

Firmware & Software update procedures Amicroe TouchTAB IV.

Important note:

The steps & procedures outlined below may be of assistance if you are experiencing difficulties with your Amicroe TouchTAB 9.7" Tablet PC. THESE STEPS ARE NORMALLY ONLY REQUIRED IN INSTANCES WHERE ISSUES ARE BEING EXPERIENCED.

Firmware upgrades may be provided for the purpose of Trouble-Shooting, addressing developing software bugs, or for providing new versions of firmware.

The assistance of a proficient computer user or technician is recommended if you are not familiar with installing Software or Drivers on a Windows based PC. The guide below is simulated using a Windows XP based computer, with similar steps for other Windows Operating Systems.

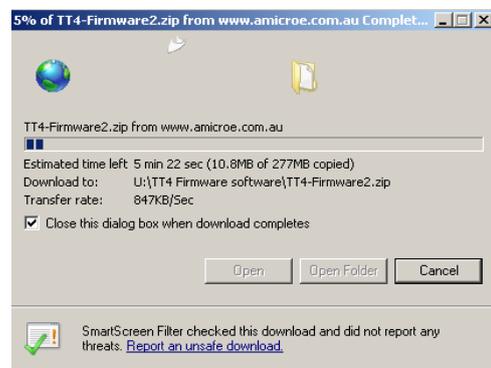
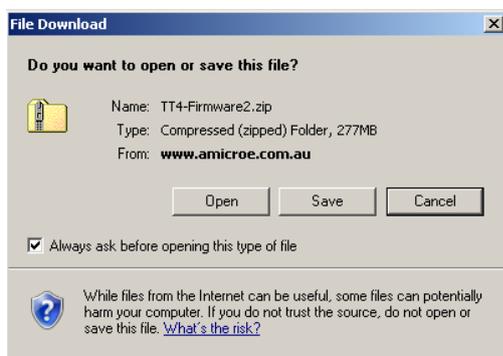
WARNING: Firmware updates will restore the Tablet to original factory settings. To avoid disappointment through loss of Settings and Apps, it is strongly recommended that you back-up your system before performing a firmware upgrade.

Note: You will require a minimum of 20% battery life to perform the update.

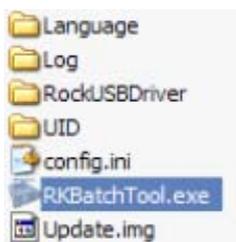
Step 1. Identify the correct firmware link for your Amicroe Tablet PC.

Step 2. Click on the appropriate firmware update link and the File Download Window will open prompting you to open or save the file.

Step 3. Click on "Save". Select Desktop from the "Save in:" drop down options and create a new folder to download the files into. This step will unzip the files into the selected new folder and download the Rockchip BatchTool software required to perform the update.

