Professional Tablets
Firmware Update Manual
Document revision 1.2

Overview

This documentation explains how to do a firmware upgrade on tablets for TEOS.

Requirements

- Physical access to the tablet depending on the case
- All firmware of tablets can be found under https://bit.ly/sonypsetech under TEOS - Corporate Solutions >> 5 - Tablet for TEOS >> Firmwares or under https://teos.solutions/resources
- A USB or SD card (SD card preferred) for the firmware upgrade
- USB and SD must be formatted **in FAT32 and have at least 300MB of space**
- If the USB/SD method doesn't work, you can use the USB Burn from PC method
- For the USB Burn the PC need to be admin rights
- **Firmware upgrade from a major Android version** to another (like from 6 to 8) can only work with **USB Burn method using the PC**

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1. Tablet reference table

Generation	Model name	Platform version	latest firmware version
FY19	TEB-7DSQPM	Android 5	TEB-7DSQPM - V1.01.20a.202003
	TEB-10DSQPL	Android 5	TEOS Book - V1.1_1.11.06f.20200107
	TEB-15DSKP	Android 6	TEB-15DSKP - V1.01.34.202003
	TEB-22DSK	Android 6	TEB-22DSK - V1.01.34.202003
FY20	TEB-7XPL	Android 8	TEB-7XPL-V2.01.09l.20210519
	TEB-10XPL	Android 6 and 8	TEB-10SLB-10XPL.V1.0_0.10.09z.202007 (Android 6) TEB-10SLB(N)-10XPL(N).V1.1_1.11.11r.202104 (Android 8)
	TEB-10SLB	Android 6 and 8	TEB-10SLB(N)-10XPL(N).V1.1_1.11.11r.202104 (Android 8)
	TEB-15XP	Android 6 and 8	TEB-15XP.V1.1_1.11.11s.202104 (Android 8)
	TEB-22XP	Android 6 and 8	TEB-22XP.V1.1_1.11.11s.202104 (Android 8)
FY21	TD-0350	Android 7	FY21_ TD-0350-3.5inch_tablet_forTEOS 202104
	TEB-7XPLN	Android 8	TEB-7XPL-V2.01.09l.20210519
	TEB-10XPLN	Android 8	TEB-10SLB(N)-10XPL(N).V1.1_1.11.11r.202104 (Android 8)
	TEB-10SLBN	Android 8	TEB-10SLB(N)-10XPL(N).V1.1_1.11.11r.202104 (Android 8)
FY22	TEB-10XPLN	Android 8	TEB-10SLB(N)-10XPL(N).V1.1_2.11.05x.202112 (Android9-InternalNFC)
	TEB-10SLBN	Android 8	TEB-10SLB(N)-10XPL(N).V1.1_2.11.05x.202112 (Android9-InternalNFC)

2. About firmware & applications

When installing a tablet, it is recommended to check and update the device in the latest version of firmware. First, go to home>settings>about device, the name of the device and the version of firmware is shown in the upper right side.

