

Android O OS Update Instruction for Family of Products TC20 and TC25 (GMS).

Installation Requirements

- Zebra Android USB Driver V2.2 or higher
- Android Debug Bridge (ADB) version 1.0.39 or higher
- TC20/TC25 GMS Android OS Release Images

Installation Instructions

Using the “adb sideload” method

Assumptions

1. ADB installed on PC
2. TC20/TC25 has Developer options enabled
3. USB debugging ON

Procedure

1. Plug the TC20/TC25 into the USB & Charging Cable and then the Cable to the PC. If you have a Cradle with USB connectivity, connect it now.
2. You may need to pull down notification bar, and tap on the notification which says, “USB charging this device”, and change it to “Transfer files”.
3. Open Command Prompt on PC, run “adb devices” and check to see if you can see the device's serial number... If yes, proceed... if not you will need to get the PC set up with the proper drivers or install an External SD Card.
4. You may also get a pop up on your PC (Win 7) that you will be connected as a Portable Media Player... this can be ignored.
5. Entering Recovery Mode
 - a. Choice 1: In Command Prompt, type “adb reboot recovery” and click enter.
 - b. Choice 2:
 - i. Reboot and hold PTT key
 - ii. When Zebra Technologies logo appears on the screen Release the PTT Key
6. Your TC20/TC25 will reboot and take you to Android Recovery screen.
7. To select Sideload Method
 - a. Use the Volume + and – to highlight, “Apply upgrade from ADB” and press the Power Key to select it
8. With your Command Prompt, open, type “adb sideload” and add a space and then drag and drop the zip file which you want to apply to the device and press enter.
 - a. When the file download starts, the command window will show progress with a percentage completed.
 - b. Device display will show a series of messages indicating it is downloading, verifying and installing the image on to the device.
9. After successful update, the device will auto reboot and you see Zebra on top and POWERED BY android at the bottom and after about 10 second will transition to the TC20/TC25 Touch Computer splash screen with 5 dancing white dots at bottom... it will stay at this screen for up to 4 minutes and then present the “Welcome Screen”.

10. After this you will need to complete the process by setting up Wi-Fi and E-mail accounts and such.
11. To make sure the OS Update took place, once the initial setup is complete;
 - a. Go to "Settings" and scroll down to "System" and navigate to "About phone" and look at the "Build number". Verify "Build number" as per the release notes document for the OS update package.
12. Setting the Date and Time. If you associate the device to a WLAN AP, it should automatically set the date and time. The only thing left is to set the time zone. Go to "Settings" and scroll to and select "Date & time". Scroll down to and select "Select time zone" and scroll down to and select the appropriate time zone and you are done.
13. Now you are all set to use your TC20/TC25.

Using External SD Card

1. Plug the TC20/TC25 into the USB & Charging Cable and then the Cable to the PC. If you have a Cradle with USB connectivity, connect it now.
2. You may need to pull down notification bar, and tap on the notification which says "USB charging this device", and then change it to "Transfer files".
3. You may also get a pop up on your PC (Win 7) that you will be connected as a Portable Media Player... this can be ignored.
4. Copy the required files to the SD Card. This can be done in two ways
 - a. Copy the files to the Micro SD card with the help of a SD Adapter which gets inserted to the SD slot of your PC/Laptop/SD Writer.
 - b. Directly transfer files to the Micro SD card which is inserted into the back of the device. Please refer to the user guide on how to open the back door and inserting the SD card to the device.
5. Entering Recovery Mode
 - a. Choice 1: In Command Prompt, type "adb reboot recovery" and click enter.
 - b. Choice 2:
 - i. Reboot and hold PTT key
 - ii. When Zebra Technologies logo appears on the screen Release the PTT Key
6. Your TC20/TC25 will reboot and take you to Android Recovery screen.
7. Applying update via External SD card
 - a. Use the Volume + and – to highlight select option to "Apply upgrade from SD card" and press the Power Key to select it
 - b. Use the Volume + and – to highlight package to be installed (downloaded Zip file) and press the Power Key to select it.
8. After successful update the device will auto reboot and you see Zebra on top and POWERED BY android at the bottom and after about 10 second will transition to the TC20/TC25 Touch Computer splash screen with 5 dancing white dots at bottom... it will stay at this screen for up to 4 minutes and then present the "Welcome Screen".
9. After this you will need to complete the process by setting up Wi-Fi and E-mail accounts and such.
10. To make sure the OS Update took place, once the initial setup is complete.
 - a. Go to "Settings" and scroll down to "System" and navigate to "About phone" and look at the "Build number". Verify "Build number" as per the release notes document for the OS update package.

11. Setting the Date and Time. If you associate the device to a WLAN AP, it should automatically set the date and time. The only thing left is to set the time zone. Go to "Settings" and scroll to and select "Date & time". Scroll down to and select "Select time zone" and scroll down to and select the appropriate time zone and you are done.
12. Now you are all set to use your TC20/TC25.