Recovering the Android Operating System

Devices with Rockchip RK3288 Processor

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1 Overview

This manual describes how to recover the Android operating system on your MEDION device with a Rockchip RK3288 microprocessor. This can be necessary if your device is not working properly anymore and reset to factory settings is either impossible or does not solve your problem.

Please find a table with supported device models at the end of this document. Make sure that your device model is listed. Please also make sure that you download the correct or required recovery package from our service homepage. You also need a PC (Microsoft 7 or newer) as well as the USB cable that came with your MEDION device.

NOTICE! Please read this manual carefully before you start the recovery of the Android operating system!

CAUTION! Please use this package just for device models listed at the end of this document. The usage on other device models can cause irreparable damage. If you are unsure please contact our hotline.

CAUTION! All data that is stored on your device can get lost during the recovery process! Back up your data – if possible – on an external medium (e.g. microSD card or USB stick) before initiating the recovery process.

NOTICE! Take the steps in this manual as explained and in the provided order. Start again with step 1 if any problems occur during the recovery process.

2 Preparatory Actions

1. Please download the Rockchip Android USB driver. You can find this driver on our service homepage. Please look for your device model:

   http://www.medion.com/de/service/start/

2. Unzip the driver, e.g. through a right mouseclick and selection of "extract all...". The result is a folder with several documents.

3. Install the driver thorugh a doubleclick on `DriverInstall.exe` which is located in the folder. Please follow the instructions on the screen.

4. Download and install the Rockchip Android Flash Tool. You can find this tool on our service homepage. Please look for your device model.
   If you want to flash on to Android 6 please install version 2.33.
   If you want to flash on to Android 7 please install version 2.41.

   http://www.medion.com/de/service/start/

5. Unzip the tool, e.g. through a right mouseclick and selection of "extract all...". The result is a folder with several documents.

6. Download from our service homepage the recovery package that matches your device model and your desired Android version:

   http://www.medion.com/de/service/start/

   NOTICE! Please note that not every Android version will be available for every device model. Leave the package as-is after downloading. It is not necessary to unzip the package.
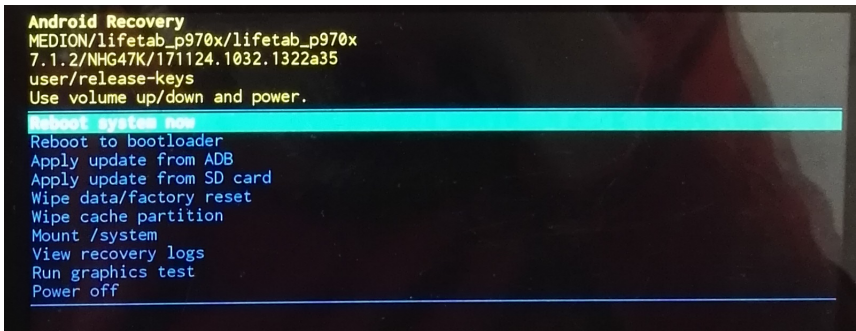
7. Please unzip your recovery package, e.g. through a right mouseclick and selection of "extract all...". The result is a folder with just one document the file extension of which is `.img`.
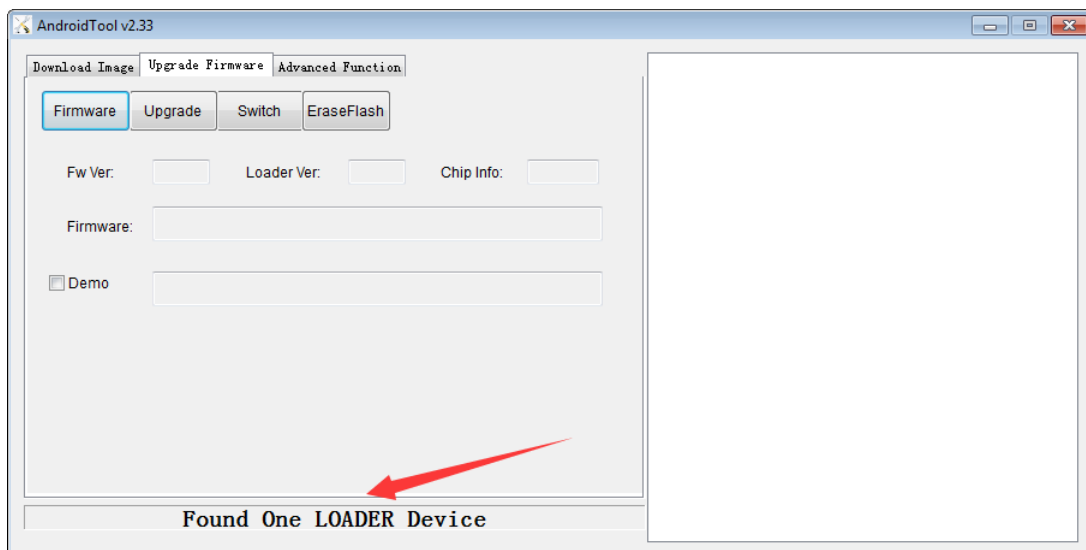
3 Accomplish the Recovery Process