a) Update firmware using USB stick: go to home>settings>about device

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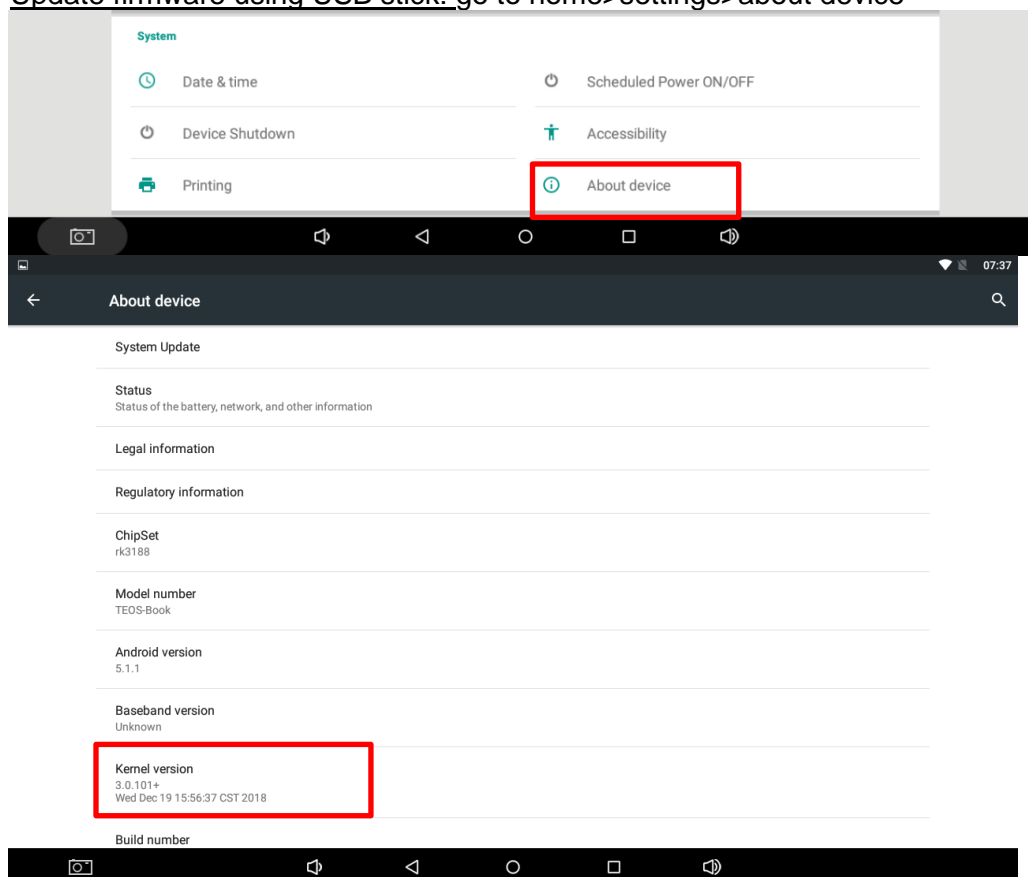
3. Upgrade Firmware
3.1.   Using an SD or micro SD card

When doing a major firmware upgrade, it is recommended to use the recovery mode firmware update method using an SD card. This is also one of the solutions if you can access anymore in your Android interface.

To enter the recovery mode, **switch OFF the tablet** and switch It to ON again pushing the menu/back button on top (for the 10DSQPL tablet) and volume (+) for the rest of the models of the tablets.

Stay with the button pressed until the recovery mode shows up.
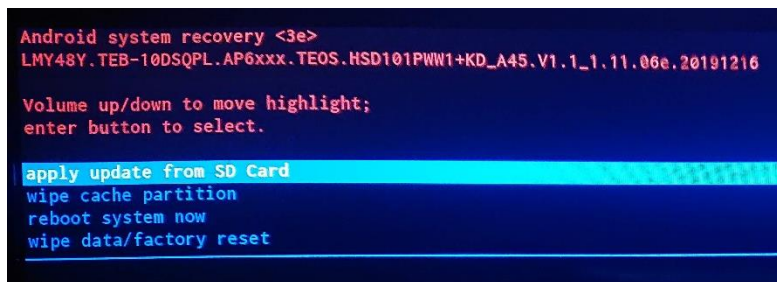
SD card request:
300MB or more

USB format: **FAT32**

Put the SD card into the tablet, the slot for the SD card is hidden you need to unscrew:

When the SD card is inserted, click apply "Apply update from SD card", to do so, you can use the volume + and – button and select with the menu button by pushing it for up to 5 seconds.

Using an SD card with the same update.zip file as for the USB stick, you will be able to update the firmware of the tablet. Select this file from the "apply update from SD card" menu, the tablet will show the message "install successfully done" when the upgrade is finished

If you were not able to access to the Android interface, it is mandatory to do the two next operations:
- Wipe cache partition, remove only some user data
- wipe data/factory reset, remove all the user data and go back to the factory settings.

Select "reboot system now" to restart

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3.2.   Using a USB storage

This procedure with USB update is used for a normal firmware upgrade of the tablet.
Download the update.zip file and copy it to the root of a USB stick (if you open your USB
stick, you must find the update.zip file directly).

