

System software update manual

(Using USB memory / microSD memory card)

FZ-B2D / A2A Series

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System software update manual using USB memory / microSD memory card

This document describes how to get the latest system software update for the FZ-B2D / FZ-A2A computer when the system cannot connect to internet using wireless network connection.

Also, you can revert back to previous system software version after system software is updated to latest version.

[Preparation]

- USB memory or MicroSD memory card (over 1GB)
- MicroSD-SD adaptor (if necessary)
- FZ-B2D computer with fully charged battery.

[Note]

- Your FZ-B2D / FZ-A2A computer might not function correctly if system software was updated without following the steps as described in this document.
- It is recommended to print this document before applying the update.
- Please do not press [Power] button or push reset button while reading from USB memory/micro SD memory card or updating the system software.
- It takes around 15 minutes for this update to complete.
- In case of any issues or errors, please restart the update process from Step 1 as described in this document.
- Some applications might be stopped after you revert back to previous system software version. In case of this issue, select [Settings] – [Apps] – (Application Name) – [Storage] – [CLEAR DATA]

[Note] (Important)

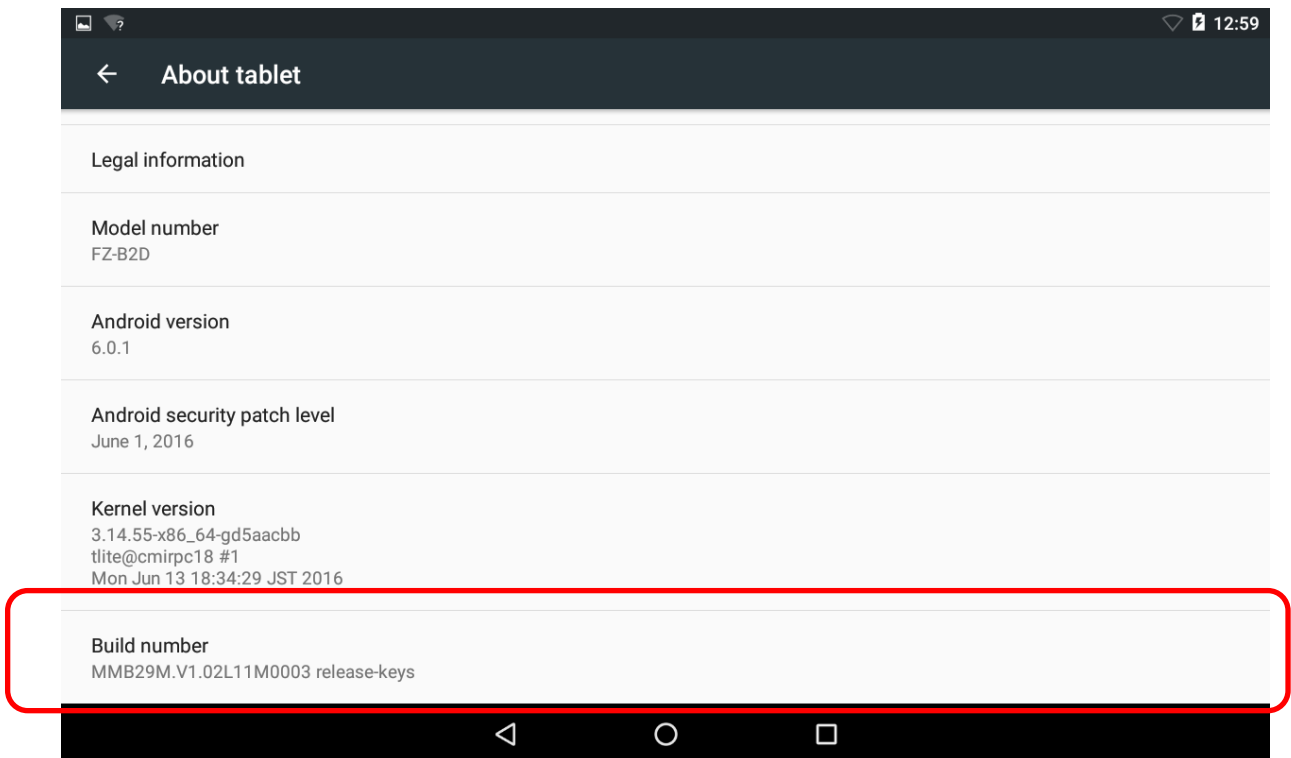
Please back up all your data before applying the update. Data might be erased if the update fails.

