detail.