Guide to Device OS Releases and Android Versions for Elo Android Devices

March 16, 2020

This guide is intended to provide latest Elo device OS release and corresponding Android versions for Elo Android devices. The guide also will incorporate upgrade paths and life cycle status of our devices.

Device Family	Hardware Status	Android Version	Latest Elo Device OS Release	Date of Release
I-Series 1.0	Discontinued February 2018	4.4.2 AOSP[1]	1.44.10	March 24, 2019
I-Series 2.0 PayPoint (Rev B) PayPoint Plus Elo Backpack	In production	7.1.2 AOSP	3.46.50	December 16, 2019
I-Series 2.0 PayPoint (Rev B) PayPoint Plus Elo Backpack	In production	8.1.0 AOSP[2]	4.44.82+a[3]	December 16, 2019
I-Series 3.0 Elo Backpack 3.0 PayPoint 3.0 and PayPoint Plus 3.0	In production	8.1.0 GMS	4.36.60[4]	July 30, 2019
PayPoint for Android	Discontinued February 2018	4.0.4 AOSP, with upgrade path to 5.0.2	2.4.51	February 13, 2017

Notes:
1. AOSP = Android Open Source Project, refers to devices that do not have GMS certification
2. All I-Series 2.0 devices ship with Android 7.1, and can be upgraded to 8.1.0 via over-the-air upgrades. For detail, see FAQ below.
3. A "+a" notation indicates AOSP version. This device version is based on feature compatibility with EloView portal 3.44 ("Khaki") Release
4. This version is based on feature compatibility with EloView portal 3.36 ("Jasmine") Release

Frequently Asked Questions:

1. **Can I upgrade my existing 2.0 devices that run Android 7.1 to 8.1 without Google Play?**
    Yes, Android 8.1 "AOSP" (i.e. Android Open Source, or without Google Play) upgrade was made available in our December 2019 release. Please keep in mind that your application and content compatibility will need to be checked prior to this upgrade.

2. **What is the minimum version required to upgrade to Android 8.1 AOSP?**
    The 2.0 device needs to be at least on version 3.46.50 in order to update to 8.1 AOSP (4.44.xx+a). A device running an older version will need to first update to 3.46.50 and then update to 4.44.xx+a.

3. **Can I upgrade my existing 2.0 devices that run Android 7.1 or 8.1 to I-Series 3.0 with Google Play Services?**
    No, this is not possible.

4. **Can I revert to Android 7.1 after an upgrade?**
    No. After upgrading to Android 8.1 AOSP, there's no going back to 7.1 via over-the-air update (OTA) on the device control panel or via EloVIew. You may be able to manually "flash" the device, but this will not be possible remotely and will require removing the device from its mounting, kiosk or stand.

5. **Will the upgrade require a factory reset?**
    During the upgrade process from Android 7.1 to 8.1 AOSP, a factory reset will occur as a requirement to update the operating system. Devices will reestablish connections to your EloView account automatically. However, application-specific settings and other local configurations such as Wi-Fi certificates may require re-configuration once the OTA update process has completed.

6. **How do I know if latest EloView features will work on a specific Elo Device Release?**
    This is a great question! The latest EloView portal release is 3.46, which is fully supported by I-Series 2.0 (3.46.50) devices. The following table shows portal functionality support by device release:

If I have Elo Device OS Release …	*It supports portal functionality from …*
3.46.50 for I-Series 2.0	3.46 (December 16, 2019)
4.44.82+a for I-Series 2.0	3.44 (September 24, 2019)
4.36.60 for I-Series 3.0	3.36 (May 23, 2019)

Note: This is a point-in-time update for existing EloView functionality and Device OS Releases. We are updating our devices and our applications all the time – latest information can be obtained from www.elotouch.com/EloView or by contacting Elo Tech Support.