

Firmware Recovery / Update

If your MK802 IV has following issues, please solve these issues by recovery/update methods.

1. If you need update to the latest firmware,
2. After boot, there is no signal;
3. There is only boot screen;
4. System running very slow, crashing;
5. Can't find the wireless network equipment, or can't connect wireless;
6. When installation apps, player loss power unexpected and cant boot up.
7. TF card update failed and can't boot again etc.

Recovery/ Update procedure:

A. Preparation and please download:

(1) Recovery tool:

<http://data.w2comp.com/tools/RK3188-firmware-upgrade-tool-W2COMP.zip> (extract password: w2comp.com)

(2) Recovery firmware: Please find and download on

<http://www.w2comp.com/detail.asp?catid=74585&Ptid=699678>

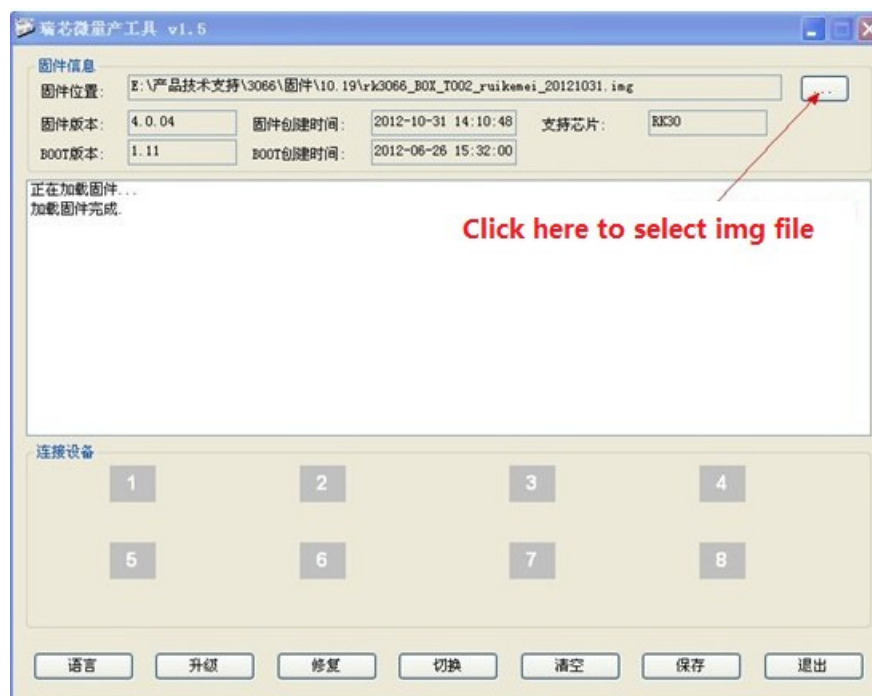
(extract and get the .img file.)

After download all files above, then decompress the file "RK3188-firmware-upgrade-tool-



W2COMP.zip" and open the .img file.

, you can see the screen as below, then add



B. Connect MK802 IV with computer

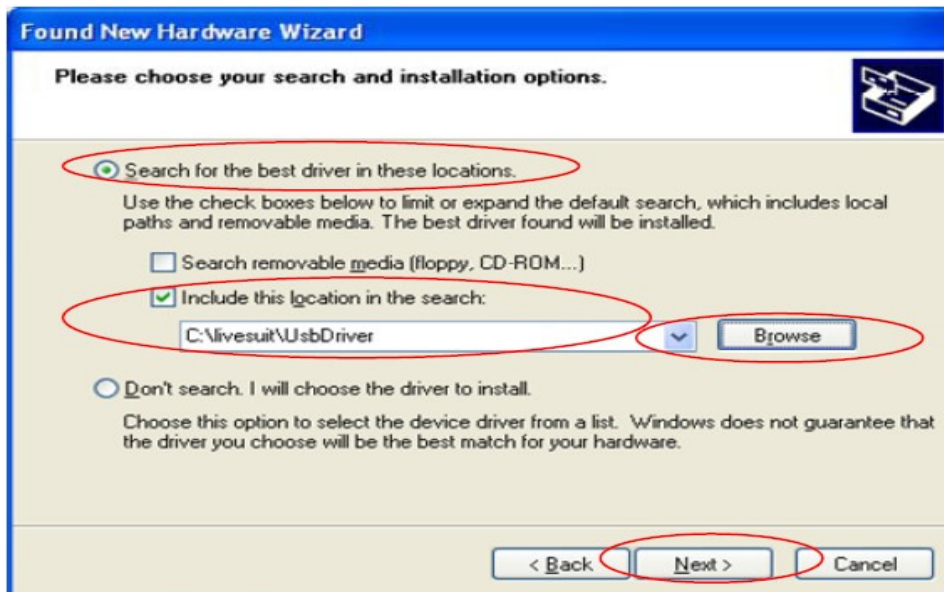
- (1) Prepare a thin metal stick (or Paper clip). Press the recover button of MK802 IV and don't loose the stick. Then you can connect MK802 IV and computer by using micro USB cable (OTG port of MK802 IV to USB port of computer).



