

How to upgrade to the V2.12:

Note: Please upgrade Android OS to IHv2.5.22.metrics or above before upgrade to V2.12 APK.

For the K16 which is not loaded the Mask Detection software in factory, here is the instruction how to enabled/upgrade to have it.

Step 1. Check the OS to see if it is IHv2.5.22.metrics or above. If not, please upgrade the Android OS firstly. Check Quick Start Guide about how to upgrade the OS.

Please download the OS from here. Don't unzip it. Just change the name to update.zip and then copy to USB flash drive root folder.

<https://workdrive.zohoexternal.com/external/34VJchofa1P-KVwl7/download>

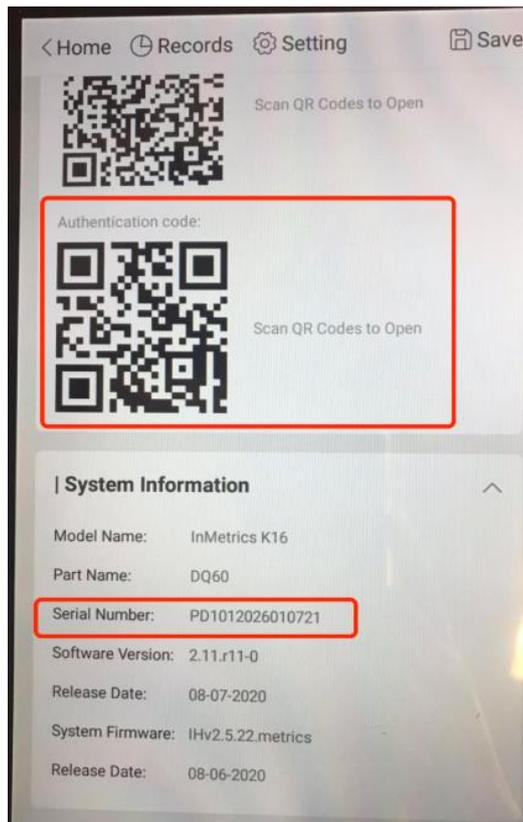
Step 2. Reset the Android system if you did the Step 1 just now. Go to Android Setting->Backup & reset and then reset it. It will clear all user data and all APPs

Step 3. Copy the V2.12 to USB flash drive root folder and then insert it to K16, and install it from the Android Desktop folder explorer. It will ask you to enable to install APK from unknow source. In this step, you may need to disable the full screen on Android Setting->Display page to be able switch from Setting to Folder Explorer. And then reboot.

Download the V2.12 from here:

<https://workdrive.zohoexternal.com/external/34VJchofbkt-KVwl7/download>

Step 4. Go to Configure page of V2.12 and find the Authentication QR code on Other section. Send this QR code + Serial Number to InHand team. It is better to send us the picture so we can make sure the info is accurate.



Step 5. InHand team will send a LICENSE file with the same name of the QR code content. It may take 2 days.

Step 6. Copy the LICENSE file to USB flash drive root folder, and then plug it to K16.

Step 7. Reboot the K16 and it will load the LICENSE automatically and show as PRO version. If it doesn't work, please check if the USB flash drive is unrecognized or with a wrong name (the name of license should be the same of the Authentication QR code).