Replacing System Software on NEO
Overview

This article describes what you need to do to replace the software on the NEO (PX750) hand held computer. Installation of system software on a new NEO main logic board (MLB) is covered in a different procedure.

While the software is originally installed in the factory, updates may become available over time. These updates are posted on Teknet.

Important

Upgrading software as described in this section is likely to overwrite configuration settings in your NEO. You should save the unit's settings in a backup profile on a removable storage device, using Total Recall. A USB memory key works well for this purpose. Do not save the profile to the system flash memory on the MLB, as the MLB may be replaced later during service.

In most circumstances, the user's files will not be affected by a software upgrade, unless the main logic board of the device is replaced. However, it is good practice to backup all the user's files to a removable memory device as a safety precaution.

Important

The multi-image install script will silently repartition the flash memory if necessary; that is, if the OS image requires more space than is available.

If upgrading English language NEO terminals to a CCJK version, repartitioning will most likely be necessary. *All flash memory contents will be lost.* In this case please back up flash memory to an external drive or SD card before upgrading, to preserve the contents.

Memory Devices Required for Software Updates

When updating software in Psion Teklogix Devices, you will need memory devices such as USB keys, SD cards, or CF cards. In general, the following equipment should be available when performing software updates:

- USB Memory Keys (minimum capacity 512 megabytes)
- CF Memory Cards (minimum capacity 512 megabytes)
- SD Memory Cards (minimum capacity 512 megabytes)

Not all memory devices provide reliable operation on Psion Teklogix Devices. The following manufacturers and model numbers are preferred:

USB memory cards and devices:

- Verbatim USB keys (256MB, 1GB and 2GB)
- SanDisk Cruzer mini 256MB and 1GB
- Sony Micro Vault 256MB

- Kingston DataTravler 1GB
- Imation Swivel 1GB
- Verbatim Store 'n' Go 4GB USB HD drive

CF memory cards:

- Sandisk 'Industrial' cards

SD memory cards:

- Sandisk Industrial cards

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Note:
The NEO Windows images are provided as "multi-images", files which contain separate images of the main operating system, and the software for **PCon** and **BooSt**.
There may be instances, however, when the boot code, PCon code or main-OS code could be updated separately. Procedures described below can be used for both scenarios.

Using a Micro-SD Card

Use the following steps to perform the software upgrade using a Micro-SD card:

1. Obtain the new software image and rename it to PX750os.img.
2. Copy the renamed image to the root of a Micro-SD card and insert it into the Micro-SD card slot located in the battery compartment (Figure 20).
3. Boot the NEO to BooSt - Press and hold down the [SCAN] key, [FN/BLUE] key and [ENTER] key simultaneously for a minimum of six seconds.
4. The unit will locate the image from the Micro-SD card, upgrade the software then load the new OS.

Using a Single Dock micro-USB port

The NEO Single dock provides a power in jack and one micro-USB connection. The USB connection provided can be used as USB-A (host) or USB-B (client) depending on the cable used (the USB-A port connection is needed for this operation).
Use the following steps to perform the software upgrade:

1. Obtain the new software image and rename it to PX750os.img.
2. Copy the renamed image to the root directory of a USB drive and connect it to the USB port using a USB-A (female) host cable.
3. Boot the NEO to BooSt - Press and hold down the [SCAN] key, [FN/BLUE] key and [ENTER] key simultaneously for a minimum of six seconds.
4. The unit will locate the image from the USB drive, upgrade the software then load the new OS.

   Note
   Use the same steps described above when using the USB/ DC Power Adapter, PX3054.

Just replace the Single Dock with the adapter, they provide the same ports - DC in and micro-USB

Important

One method currently used for some of the Psion Teklogix devices involves a USB connection to a PC and the transfer of the image to a removable drive (a USB storage device in BooSt). NEO cannot be upgraded using this method.