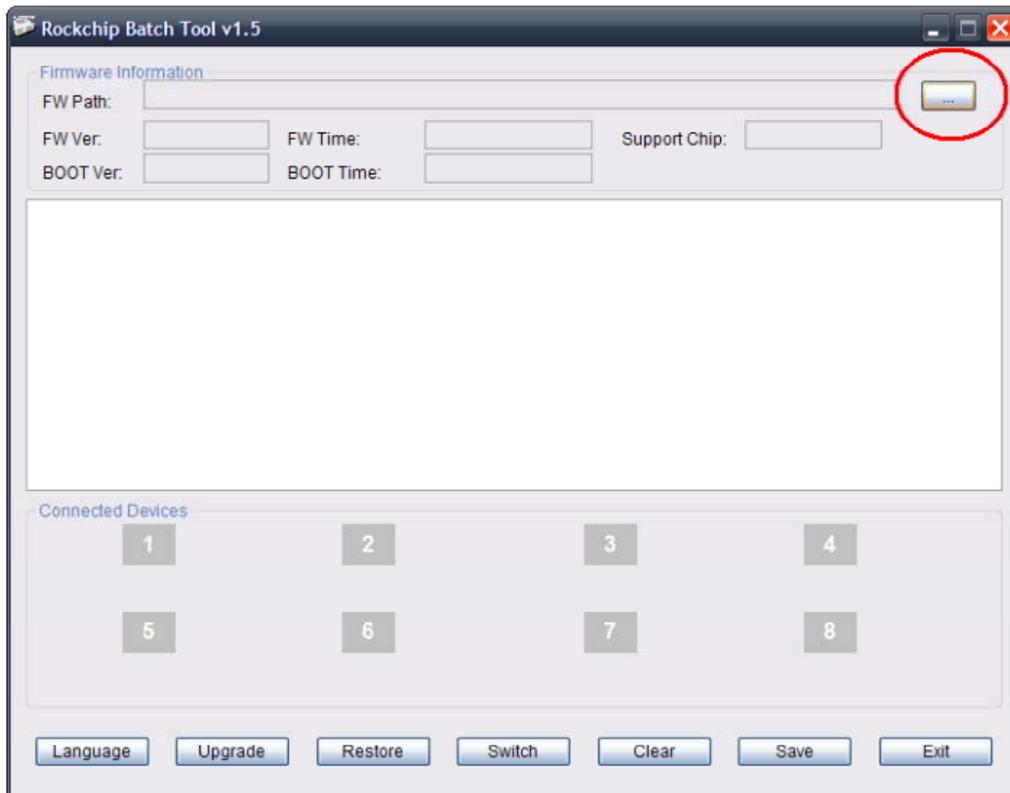


Step 4. Once all files are finished downloading (approx 6 mins), in the new folder locate and double click on the "RKBatchTool.exe" to launch it.

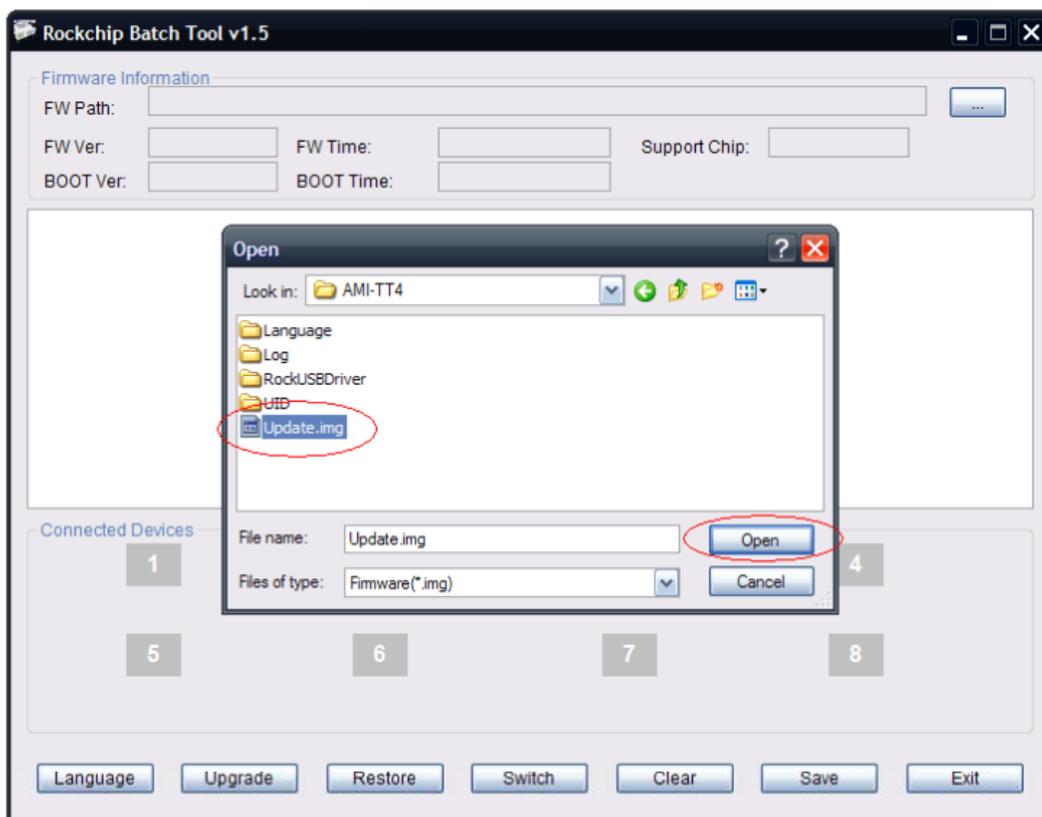


Step 5. Once you have double clicked on the "RKBatchTool.exe" file, click on "run".

