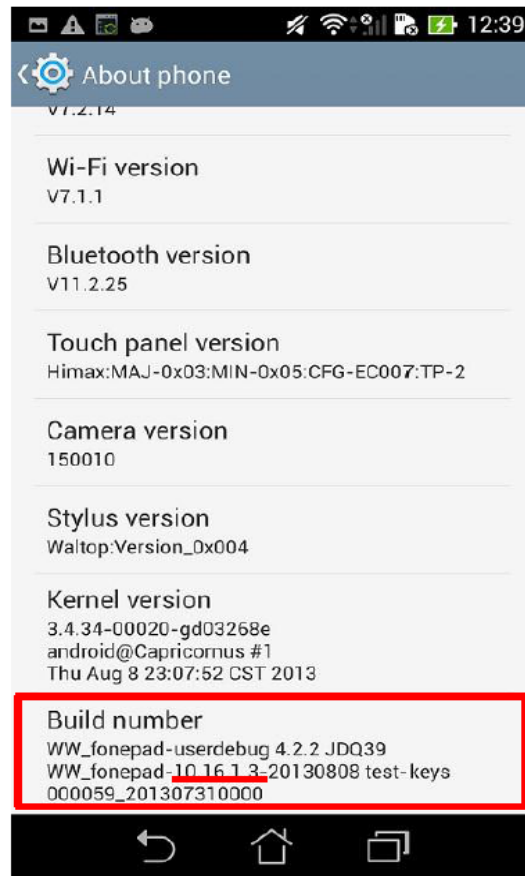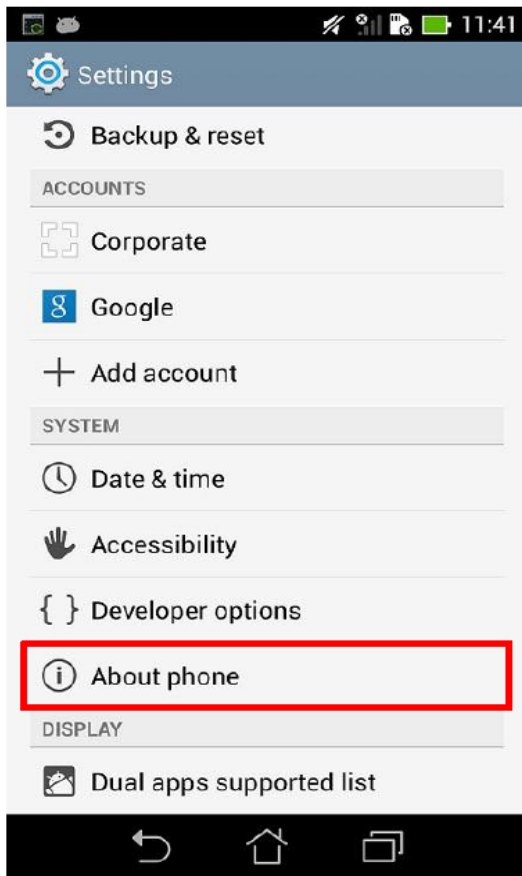# Device Firmware Update SOP

1. **Check Image Version:** Please follow the path below to check the image version before and after image update:

   Enter [Settings]→[About phone]→Find the [Build number] to check the image version.

   Before using the "update launcher" to upgrade system from KitKat to Lollipop, please make sure to check the system version as the following table. It need to upgrade system to these versions (depend on SKU) first.

SKU	KitKat Version
WW	2.2.33.144
TW	2.2.33.145

2. Requirement

   > A windows PC

   > A USB cable

   > The battery life of device has to be more that 50%

   > If device have been encrypted(Settings→Security→Encryption), in order to avoid upgrading failed, please make sure to backup the data and then use factory reset before upgrading.

3. Updating Image Through Detecting Notification

Step 1: Download the zipped image file to your Windows PC.

Step 2: Extract the zipped file.

Step 3: After extracting, go into the extracted folder, you will get a zip file with prefix "UL-K00G" (ex: "UL-K00G-WW-10.16.1.3.1-user.zip").
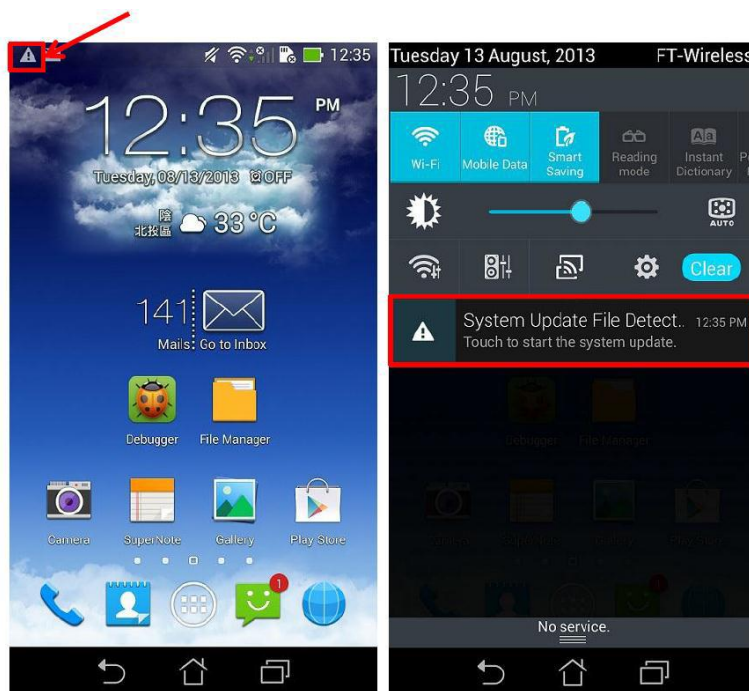
Step 4: Connect the device with your PC.