Go to tablet settings > About device and select "System Update"
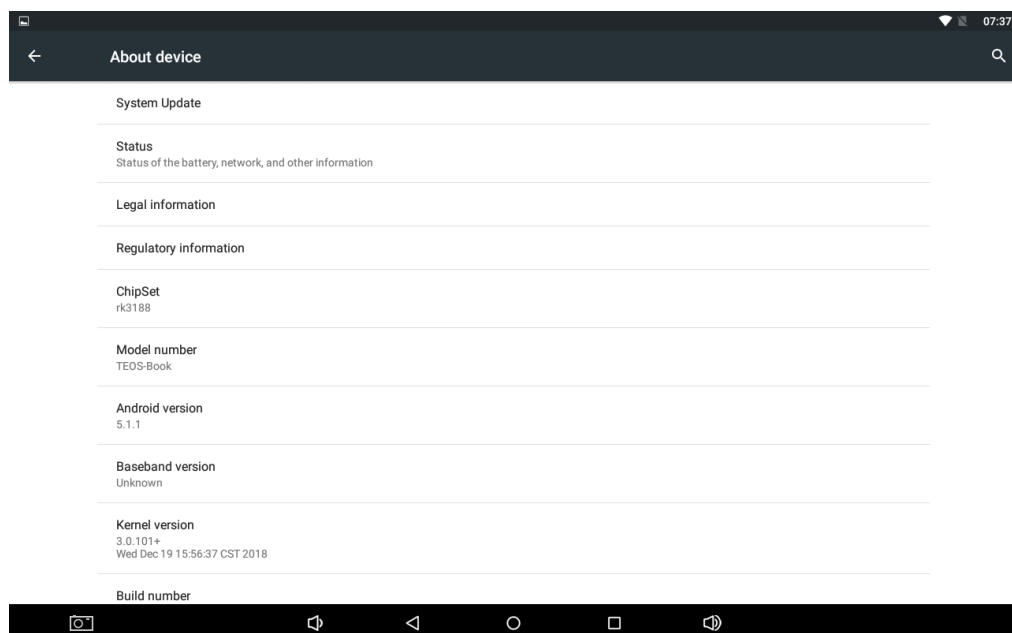
Insert your USB stick into the tablet and select "check now"
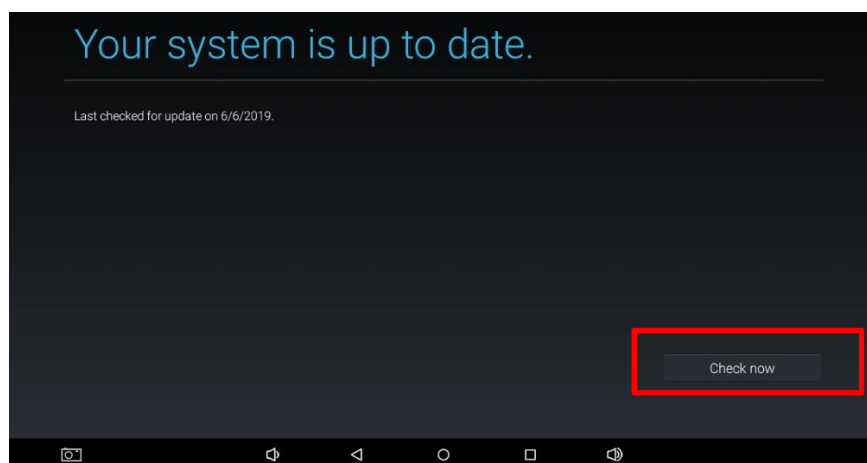
USB request:
**300MB or
more**

USB format:
FAT32

The tablet will automatically detect the update file and start the upgrade process

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3.3.   Using USB Burn with PC

This procedure is mainly used when the SD and USB update are not working
To be able to proceed to the USB burn you will need:

- Driver Assistant 4.5 HERE or under https://bit.ly/sonypsetech under TEOS - Corporate Solutions >> 5 - Tablet for TEOS >> Firmwares >>Tools (**driver to be able to detect the tablet**)
- Android Tool Release 2.54   HERE or under https://bit.ly/sonypsetech under TEOS - Corporate Solutions >> 5 - Tablet for TEOS >> Firmwares >>Tools (driver to be able to detect the tablet) (**Tool to upgrade the firmware**)

You will need a Micro USB cable and connect the tablet to the PC with the two tools


Put the device in loader mode

DSQ(P)(L): Make sure the device is powered down and **keep the back/menu button pressed while plugging in the micro-USB part of the USB cable** that is connected to your pc. Keep it pressed for a few seconds.