[Disclaimer]

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[Update Steps] (On Android)

1. Confirm the build version on your FZ-B2D / FZ-A2A computer.
[Settings] – [About Tablet] – [Build number]

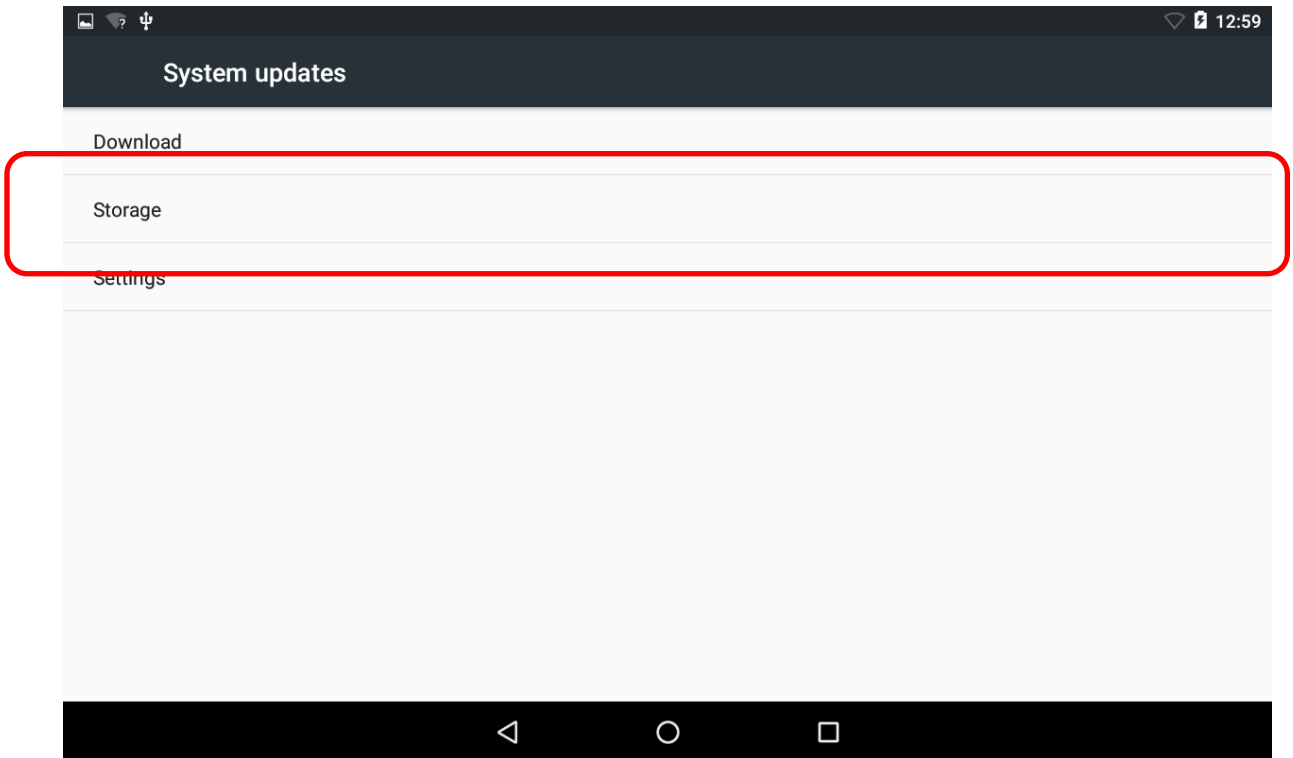


2. Download the system software corresponding to your FZ-B2D / FZ-A2A computer from other PCs, and save downloaded zip file to USB memory / microSD memory card.

