Recovering the Android Operating System

Devices with MediaTek Processor

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28/02/2017

1 Overview

This manual describes how to recover the Android operating system on your MEDION device with a MediaTek 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 Windows 7 or newer, in some cases Ubuntu Linux is also supported) 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 MediaTek Smartphone USB Driver. You can find this driver here:

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

   If you are using Ubuntu Linux you don't need any driver.

2. Download and install the Smartphone Flash Tool for Windows or Ubuntu and unzip it, e.g. through a right click and choosing "Extract all ...". A folder with several files will result. You can find these tools on our service homepage. Please choose the one that is offered for your device model:

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

   NOTICE! Not every Smartphone Flash Tool is compatible with every MTK-based Android device. Please make sure you choose a tool that is specifically offered for your device model.

3. Download the recovery package that matches your device model and your desired Android version from here:

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

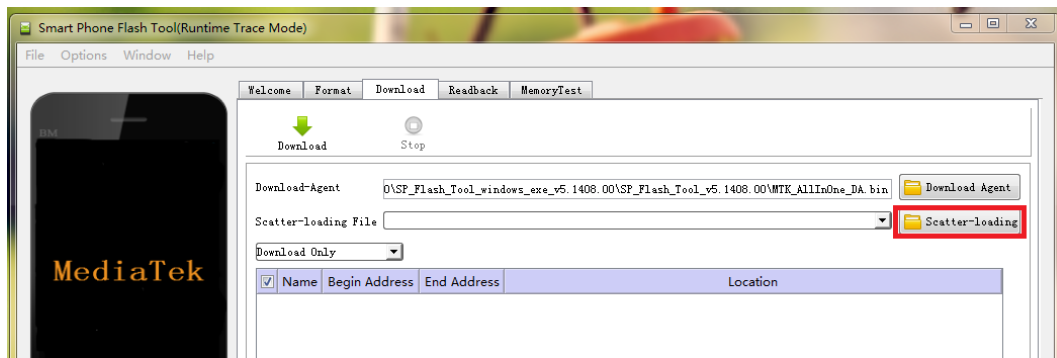   **NOTICE!** Please note that not every Android version will be available for every device model.

4. Unzip the downloaded recovery package, e.g. through a right click and choosing "Extract all ...". A folder with several files will result.

3 Accomplish the Recovery Process

1. Power off your Android device. Remove the USB connection to your PC and take out any microSD card that might be inserted.

2. If you are using Microsoft Windows please look for the `flash_tool.exe` file in your unzipped folder. A double click will open the Smartphone Flash Tool.