DSK(P)(L): Make sure the device is powered down and **keep the plus part of the volume control pressed while plugging in the micro-USB** part of the USB cable that is connected to your pc. Keep it pressed for a few seconds.

SLB(W) & X(P)(L): Make sure the device is powered down and **keep the plus part of the volume control pressed while plugging in the micro-USB** part of the USB cable that is connected to your pc. Keep it pressed for a few seconds and switch on the device.

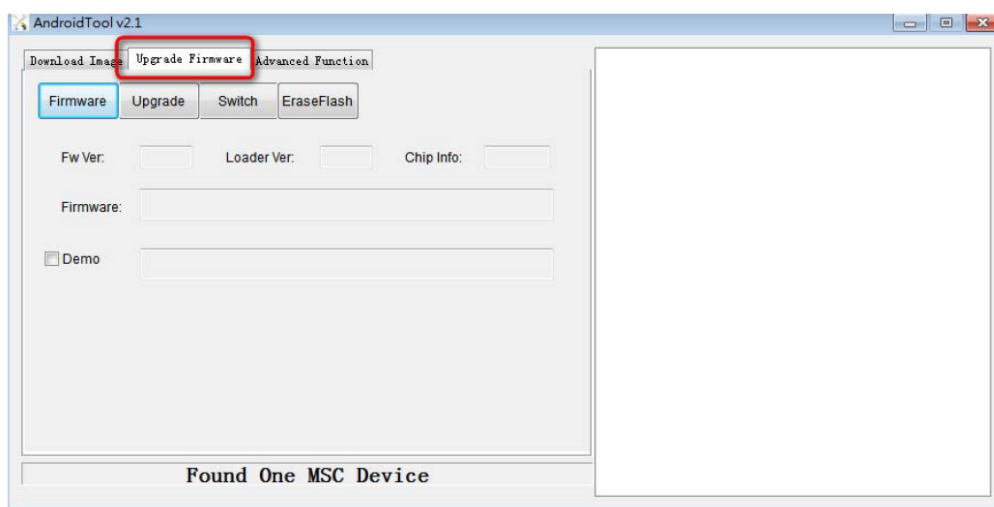a) Install in your PC the driver assistant. For that unzip the file and run DriverInstall.exe
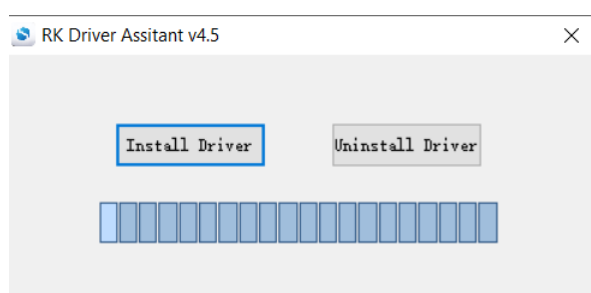
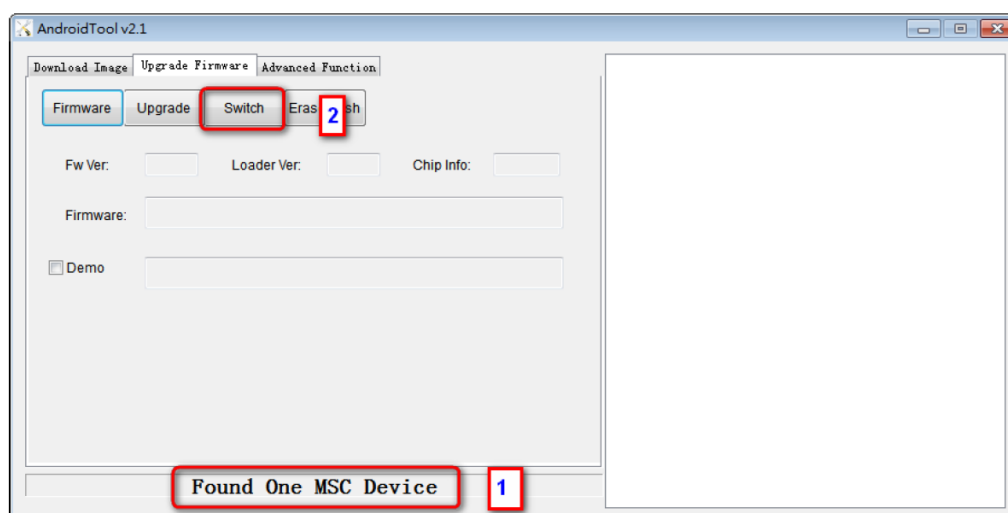Click install driver. When install is done click ok and close the software