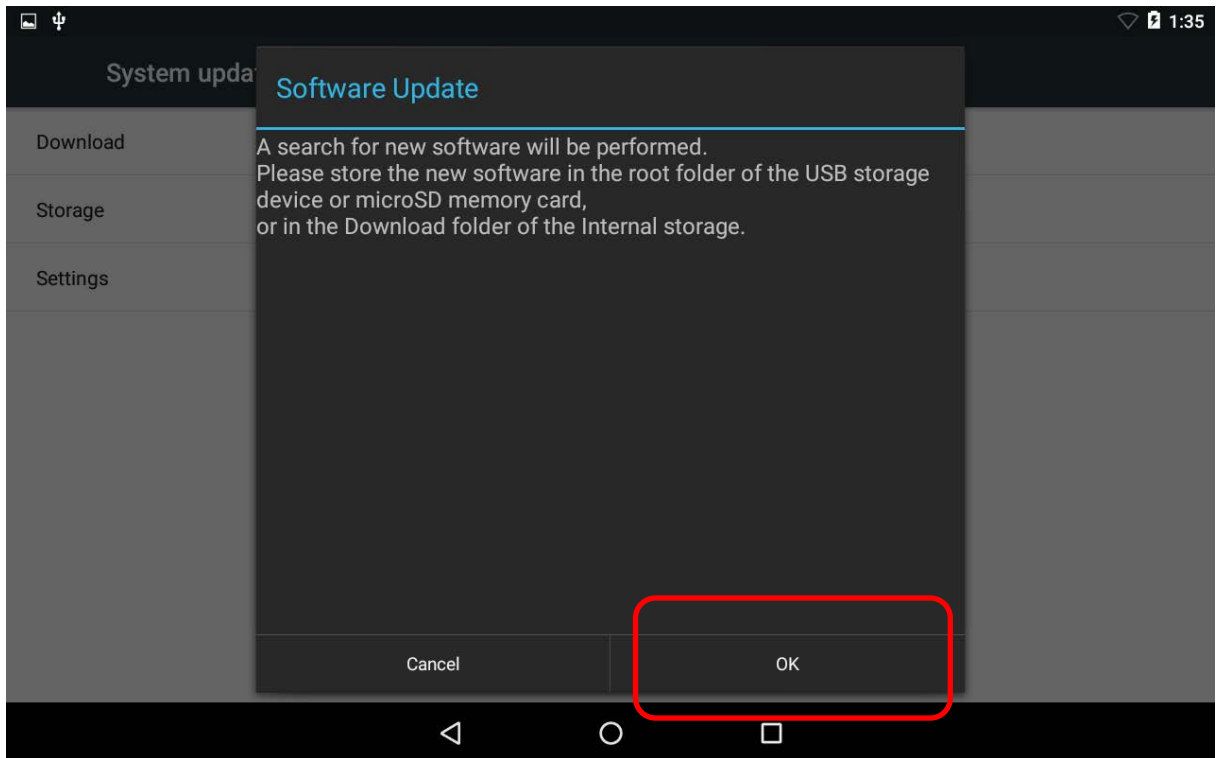
Download Page:

<http://pc-dl.panasonic.co.jp/toughpad/index.html>

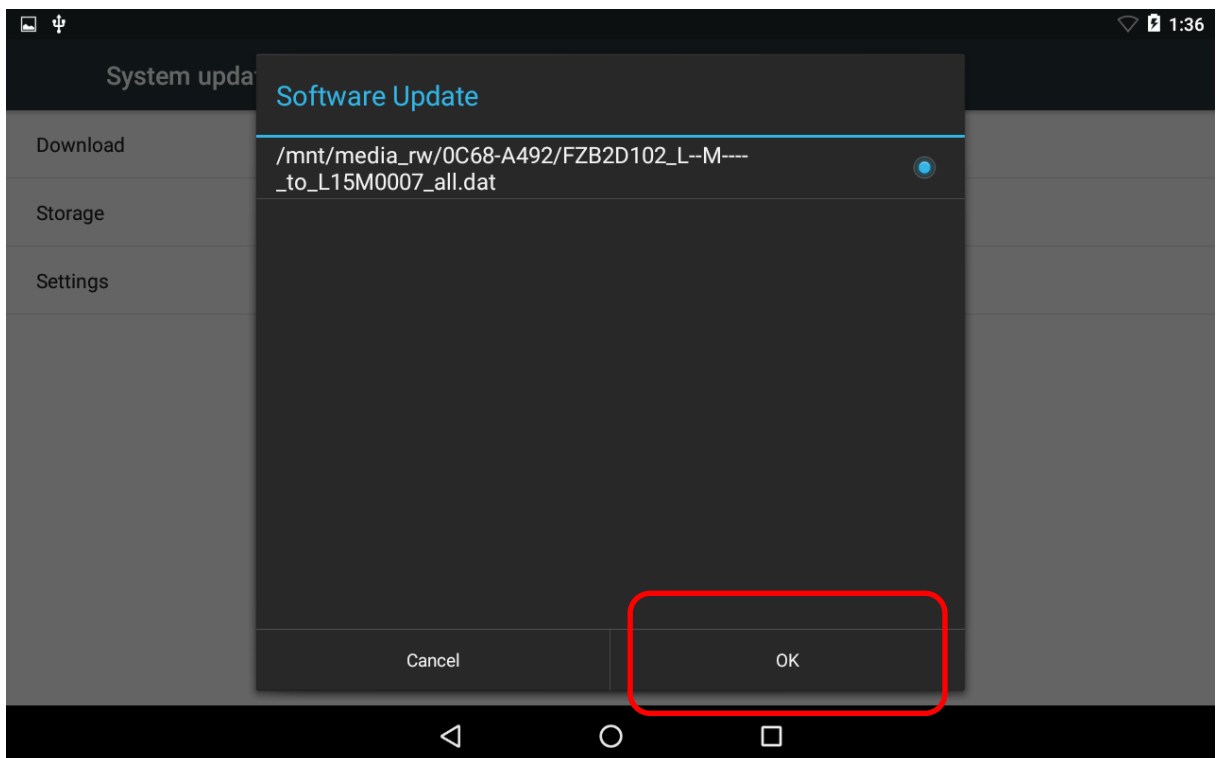
3. Insert the USB memory / microSD memory card on the FZ-B2D / FZ-A2A computer.
4. Select [Settings] – [About Tablet] - [System updates].
5. Select [Storage] after the following screen appears.



