

OS update and Factory Reset instruction for

DT-X400

Dear Casio Partner, we provide a full image OS Update in one file. Please follow this instruction carefully.

There are four ways to initiate the Update (chapter 1 – 4).

1. From the current OS in settings menu (SD Card or root disk).
2. From the current OS in settings menu with “Over The Air” online connection (OTA)
3. From the android recovery menu using adb USB -> PC connection.
4. From the android recovery menu using micro SD Card

There are two ways to initiate the factory reset (chapter 5).

1. From the current OS in settings menu.
2. From the android recovery menu



CAUTION:

Please be careful not to power down the device during the OS update.

Make sure that power is connected before you confirm the update.

(USB Cable, AC Adaptor or Cradle)

Do not operate the device while updating the OS.

If power goes down while OS update, the terminal can be damaged and will never wake up!

Casio can not guarantee in that case.

1. Prepare for OS update from OS settings menu (SD Card or root disk)

1.1 Copy the .pfu update file to the device storage or external SDCard

The image update is only one file which is about 1.25Gb size.

- 40.02C2_20190122.PFU (or later)

Copy the image file to one of the following devices

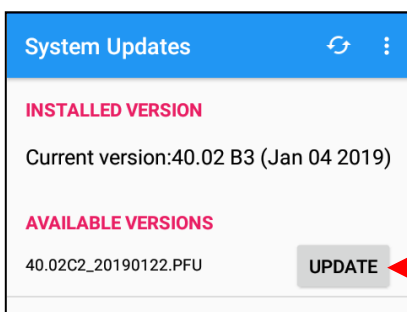
- SD Card (formatted by FAT32)
- To the root of the device itself (internal storage)

1.2 How to start the update with settings menu (SD Card or root disk)

- Open the Android settings menu
- Select “System”
- Select “System Updates”

The device will now search for valid .pfu files on internal memory and external sdcard and shows the following screen when ready.

Current version and available pfu files.



- Press the “Update” button from the OS Version you want to install.

- Confirm the following message to start the update process.

Note
The device should be restarted for the installation. Not allowed to call while updating. If you don't save your data, it may be loss.
Required to back up all your data before the update.
Would you like to update now?
CANCEL CONTINUE

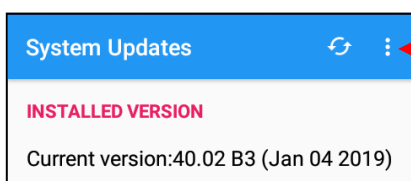


- The device will reboot automatically after update process is done!

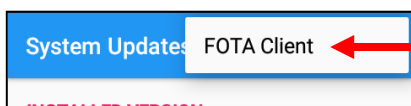
2. How to start the “Over The Air” update (OTA)

For this option you need setup a Wifi or mobile connection with internet access first. Then continue with the following steps.

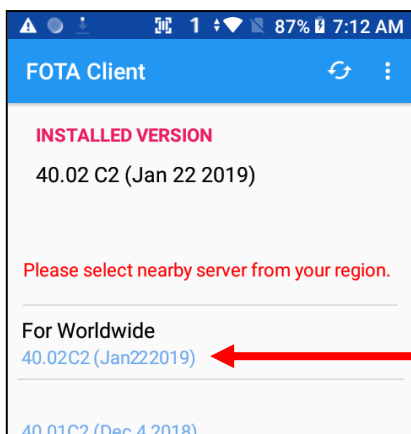
- Open the Android settings menu
- Select “System”
- Select “System Updates”
- Select the “option menu”



- Select the “FOTA Client”



- Select the target OS version if there is a newer one



- Confirm the Warning message with “OK” to start the download and update. The device will update and reboot automatically.

3. Prepare for OS update from android recovery menu (adb <-> PC)

In this case we need the adb driver and the update file on the PC.

- Connect the device to the PC by usb.