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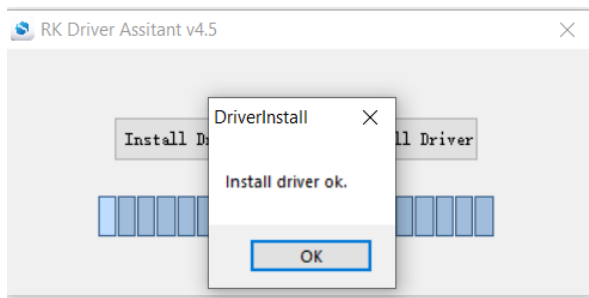
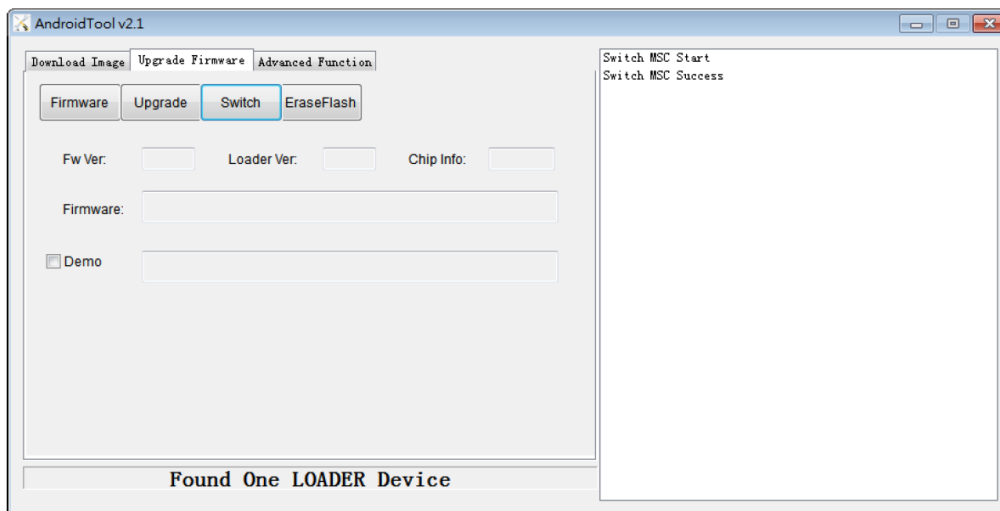Connect your tablet to the PC in Micro USB.