6. Select [OK] after the following screen appears.

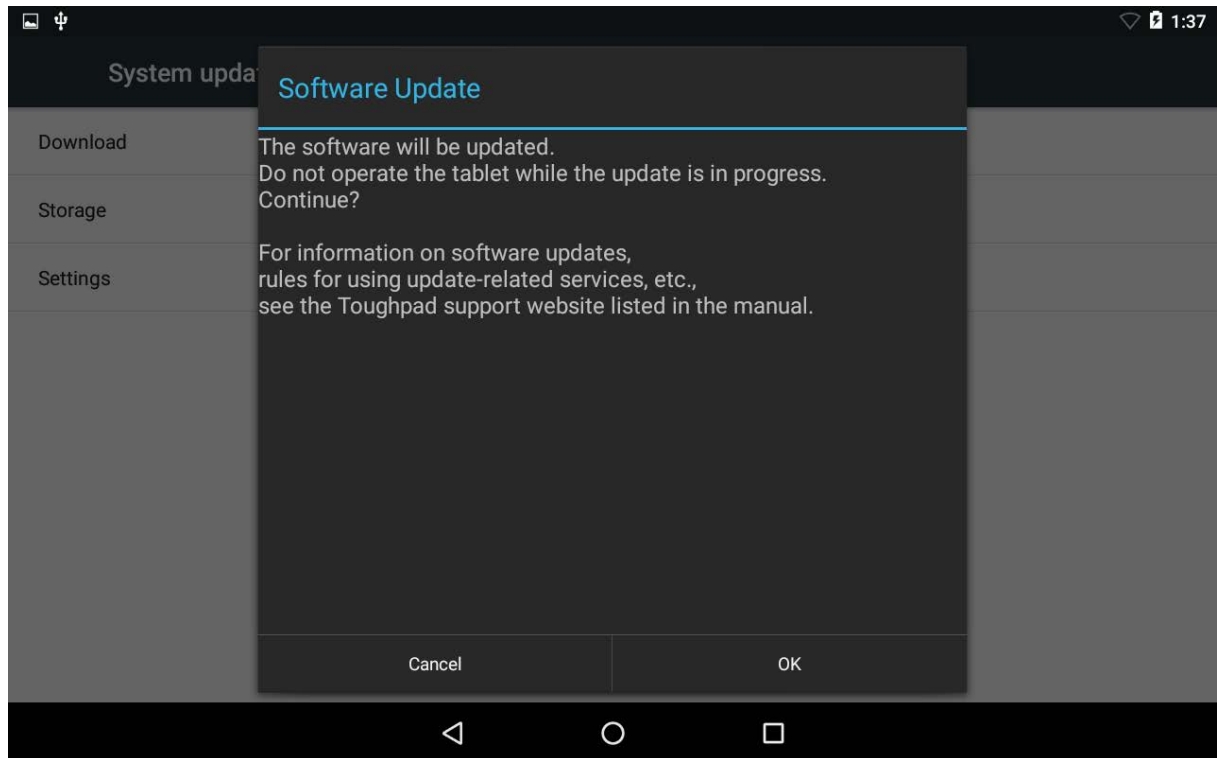


7. Select the downloaded update file, and then select [OK].



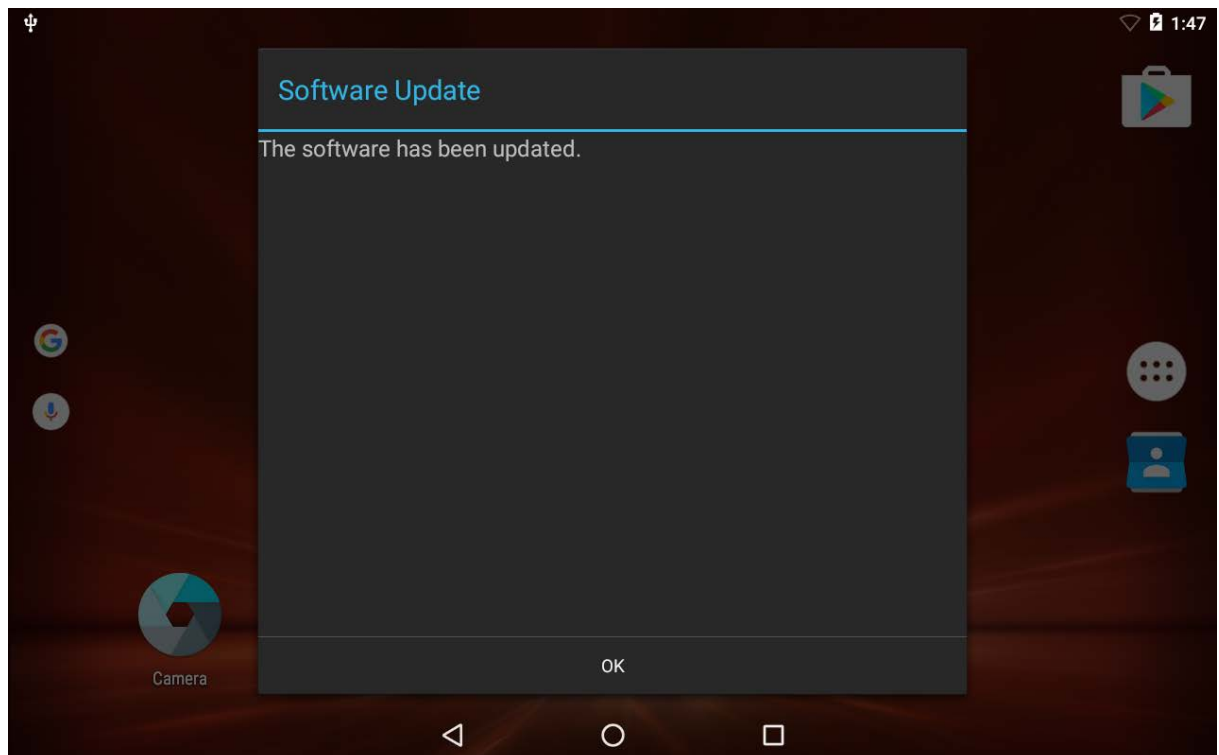
8. Start "Copying File", please do not remove the USB memory / microSD memory card.
9. Select [OK] after the following screen appears.
Update process starts automatically. It takes around 15 minutes for the update

process to complete.



Please do not use the FZ-B2D / FZ-A2A computer while the update process is continuing.

10. FZ-B2D / FZ-A2A computer will reboot automatically after update process has completed, and the following screen will appear.