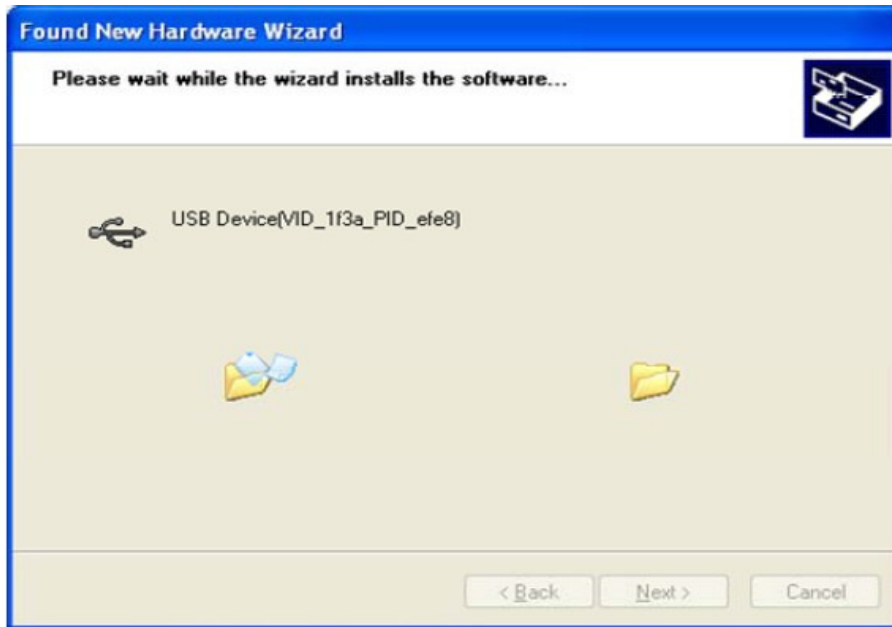
- (2) After 3-5 seconds then you can loose the stick.
- (3) It will show you a dialogue box on your computer screen (Windows XP), it requires to install the new driver as below:



(3.1) Press "next"



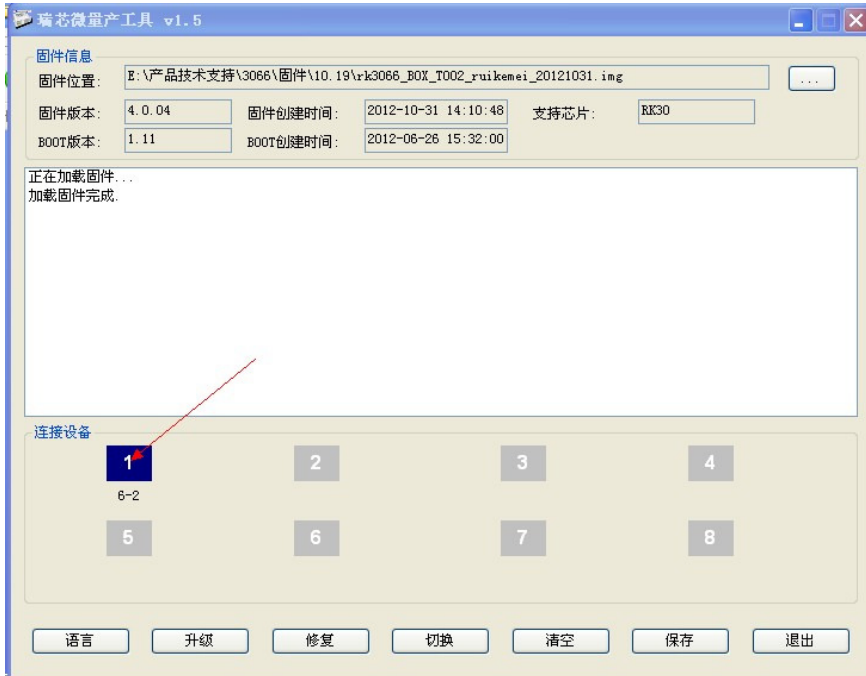
(3.2) Choose the options "Search for the best driver in these locations" as picture display, then click "Browse", find out "Driver", then click "next" to install.