1. Power off your Android device. Remove USB cable and microSD card if applicable.

2. Start the Rockchip Android Flash Tool through a doubleclick on the file Android-Tool.exe.
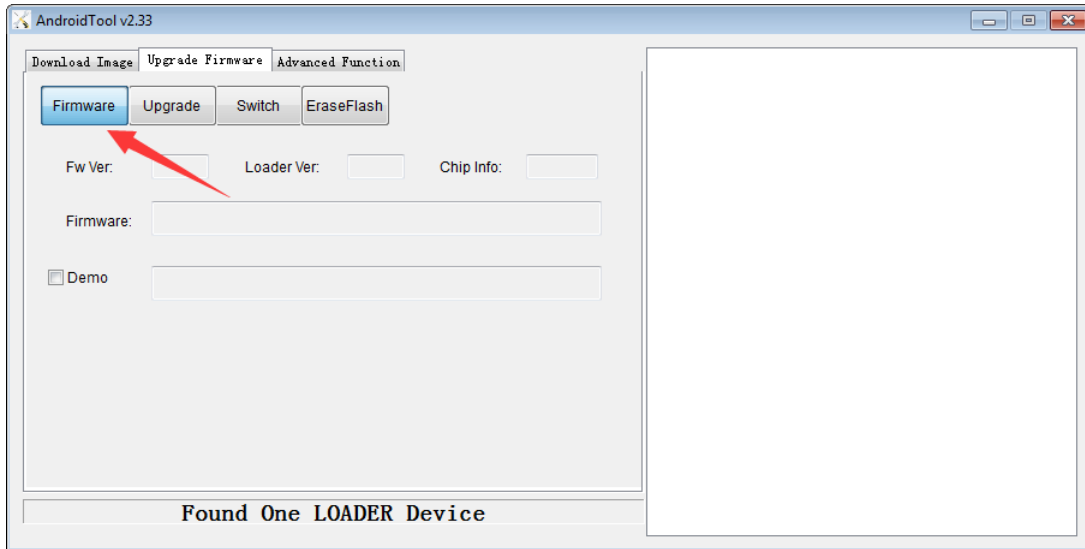
3. Please connect your device to your PC with a USB cable.

4. Press and hold the power-, the volume-up and the volume-down button simultaneously for about 10 seconds.
   The display contains black. At the Android Flash Tool you can see if your device was discovered. Continue with step 5.
   If your device turns on, please turn it off and start step 4 again.
   If you get into "Recovery Mode" please select "Power off" using the volume-down and the volume-up buttons. Than start step 4 again.
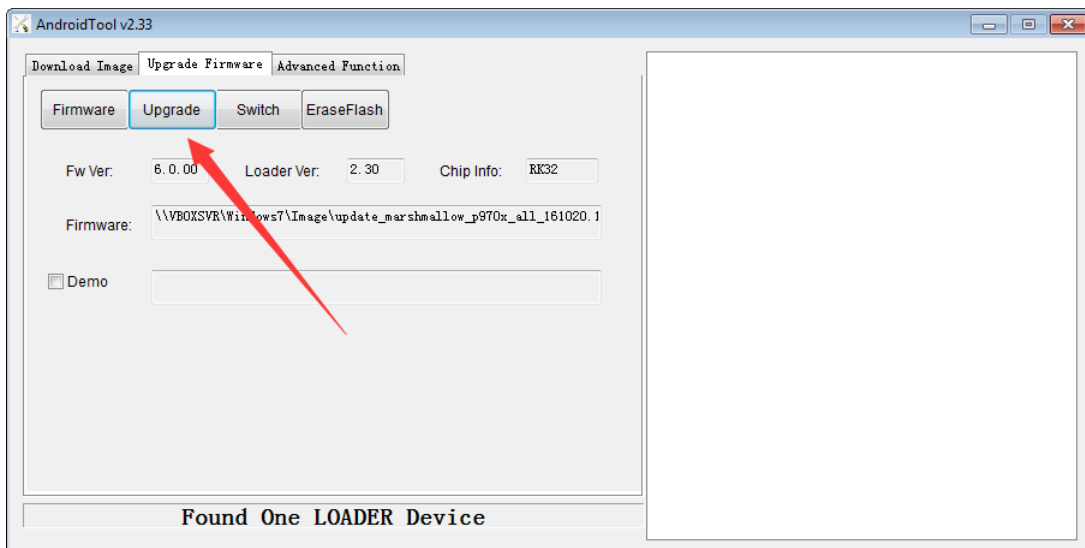

5. When the text "Found One LOADER Device" is shown on the bottom of the window, your device was detected.
   If the text "Found ADB Device" is shown please press and hold the power button for 10 seconds and start with step 4 again.

