March 22, 2021

Android 6.0.1 Operating System Upgrade Procedure for MobileMapper 50 and SP20

Why Upgrade?

The MM50 and SP20 Operating Systems have been updated with the latest security patches. Additionally, some applications have been removed from the new version of the Operating System in order to further improve security on the device. There are risks associated with not upgrading and we encourage our customers to upgrade.

WARNING: MM50 Handheld Devices that were shipped with Android 5.1.1 cannot be updated by software processes to Android 6.0.
Do not use the following upgrade procedure if your product is Android 5.1.1.

What is required?

- If the OS Version is Android 6.0.1 you will need to upgrade (Settings / About Phone / Android Version). If the OS Version is Android 5, this upgrade will not work.
- A micro SD card with at least 8GB of storage. The SD card must be formatted FAT32.
- The version of Operating System update that matches your model:
    - [MM50 WiFi P/N: 109500-02](#)
    - [MM50 4G P/N: 109500-01](#)
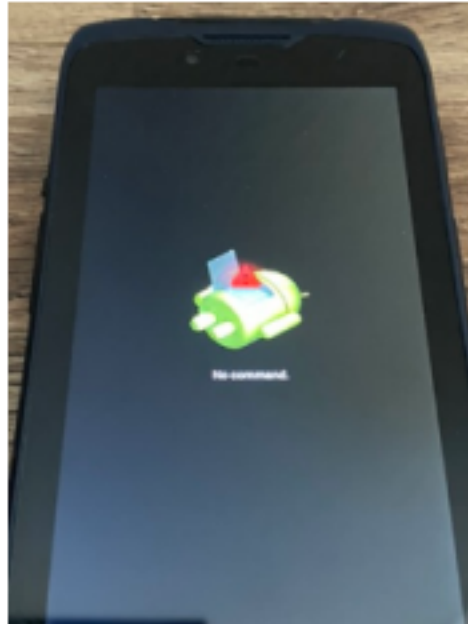   - [SP20 P/N: 114819-xx](#)

Process:

● Remove the battery and insert an SD Card with the new OS image on it. ●
NOTE: Do not unzip the image that you downloaded from the link above.

● Replace the battery and turn over the product.
 ● Hold both volume up and power buttons until it vibrates then release both.
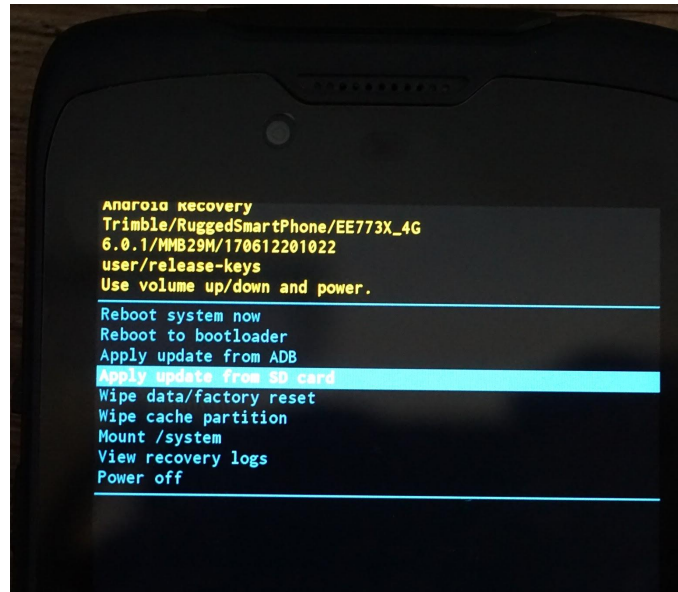
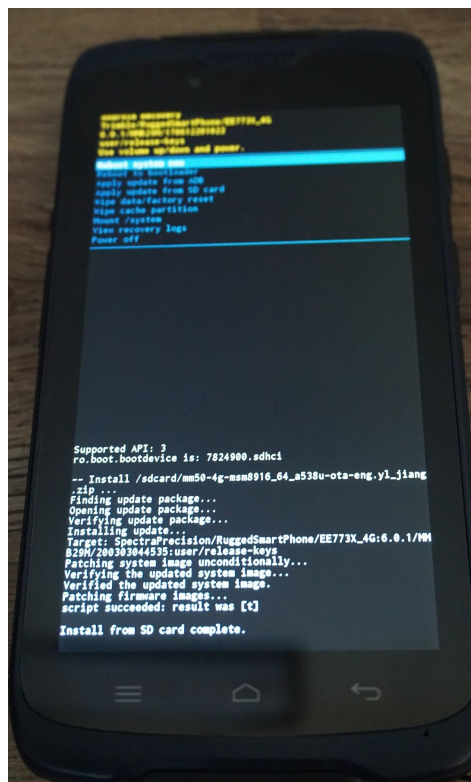● You will see a screen with a "dead Android" with a message that says "No Command"

● Press and hold the Power Button, Press the Volume Up button for 1 second then release. A new menu should appear. If it does, release the power button. If it does not, repeat the above step.

● Using Volume Up/Down to navigate the menu, select "Apply Update from SD card" and hit the Power button (it behaves as 'Enter')

● Select the OS image you copied to the SD card, press the Power button and about 10 minutes later it will be updated.
● When the update is complete you will see this:

● Remove the Battery and the SD card.
● Reinsert the Battery and attach the battery door.
● When you startup, Android will go through a process of completing the OS install that will take ~20 minutes.

Notes:

1) If the OS install fails with a message that says "E: Signature Verification Failed" then you loaded or selected the wrong OS image from your SD card.
2) In a small portion of devices we have found the SD card to be inoperable. If the SD card is not detected on your unit speak to your Trimble Authorized Distributor.
3) This process leaves user data and applications on the device. However, it is a good idea to backup anything important.