b) Run in your PC Android Tool Release 2.54, unzip the file and run AndroidTool.exe
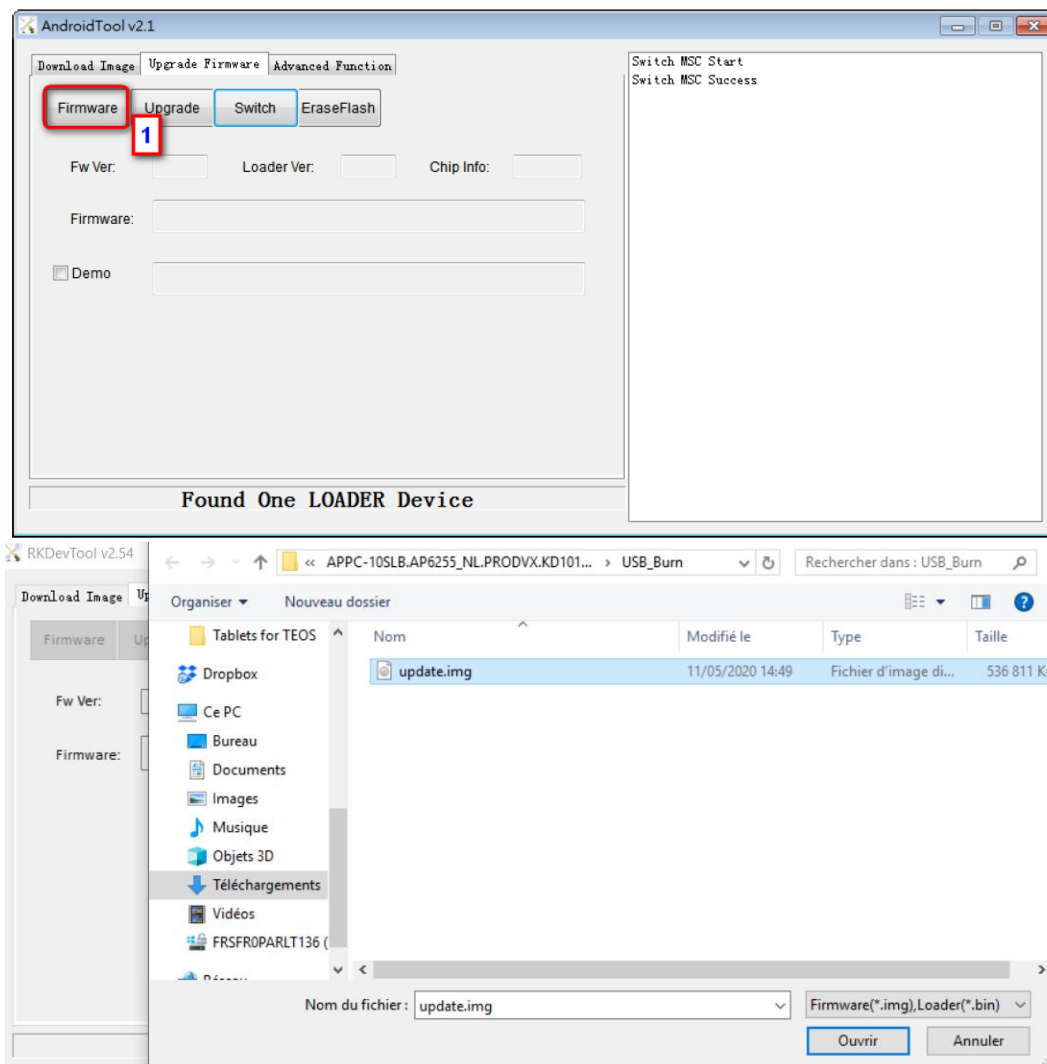
   1. Select "Upgrade firmware"

