How To Series

datecode genie®

SMART LABEL SOLUTIONS AT YOUR COMMAND

Upper Cable Assembly Replacement and Firmware Update

Foodservice Solutions by ncco

01/1/2022

Overview

Step-by-step instructions to replace the upper cable assembly for the DateCodeGenie® X Series model device and to update the firmware.

Requirements Needed:

- Screwdriver Standard
- Screwdriver Phillips
- Electrical Tape
- Laptop or PC with MS Windows
- Scissors

Parts Needed:

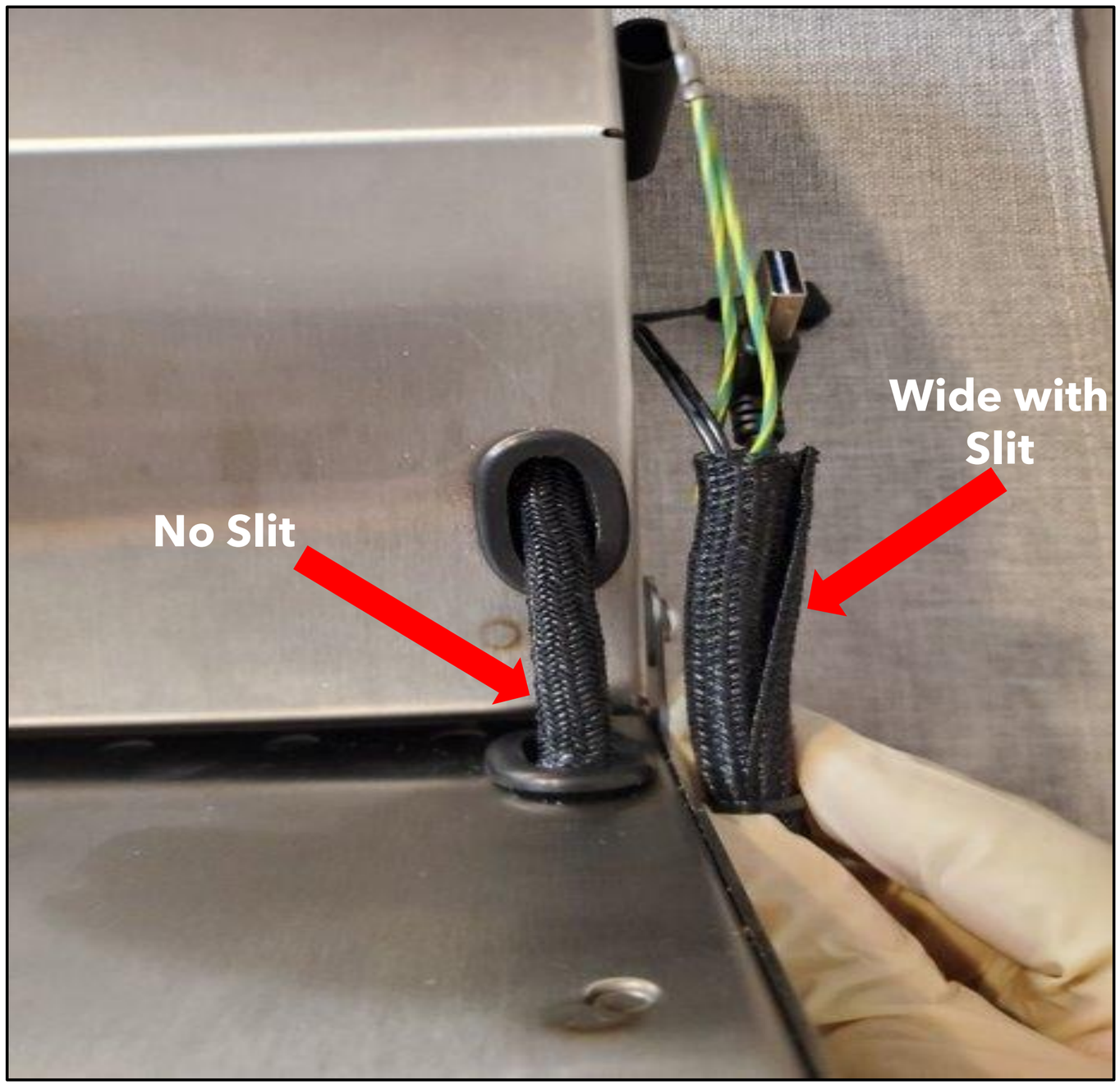
- 2 mm Allen L head
- USB-A Male to Micro-USB Male Connection Cable
- Upper Cable Assembly (part# DCG-UPPER CABLE ASSY)
- Zip Ties (Qty. 1)
- Firmware files
- Extra screws