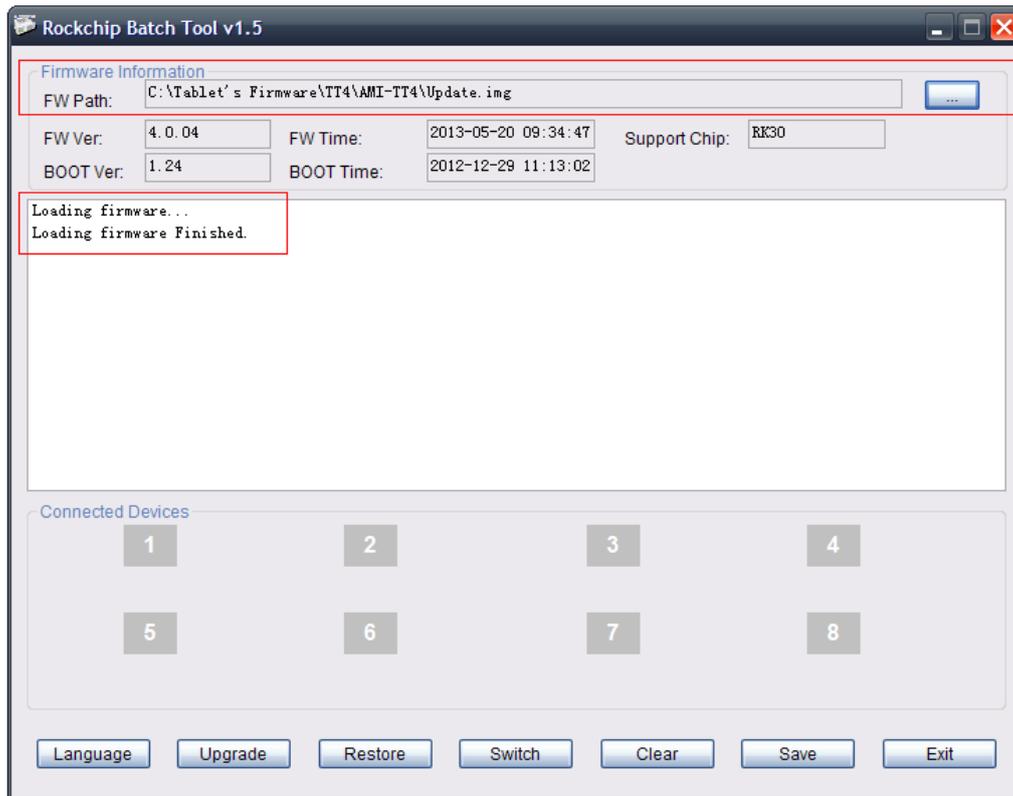
Step 6. In the top right-hand corner, click on “...” and then select the firmware update file (*.img).



Step 7. Highlight the “Update.img” file and click open.



Step 8. Once the firmware has been selected, “Rockchip BatchTool” is ready to detect your Amicree Tablet PC and to perform the firmware upgrade.



Step 9. Follow the steps below to begin the firmware update process.

9.1 - Power off the Tablet PC.

9.2 - Press and hold the “Home” button. (The home button is the single button located next to the volume buttons on the side of the unit). While holding down the “Home” button, connect the Tablet PC to the computer via the USB cable provided.

Note: There are two USB ports on the unit. On the back panel identify and use the USB port that is marked with the USB symbol  . The other USB port is a HOST Port used for hosting devices only.

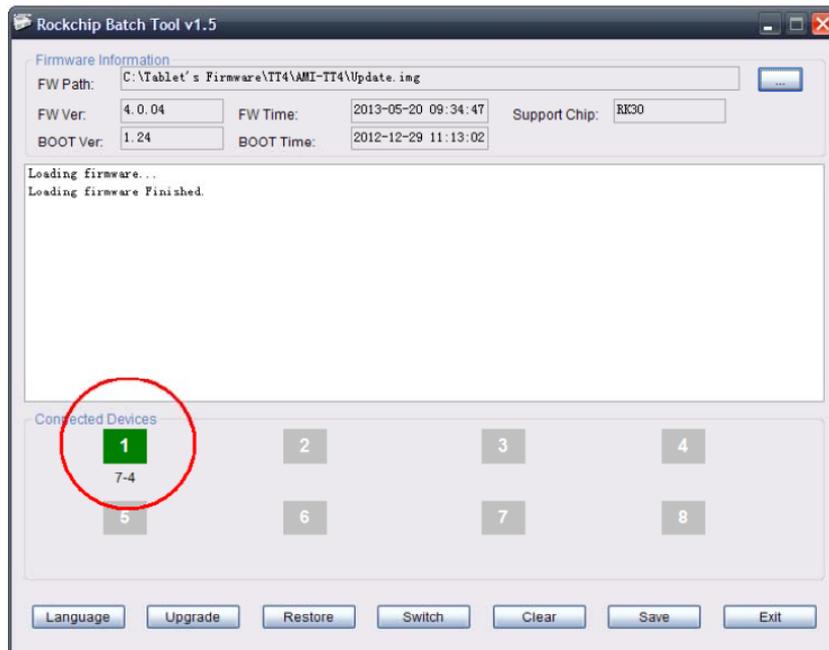
If you are prompted by Windows to install a USB Driver, follow step 9.5.