   2. If this showing "Found One MSC Device", you need click "Switch" button change
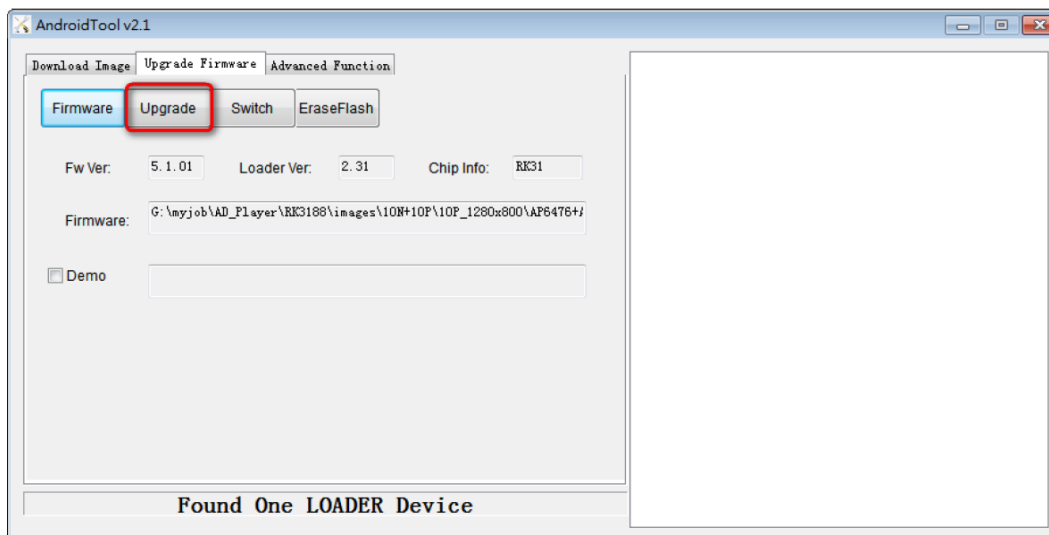
3. Load your burning FW (update.img) from click "Firmware" button. You can find all the USB Burn version under the shared folder into the requirement.
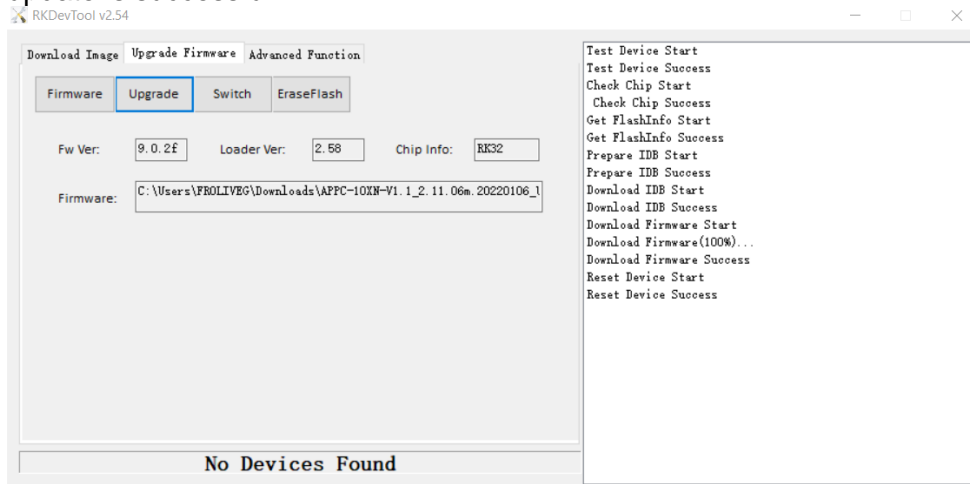

4. Click on "upgrade", your upgrade will be done by the software
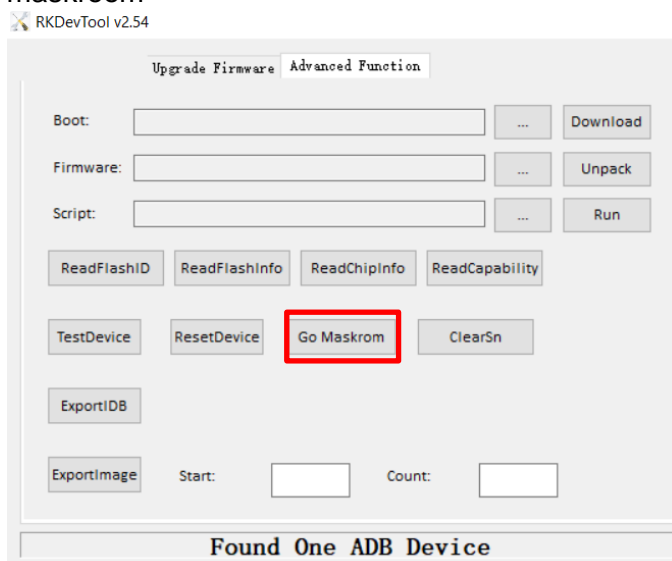
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The tablet will automatically restart with the new firmware. The software will confirm when the update is successful

If the update is not performed (error message) go to "Advanced Function" and press "go maskroom

Go back to upgrade firmware and press upgrade. The new firmware should be installed. If it is not the case please contact us.