6. Click on the tab "Upgrade Firmware" and subsequently on the button "Firmware".
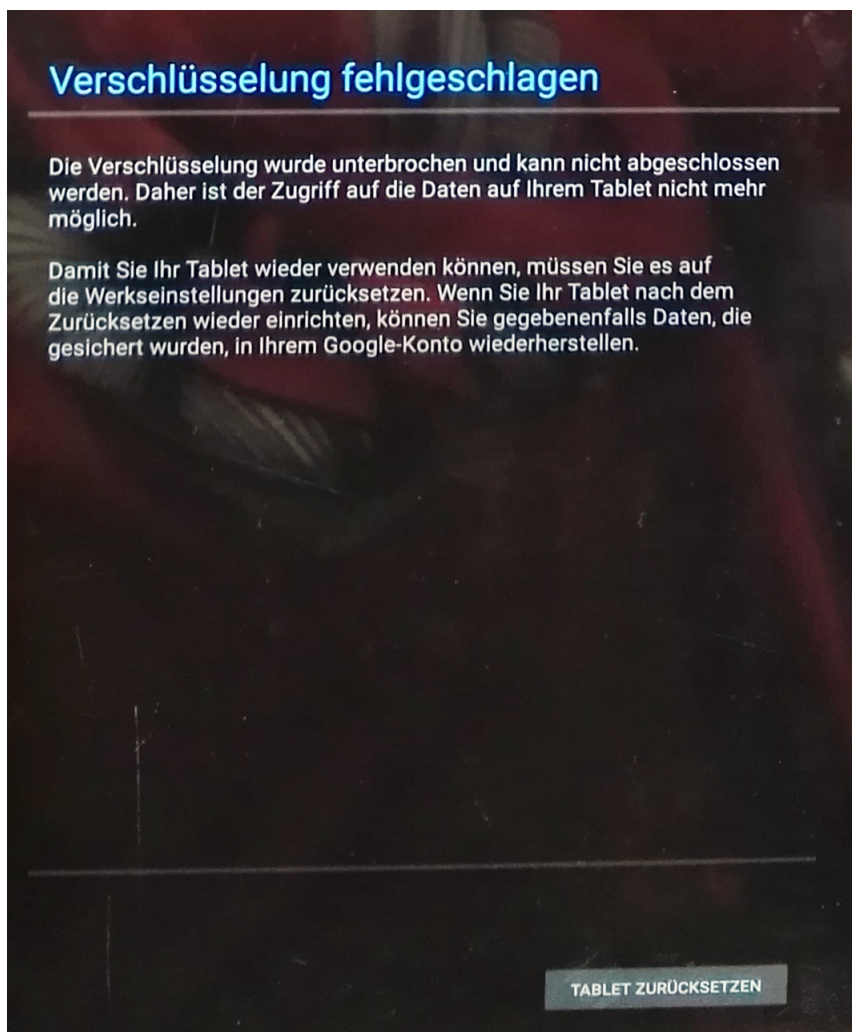
7. Select the file with the file extension `.img` which was created while unzipping the recovery package in the file dialog.

8. Click on the button "Upgrade". The recovery process begins.

9. Wait until the progress bar display 100%. This can take a few minutes. The device reboots automatically. The first start can take up to 15 minutes. Afterwards you can setup your device**.**

4 Troubleshooting

1. If you are still seeing the "LIFETAB"-logo after more than 5 minutes, please press the Powerbutton for about 10 seconds so the device is turning off.

2. Turn your device on again. You will see following dialog:

3. Confirm with the button "Tablet zurücksetzen". The device reboots automatically. The first start can take up to 15 minutes. Afterwards you can setup your device.

CAUTION! All your personal data will be lost.

5 Legal Notices

The information of this manual can be changed without notice, depending on technical progress made. Neither the manufacturer nor the retailer can be held liable for damage caused by mistakes or omission of information provided in this manual.

Whenever you edit any of your data, make a backup copy on an external medium (external hard disk, USB memory stick). No claims can be accepted for damages resulting from loss of data or consequential losses. We will never be held liable for:

- Loss of or damage to personal data stored on your device

- Demands from third parties against you for loss of or damage to personal data stored on your device.

- Economic damage (including loss of income or savings) or accompanying damage thereof. This will even apply if we have been informed of those damages.

In some countries or states it is unlawful to exclude parts of or limit liability, only in these countries or states the above can be ignored.

6 Supported Device Models

The following table lists the device models and Android versions for which this manual is valid.

Model(s)	Android Version(s)
LIFETAB P970X	6.0.1, 7.1