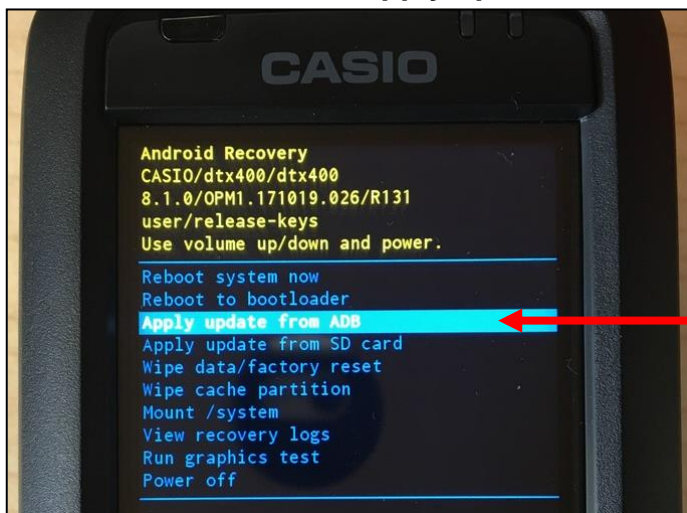
3.1 How to start the update from android recovery menu (adb)

3.1.1 Operation on the device

- Power off the device
- Press -> "Fn" + "Enter" + "Power" in parallel
- After vibrate alert -> release -> "Power", but hold "Fn" + "Enter"
- Wait until Android recovery menu comes up

Use the cursor key "Up" and "Down" to move the cursor and the "Enter" key to confirm the selection.

- Move the cursor to "**Apply update from ADB**" and confirm.



3.1.2 Operation on the PC

- Open a command window
- Enter command

adb sideload xxx.pfu

(xxx = filename)

The device and the command window will show the update process.
Wait until it is finished.

- Confirm “Reboot system now”

4. Prepare for OS update from android recovery menu (SDCard)

4.1 Copy the .pfu update file to the external SDCard

The image update is only one file which is about 1.25Gb size.

- 40.02C2_20190122.PFU (or later)

Copy the image file to one of the following devices

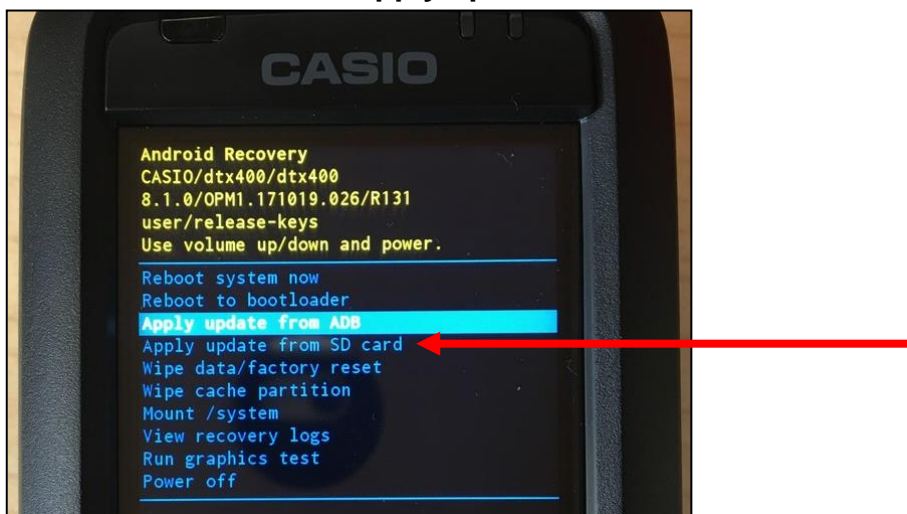
- SD Card (formatted by FAT32)

4.2 How to start the update from android recovery menu (adb)

- Power off the device
- Press -> "Fn" + "Enter" + "Power" in parallel
- After vibrate alert -> release -> "Power", but hold "Fn" + "Enter"
- Wait until Android recovery menu comes up

The "Volume +" and "Volume -" keys will move the cursor and the "Power" key will confirm the selection.