   On Ubuntu please look for the `flash_tool.sh` file in your unzipped folder. Start it with `sudo`, to open the Smartphone Flash Tool.
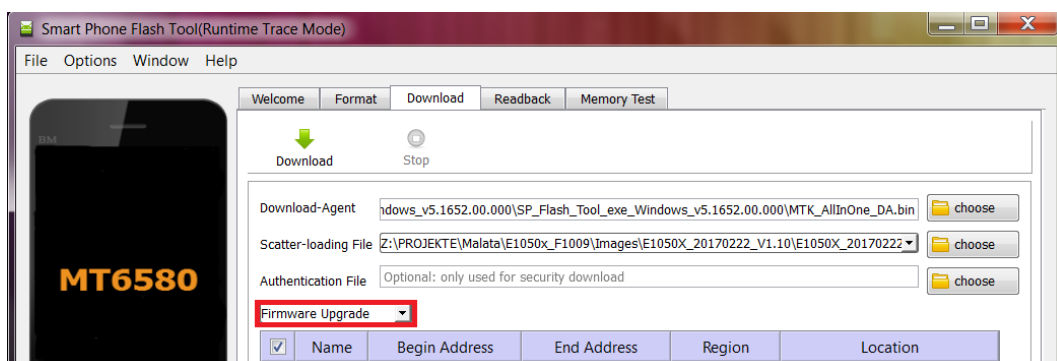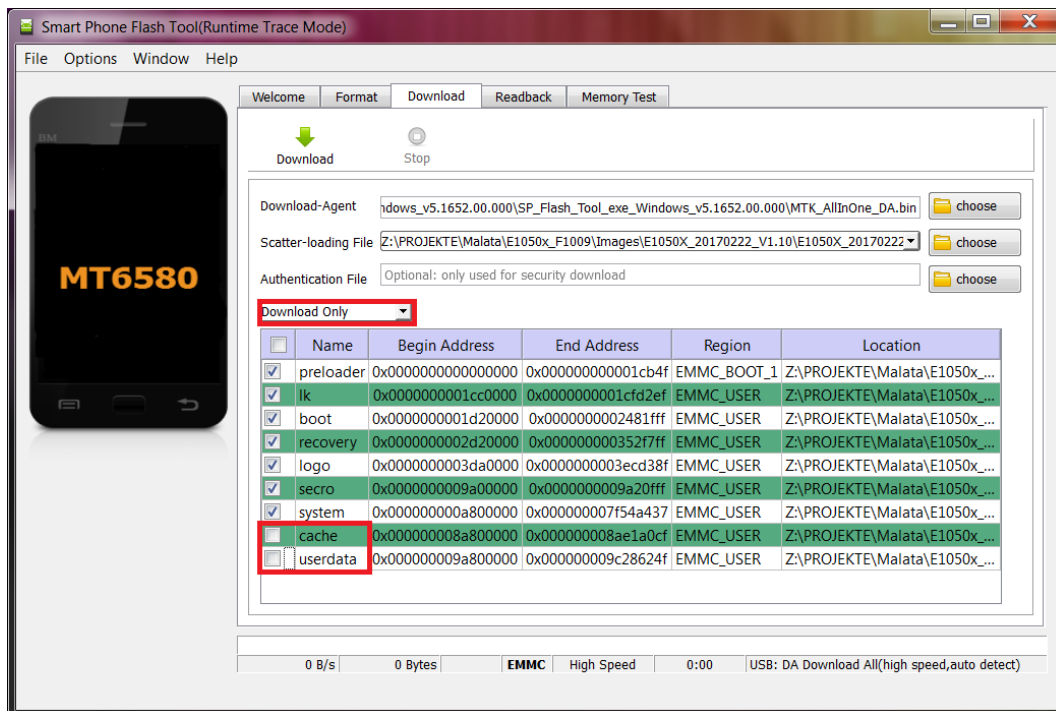
3. Click on the Button "Scatter Loading".

4. In the file dialog select the file with the extension `scatter.txt`, which is in the unzipped recovery package.

5. When using a **LIFETAB S813X** or **LIFETAB X1030X**, please click the button "Download Agent", then choose, **in the folder that contains the extracted Smartphone Flash Tool**, the file DA_SWSEC.bin. For all other devices please keep the preset value and proceed with the next step.

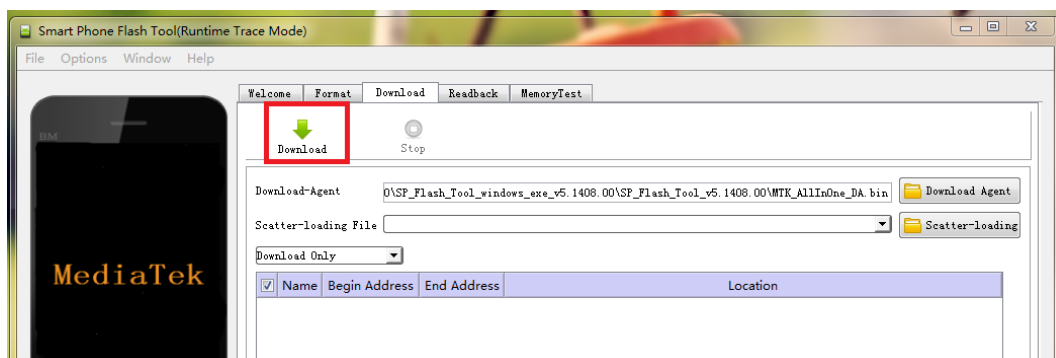6. In the selection box please select one of the following values :

Firmware Upgrade: 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.