11. Confirm the updated build version on the FZ-B2D / FZ-A2A computer as step#1.

[Error Message List]

Error Message	Supposed cause	Action
There is no software update available.	Update file is not found in USB memory / microSD memory card or /Download folder.	Copy the update file to the USB memory / microSD memory card or /Download folder.
The software update failed. Please try the update again.	The software update was dialed for a reason.	Download the correct update file from the download website again. Please contact Panasonic Technical Support if this error still occurs then issue.
This software is not compatible with this device. Please select the correct software version.	Downloaded Update.zip file is incorrect.	Download the correct update file from the download website again.
Battery is low. Battery capacity of 50% or more is required to run the update.	Battery charge on the FZ-B2 computer is lower than 50%	Charge battery over 50% for applying system software update
Battery not installed. The battery must be inserted in order to run the update.	Battery is not recognized on the FZ-B2 computer	Insert battery to the device correctly

[Update Steps] (On Recovery Console)

If Android is not booted, please try to the following steps.

1. Confirm the updated build version on the FZ-B2D / FZ-A2A computer.
[Settings] – [About Tablet] – [Build number]
2. Download the system software corresponding to your FZ-B2D / FZ-A2A computer from other PCs, and save downloaded zip file to USB memory / microSD memory card.

Download Page:

<http://pc-dl.panasonic.co.jp/toughpad/index.html>

3. Power off your FZ-B2D / FZ-A2A computer.
4. Insert the USB memory / microSD memory card on the FZ-B2D / FZ-A2A computer.
5. Press [POWER] button to power on FZ-B2D / FZ-A2A computer, and press [Volume Down] button continuously while “Starting System” screen is appeared.
(Please does not press [Volume Down] button before this screen is appeared.)
6. “FastBoot menu” is appeared.
Press [Volume Down] button twice, then ”Recovery Mode” is appeared.
Press [Rotatation Lock] button, and then boot Recovery Mode.
7. Press [Volume Down] button once to highlight,”apply update from external storage” option, and then press [POWER] button to select the option.

**Android system recovery <RecoveryMode>
Panasonic/fz_XX/.../release-keys**

**Volume up/down or Allow up/down to move highlight:
power button or enter key to select.**

Reboot system now

Apply update from external storage

Wipe data/factory reset

Wipe cache partition

Power off

8. Select the media to install update file by pressing [Volume Down] button and then press [POWER] button.

(The following screen is the case of USB memory. "/extsd" will be appear if microSD memory card is inserted in FZ-B2D / FZ-A2A system.)

Choose a media to install:

**../
/sdcard
/usb1**

9. Select the update file by pressing [Volume Down] button and then press [POWER] button.

Choose a package to install:

**../
FZB2B102_L--M----_to_L11M0004_all.dat**

10. Select "Yes" by pressing [Volume Down] button, and then press [POWER] button. After the following screen appears,

**-- Install from external storage ...
/usb1/FZXXXXXX_L--_M----_to_LXXMXXXX_all.dat
No
Yes**

11. Start “Copying File”, please do not remove the USB memory / microSD memory card.
12. Update process starts automatically. It takes around 15 minutes for the update process to complete.
Please do not use the FZ-B2D / FZ-A2A computer while the update process is continuing.
13. FZ-B2D / FZ-A2A computer will reboot automatically after update process has completed,
14. Confirm the updated build version on the FZ-B2D / FZ-A2A computer as step#1

[Error Message List] (only support English)

Error Message	Supposed cause	Action
Error: Update error (error code: xxx) Installation was interrupted. Please select the correct image	The software update was dialed for a reason.	Download the correct update file from the download website again. Please contact Panasonic Technical Support if this error still occurs then issue.
Error: The specified image is not valid for this system. Please select the correct image.	Downloaded update file is incorrect.	Download the correct update file from the download website again.
Error: Battery is low. Battery capacity of 20% or more is required to run the update.	Battery charge on the FZ-B2D / FZ-A2A computer is lower than 20%	Charge battery over 20% for applying system software update
Error: Battery not installed. The battery must be inserted in order to run the update.	Battery is not recognized on the FZ-B2D / FZ-A2A computer	Insert battery to the device correctly
Error: Signature verification failed.	Downloaded Update file might be broken.	Check if update file is copied correctly