9.3 - The Window below will be displayed to show that “Rockchip BatchTool” has successfully detected the tablet.

Note: If prompted for USB driver installation, follow step 9.5.

If “Rockchip Batch Tool” did not detect the Tablet PC, showing a green box as illustrated below, check that the Tablet is powered off and repeat steps, 9.1, 9.2 and 9.3.

If the Tablet is still not detected by the software, using a paper clip or pointy instrument, insert it into the reset point located on the back of the Tablet and repeat the above steps.

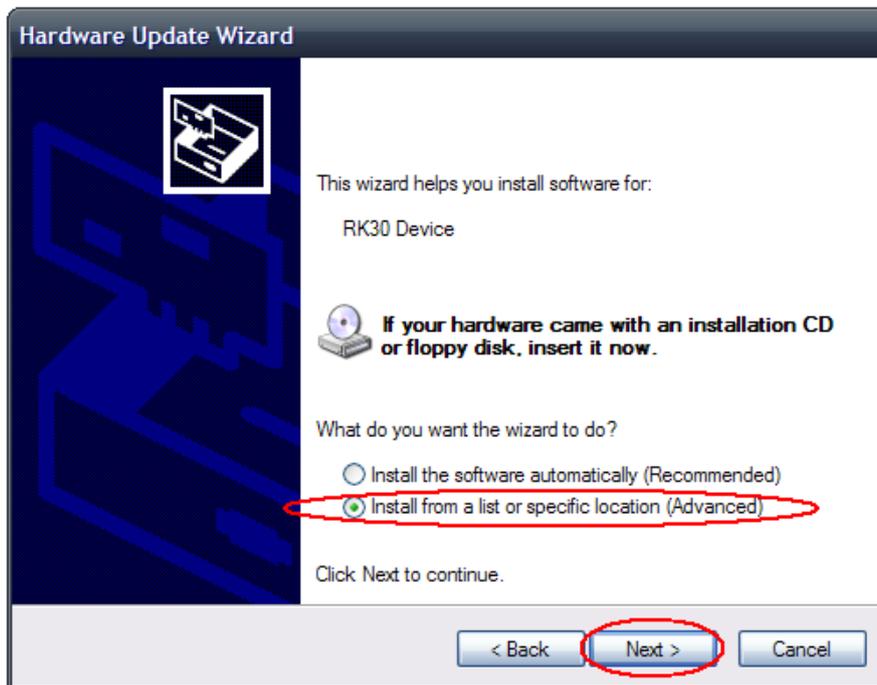


9.5 - If “Rockchip BatchTool” could not find a USB driver, you will be prompted by the “Found New Hardware Wizard”, as shown below. Follow the steps to install the USB driver.

Select “No, not at this time” and press “Next”.



