

Warning before updating the new image to your device!

1. The SD card image is only for your existing device is already the same version as the update version.
2. For Android 7/9 to upgrade to Android 11 must purchase the upgrade license; please contact your local reseller to get the upgrade license and upgrade method. For example, if you have Android 7/9 only can use Android 7 /9 images to update your device accordingly.
3. In verse, Android 11 cannot downgrade to Android 7/9.
4. RK25's prevention mechanism has started applying to RK25 Android 7 (**2260**) and RK25 Android 9 (**5090**) with later versions.
5. If you have the above older version and inadvertently use the wrong image, that will cause your device to fail to start up. Then, you need to contact the original local reseller to proceed with a return merchandise authorization (RMA).
6. Hereunder is the steps to check the device version:
Go to OS settings ->About phone-> Build version
For example, RK25 GMS.5270.20210616
5270 is the OS version number.