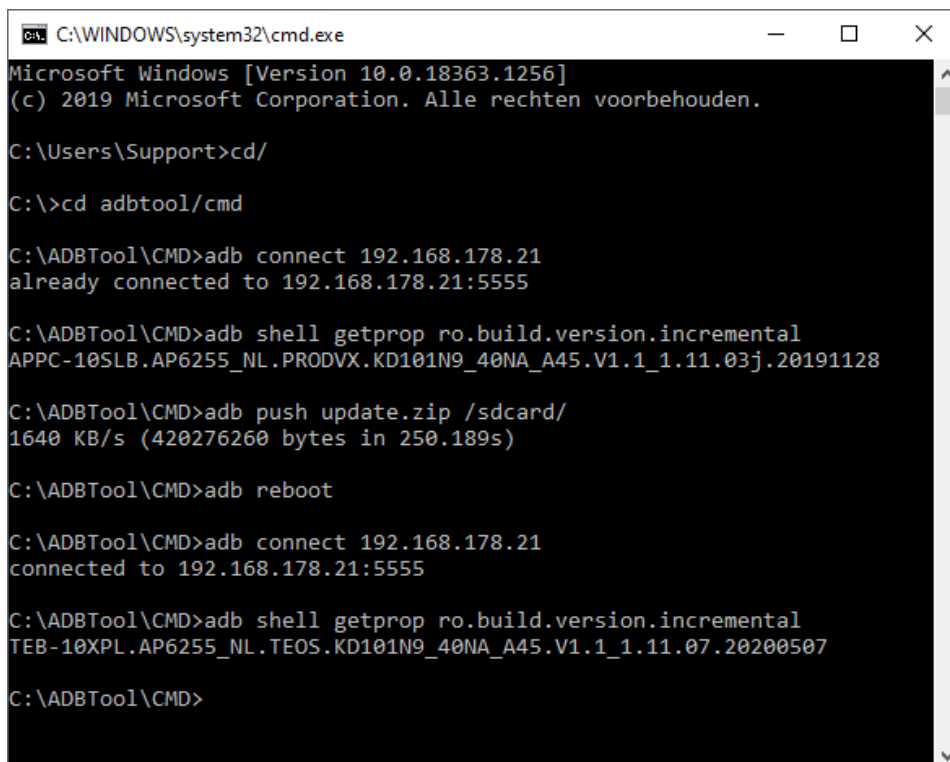**SONY**

3.4.   Using Network adb (from Android 8)

From Android 8 tablet version you can update firmware using adb (integration with TEOS will be done in a next version). For that you need to use adb.
If you have TEOS Manage server, open a cmd using the Windows server of TEOS and go to using the cmd with the commande cd "Program Files > TEOS Manage > www > backbone > adb"

If you don't have TEOS Manage server, you can download and adb platform to your machine and extract the platform tools folder. Go to the platform tools using cmd.
Put the USB firmware version to update in the platform tool folder and do the following commands:

1) adb connect IP address of the device to update

2) adb shell getprop ro.build.version.incremental (this will give the current device firmware version)

3) adb push update.zip (USB version of the firmware that you want to install in the tablet)

4) adb reboot (after the reboot the tablet will start the update process)

5) After tablet reboot and update, adb connect IP address of the tablet

6) adb shell getprop ro.build.version.incremental (to verify the new firmware is installed)

```
C:\WINDOWS\system32\cmd.exe                                    —     □     ×

Microsoft Windows [Version 10.0.18363.1256]
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C:\Users\Support>cd/

C:\>cd adbtool/cmd

C:\ADBTool\CMD>adb connect 192.168.178.21
already connected to 192.168.178.21:5555

C:\ADBTool\CMD>adb shell getprop ro.build.version.incremental
APPC-10SLB.AP6255_NL.PRODVX.KD101N9_40NA_A45.V1.1_1.11.03j.20191128

C:\ADBTool\CMD>adb push update.zip /sdcard/
1640 KB/s (420276260 bytes in 250.189s)

C:\ADBTool\CMD>adb reboot

C:\ADBTool\CMD>adb connect 192.168.178.21
connected to 192.168.178.21:5555

C:\ADBTool\CMD>adb shell getprop ro.build.version.incremental
TEB-10XPL.AP6255_NL.TEOS.KD101N9_40NA_A45.V1.1_1.11.07.20200507

C:\ADBTool\CMD>
```

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