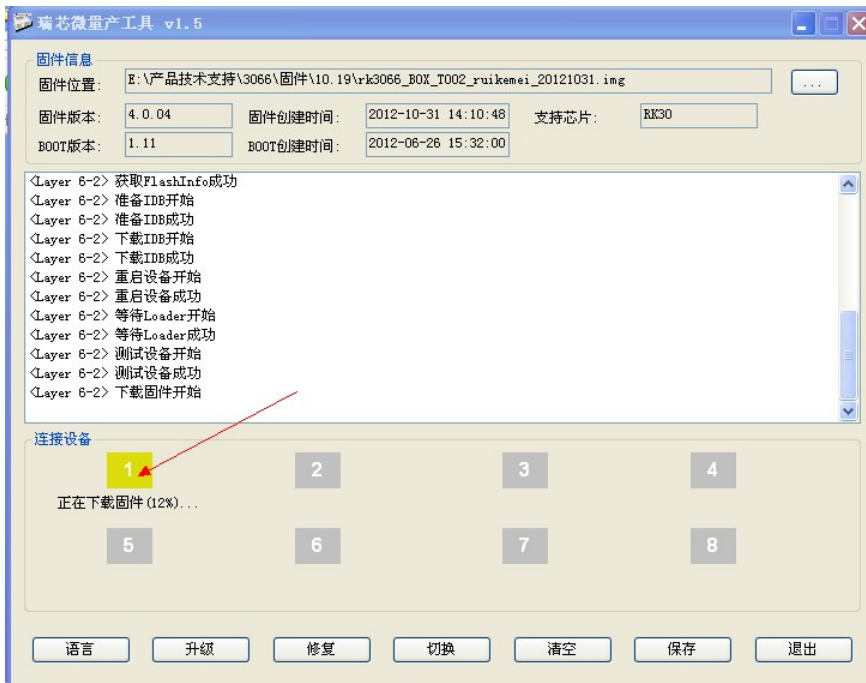
(3.3) After finished installation, then press "finish" as below:



(3.4) After installation, the "connect device" icon on the "batchtool" will changed to blue, as below:



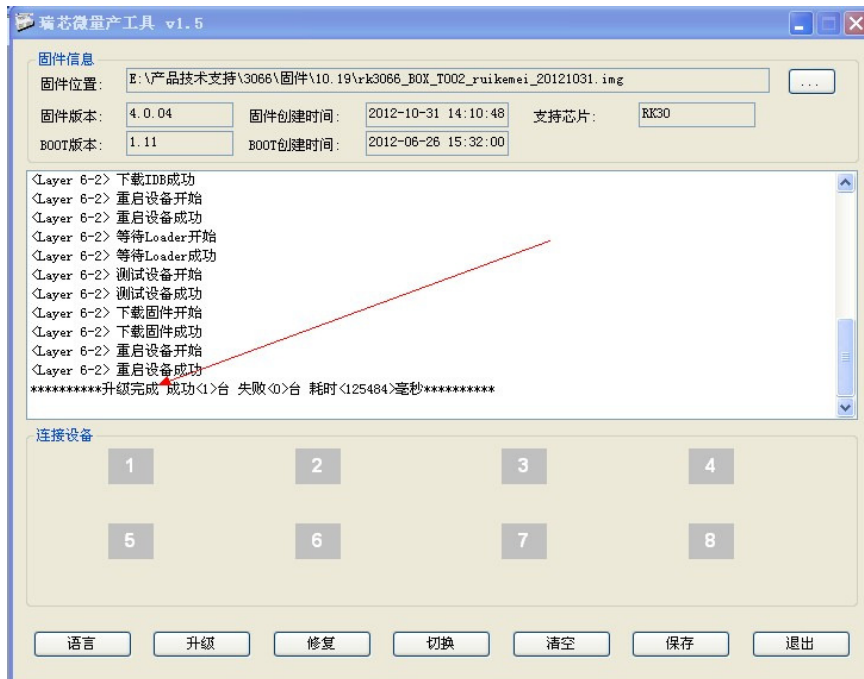
(3.5) Then Click "update" for recovery, as below .



(3.6) This procedure will take around 3 minutes, please be patient!

* Do NOT unplug USB cable during recovery/upgrade!

(3.7) When this prompt window appears, then means recovery is successful, pull out USB cable, then total process is finished.

**Note:**

1. You only need to install the driver on the PC at the first time for firmware recovery / update.
2. For first running of MK802 IV after firmware recovery / update, it takes longer time for starting Android (around 5 minutes), and it become normal afterwards / next bootup, please don't worry about that.

Support Team,
W2COMP
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