Download Only: The recovery process will attempt to retain your user data. For this to work you also have to remove the checkmarks labeled `cache` and `userdata` from the tabular listing. This selection will not solve problems caused by corrupted user data. Note that there is also no guarantee user data can be retained in every case, so making a backup of your data is always recommended.

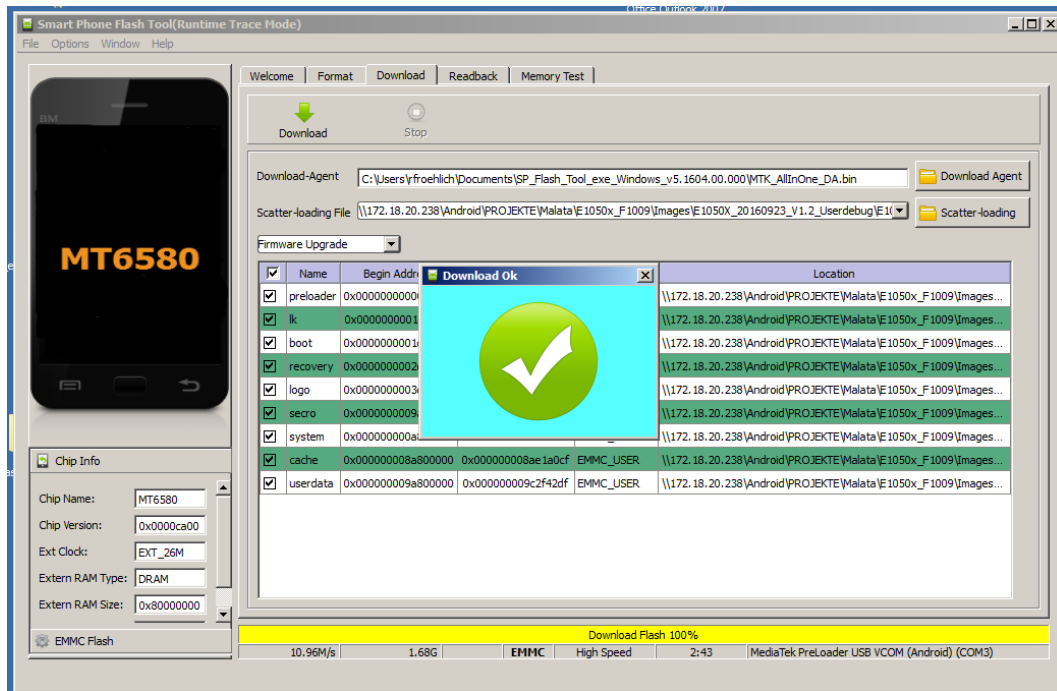7. Click on the button "Download". The green arrow will be grayed out.

8. Please connect your switched-off device via USB cable with your PC.

9. The flash process will start automatically, as soon as the device was identified. You will see a red progress bar.

10. Please wait until the progress bar switched to yellow and shows 100%. This can take a few minutes.

11. When the flash process has finished successfully, a window with a green tick will open. Then you can disconnect your device from the PC.

12. You can reboot your device now. The first start can take up to 15 minutes. Afterwards you can set up your device.

4 Troubleshooting

If you are using Microsoft Windows and your Android device is not recognized by the Smartphone Flash Tool, please make sure you installed the required USB driver (see also section 2, step 1). Then repeat the whole process from the start.

In some cases the device goes to the battery indicator immediately after plugging in the USB cable and the flash procedure cannot be started. If so, please press and hold the power button for 10 seconds to force a shutdown of the device. Then repeat the whole process from the start.

If you see, during the recovery process, an error message that resembles the following screenshot, then please proceed as follows:

1. Make sure you are using the Smartphone Flash Tool that fits your device model (see also section 2, step 2).

2. Make sure the field "Download Agent" contains the proper value for your device (see also section 3, step 5).

3. Repeat the whole process from the start.

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)
E691X	6.0
E1050X	6.0
S831X	4.4.2
S1032X	5.0
S1035X	5.0, 5.1
X1030X	6.0