- Move the cursor to "Apply update from SDCard" and confirm.

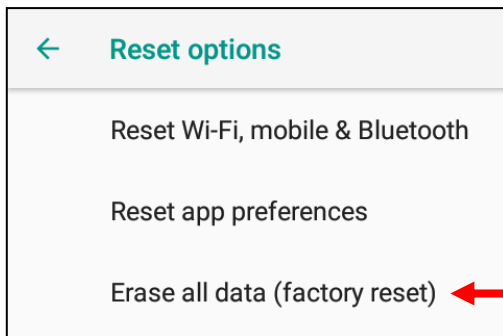


- Search for the update file and confirm
- This display does show the update process now
- Wait until update is finished
- Confirm “Reboot System Now”

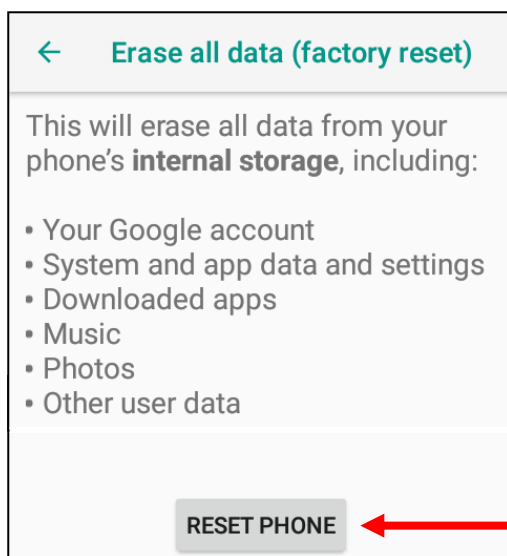
5.0 How to make factory reset

5.1 How to make factory reset from settings menu

- Open Settings -> System -> Reset Options
- Select Erase all data (factory reset)



- Select “Reset Phone” to confirm

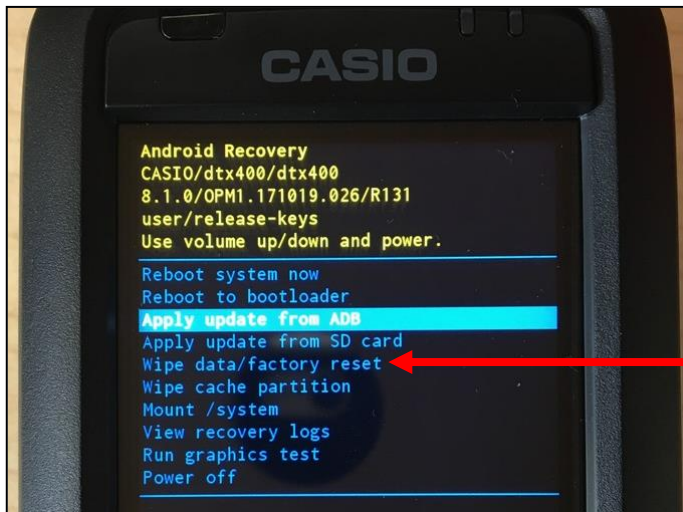


5.2 How to make factory reset from android recovery menu

- Power off the device
- Press -> "**Fn**" + "**Enter**" + "**Power**" in parallel
- After vibrate alert -> release -> "**Power**", but hold "**Fn**" + "**Enter**"
- Wait until Android recovery menu comes up

The "Volume +" and "Volume -" keys will move the cursor and the "Power" key will confirm the selection.

- Move the cursor to "**Wipe data/factory reset**" and confirm.



- Confirm the security warning message in the next screen with "YES"

The device will now operate the factory reset and reboot automatically.



CAUTION:

If there is a "Google Account" configured on the device, the Google "**Factory Reset Protection**" (FRP) becomes active in this moment.

You need to identify this device on next setup by Wifi or mobile online connection with the last used Google account login data.

There is no way to skip this step!