

Recovering the Android Operating System

Devices with Intel Cherry Trail Processor

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1 Overview

This manual describes how to recover the Android operating system on your MEDION device with an Intel Cherry Trail 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 Mac or a PC (Microsoft 7 or newer, Ubuntu Linux or Fedora Linux) 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. If you are using Microsoft Windows please download and install the Intel Android USB driver. You can find this driver here:

<https://software.intel.com/en-us/android/articles/intel-usb-driver-for-android-devices>

On Mac OS and Ubuntu there is no driver needed.

2. Download and install the Intel Platform Flash Tool Lite that matches your operating system. You can find this tool here:

<https://01.org/android-ia/downloads/intel-platform-flash-tool-lite>

3. 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/>

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.



3 Accomplish the Recovery Process

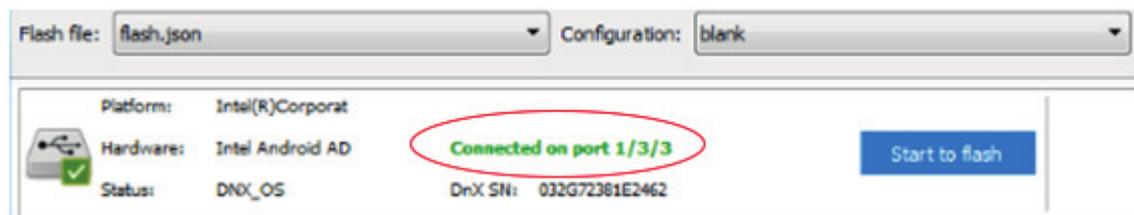
1. Power off your Android device. Remove USB cable and microSD card if applicable.
2. Press and hold the power button and the volume-down button simultaneously for about 10 seconds. The device starts in the so named bootloader mode (see the following image).

NOTICE! This step is time-sensitive. If the buttons are not pressed precisely at the same time and not long enough, the device will probably boot into the Android system. In this case power off your device and try the two steps above again. After several failed attempts please read chapter 4 for troubleshooting.





3. Open the Intel Platform Flash Tool Lite.
4. Connect your tablet via USB-cable to your PC.
5. Your device is connected as soon as the device is displayed and a green writing "Connected on port ..." appears.



6. Click on the button "Browse".



7. Select the downloaded recovery package in the file dialog. The package will be unzipped automatically by the Intel Platform Flash Tool. This can take a moment. Meanwhile you will see this bar:



8. Leave the selection box "Flash file" on the preset value. In the selection box "Configuration" please select one of the following values :

NOTICE! Depending on the recovery package or the mode your device is in some values may not be available or function correctly.



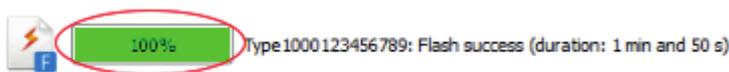
blank: During the recovery process all user data gets deleted. This selection has the best chance of restoring the device's full functionality. If possible back up your data before starting.

update: The recovery process will attempt to keep the user data unchanged, but there is no guarantee this will work in every case. This will not solve problems caused by corrupted user data. Furthermore it does only work in bootloader mode, not in DnX fastboot mode (see chapter 4).

9. Click on the button "Start to flash". The recovery process begins.



10. Please wait until the progress bar displays 100% and turns green. This can take a few minutes.



11. The device automatically reboots. The first start can take up to 15 minutes. Afterwards you can set up your device.

4 Troubleshooting

It may happen that you cannot get into bootloader mode or that your device always starts into a different mode, maybe caused by your actual problem. In this case please compare your screen content with the following cases and proceed accordingly.

1. If you see a screen that looks like the illustration below, proceed as follows: press and hold the power button, then briefly press the volume-up button. Release the power-up button first and then release the power button. Go to the next step in this chapter.



2. If your device is in the so-called recovery mode (see illustration below), please select “Reboot to bootloader” by using the volume buttons. You can confirm your selection with the power button. If you are successful please go to chapter 3, step 3.



3. If the previous cases are not applicable for you and you could not get into the bootloader-mode after several attempts please power off your device. Then press and hold the power button and both volume buttons simultaneously for about 10 seconds. The device will start into the so-called DnX fastboot mode. Now please go to chapter 3, step 3.

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 P850X	5.1
LIFETAB P851X	6.0
LIFETAB P1040X	6.0
LIFETAB P1050X	5.1, 6.0