

Instructions to apply MDZ firmware file to Concierge

1. Boot device
2. Login into the Admin mode
 - a. Long-press in the lower-right-hand corner (on the 'M' icon) until the PIN code entry box comes up
 - b. Enter the Admin PIN code (default is 5678)
3. Touch the clock display in the lower right-hand corner
4. Select Settings
5. Select About device and read the Build number
 - a. If the first portion of the Build number reads 01.1.0.x or higher, select System Update and proceed to Step 9.
 - b. Otherwise, continue on to Step 6.
6. Touch the clock display in the lower right-hand corner
7. Select the Application Configuration menu option
8. Select the System Update App
9. Connect USB drive or SD card containing update package (there must be only one .MDZ file and it must be in the root folder of the USB/SD card)
10. Click the "Apply" button. . If you see 'No Storage media found' instead go Back to Settings > Storage, scroll down to USB STORAGE and click on Mount SD card. Go back to System Update and click Apply.
11. Wait until update is complete (the device will reboot itself and show 'Management update complete').
12. Verify the platform version in admin mode Settings > About device > Build number

Instructions to apply OTA.zip Recovery firmware file to Concierge

1. Copy ota.zip file to the root of a USB flash drive and insert into device
2. Power off unit
3. Press and hold button '2' on the back of the hub as you power up the unit until you see the Recovery mode menu (on 10" device this will be upside down).

Note: Alternatively, if you have ADB setup connect device to computer via a MicroUSB cable to Concierge's OTG port on the back and type 'adb reboot recovery'
4. Navigate using buttons 1 and 2 and select apply update from USB drive
5. Navigate to ota.zip file and apply
6. Wait for install to complete. Device will stay on Recovery menu.
7. If moving from a REL_ (Release – Build number starts with 01) build to another REL (or DBG to DBG – build number starts with 91) OTA build select Reboot. This completes the upgrade.
8. If moving from a REL to a DBG (Debug – Build number starts with 91) OTA build or vice versa then select Enterprise Reset. Device will reboot automatically. This completes the upgrade.
9. Verify the platform version in admin mode Settings > About device > Build number

TROUBLESHOOTING

'Unfortunately Data Wedge has stopped working' dialog is seen OR if barcode data is not visible in the DW Demo app

Scan the first barcode as the device is powering up. Reboot and repeat the same for the second barcode. Note: No beep will be heard upon scanning programming barcodes. Therefore, to ensure the barcodes scanned correctly move the barcode within the scanner's field of view for a few seconds by varying the distance to the scanner (between 3 – 6 in). If required, scan the same barcode two times by moving it out of the field of view and bringing it back in.

1.



SSI over USB CDC

2.



Send Packeted Decode Data

Device is stuck on the boot-up splash screen

- Power off unit
- Press and hold button '2' on the back of the hub as you power up the unit until you see the Recovery Console menu (on 10" device this will be upside down).
Note: Alternatively, if you have ADB setup connect device to computer via a MicroUSB cable to Concierge's OTG port on the back and type `'adb reboot recovery'`
- Select Enterprise Reset. **NOTE: An Enterprise reset will wipe all user data and settings except what is stored on the /enterprise partition. Please make sure to save an appropriate MDZ settings file in /enterprise/usr/persist folder in order to preserve settings such as Wifi, MDM apps etc.**
- Reboot device after above step completes
- If you are installing the Demo app, you have to reinstall the Demo app MDZ after Enterprise reset but the platform version will remain unchanged.

Launching the Settings app or checking Wifi settings results in an ANR

- Check if Wifi is connected to a network. If not, connect to a network.
- If the device is connected to the network via Ethernet then turn Wifi OFF
- Perform an Enterprise Reset as shown above