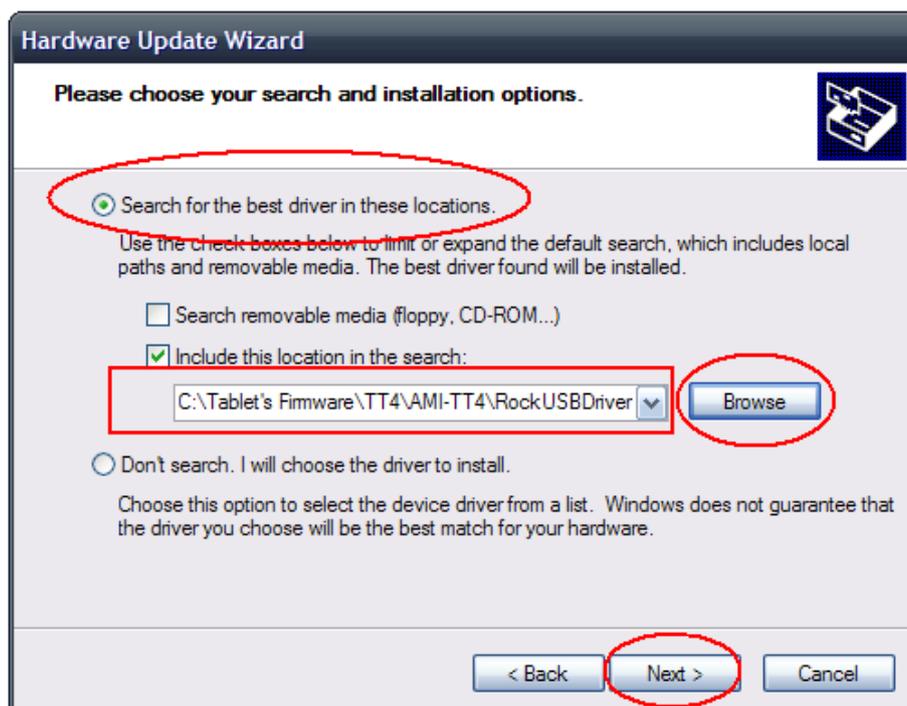
Select "Install from a list or specific location (Advanced)" and then press "Next".



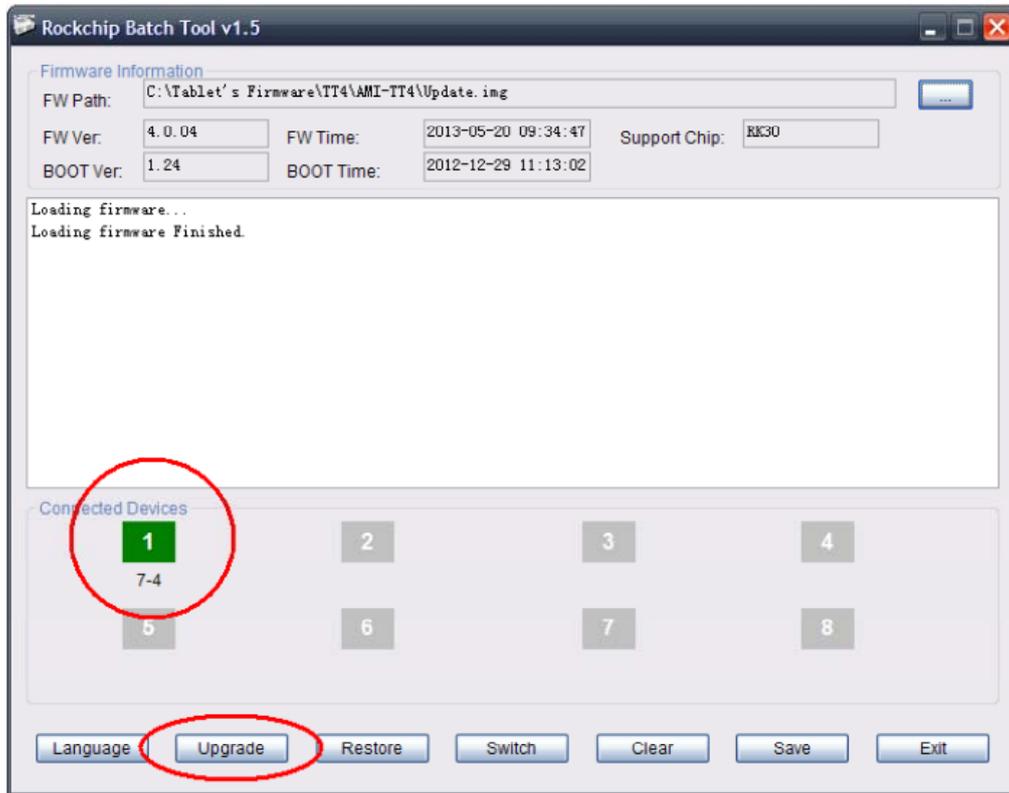
Highlight "Search for the best Driver in these locations" and press "Browse". Select the RockUSBDriver folder and choose the folder that matches your operating system to search all drivers, and then click "Next".

If a Windows warning appears, click on "Continue Anyway".

Once Windows has finished copying the USB driver, click on "Finish".



9.6 - Once the “Rockchip BatchTool” has detected the Tablet PC and is ready to install updates, the below window will display showing Connected Devices and “1” in a green box as below.