Step 5: Place the zip file with prefix "UL-K00G" to the root directory of the internal sdcard storage.
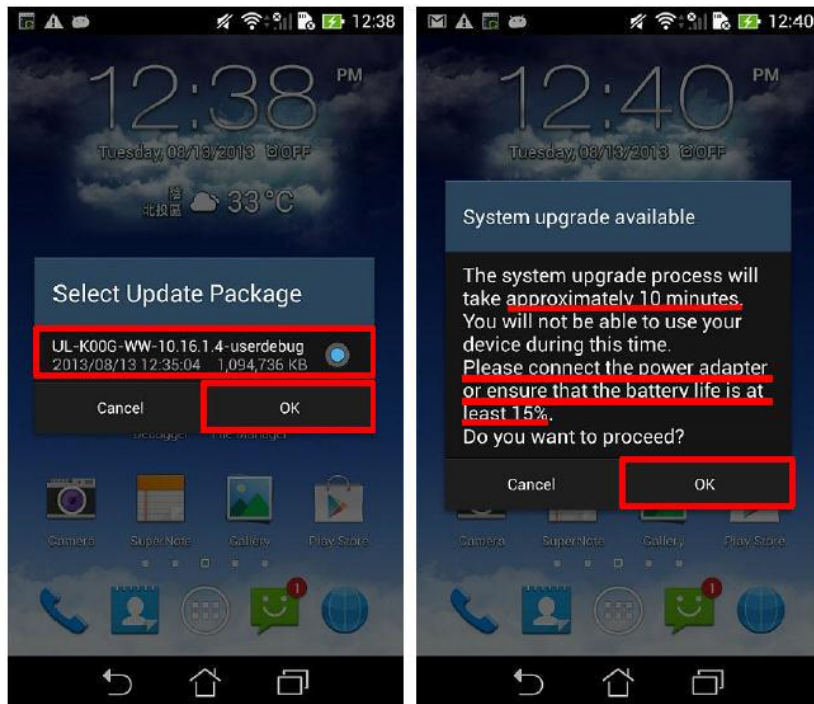
Step 6: Disconnect the device from your PC.

Step 7: Then, a detecting notification (an exclamation mark) will show up on the top left corner of the screen.

Step 8: Pull down the notification list and select "System Update File Detected". Select the image package which is going to update in the Select "System Update File Detected"
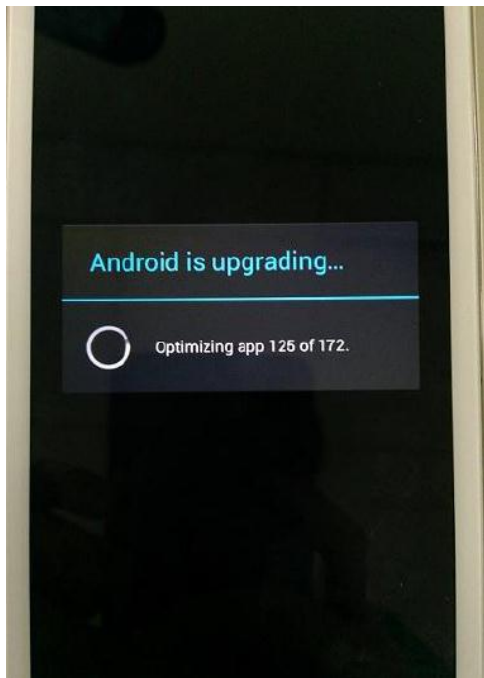

Step 9: Select the image package which is going to update in the "Select Update Package" window -> press "OK" to go through the update process.

Step 10: After the system update is confirmed in the "System Update Available" window, the device will automatically reboot and go into the recovery mode to update the image.

Step 11: When the updating is completed, device will automatically reboot and show "Android is upgrading…" message (It will take about 5 minutes to enter Android system after image upgrading).

Step 12: Check the "build number" in "Settings" to see if the image has been correctly updated.