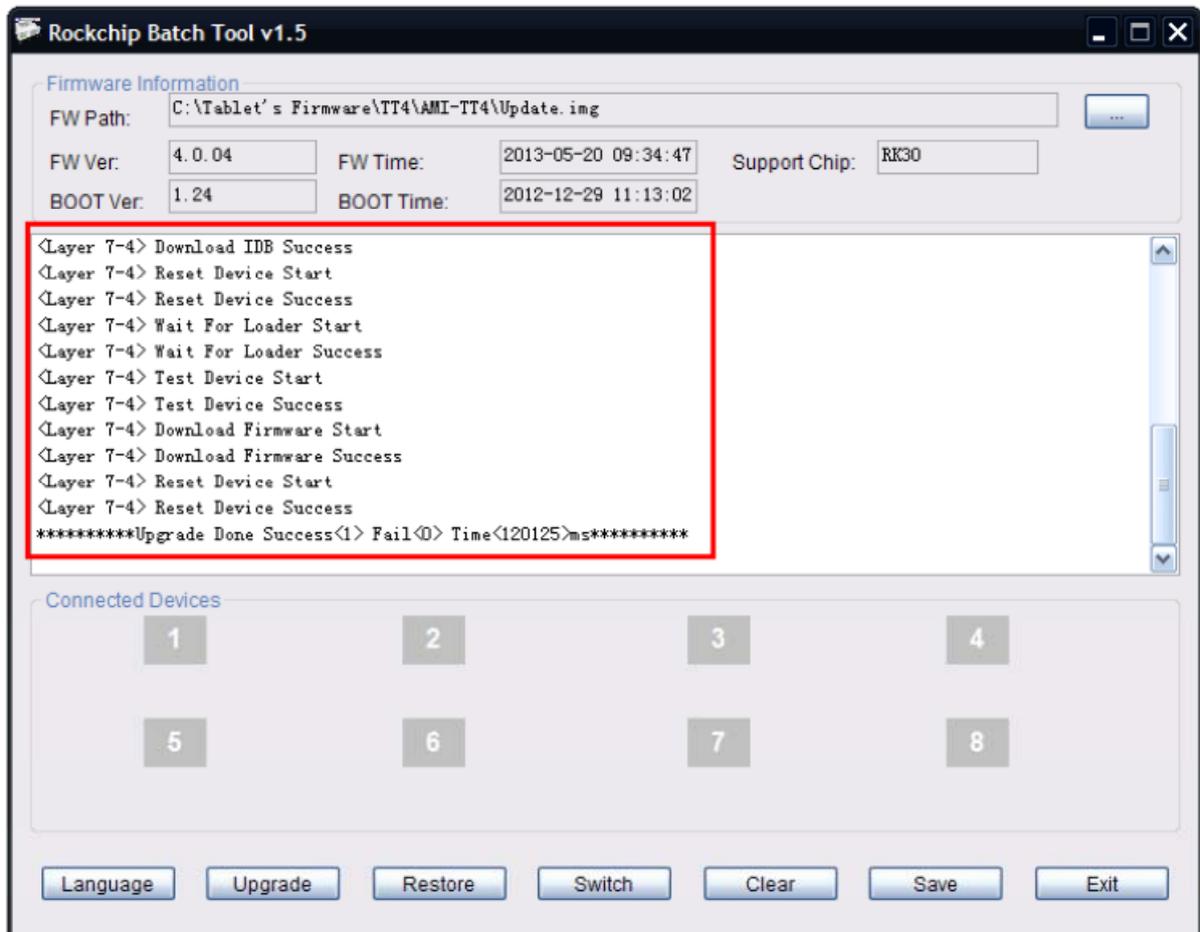
9.7 - When the Tablet has been detected, release the “home” button and click on the “upgrade” button.

Warning: This step will erase all current settings and apps stored on the Tablet PC. Backing up before performing firmware upgrades is required to avoid disappointment through loss of files.

The software will start the update process and the connected device box “1” will change to yellow and blink during the upgrade process.

Warning: Do not interrupt the equipment while the upgrade is in process. Interrupting the process will stop the Tablet from booting.

To successfully complete the installation, before ending the process and disconnecting the equipment you must wait until you get the confirmation message at the bottom of the list stating “Upgrade Done Success <1> fail <0>” as shown below.



When completed the number 1 box (shown above) will turn a Pink colour to indicate the file has been installed. You can then disconnect your Tablet PC.