Instructions for Disassembly

1. Turn on the master power switch on back of device and plug in the power cord to light green.

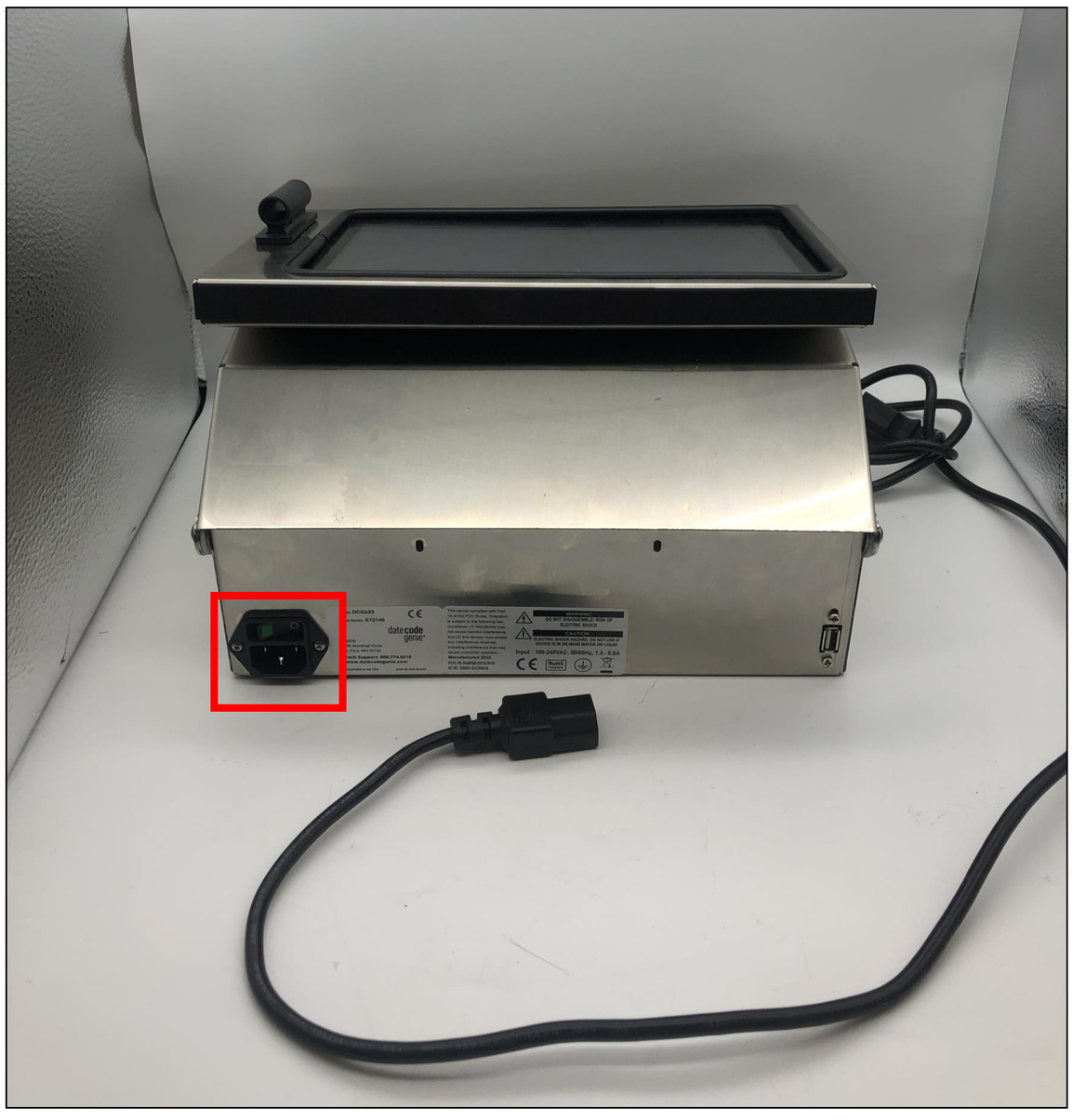
Tablet must be charged for 30 minutes before proceeding to complete firmware update.

2. Compare the upper cable assembly part to the upper cable assembly in your device to verify replacement is needed. If the parts are the same, complete steps 10-12, 15-21, 26 and 27 only.



3. Turn off the master power switch and unplug the power cord from the back of the device.

Verify the power is disconnected.

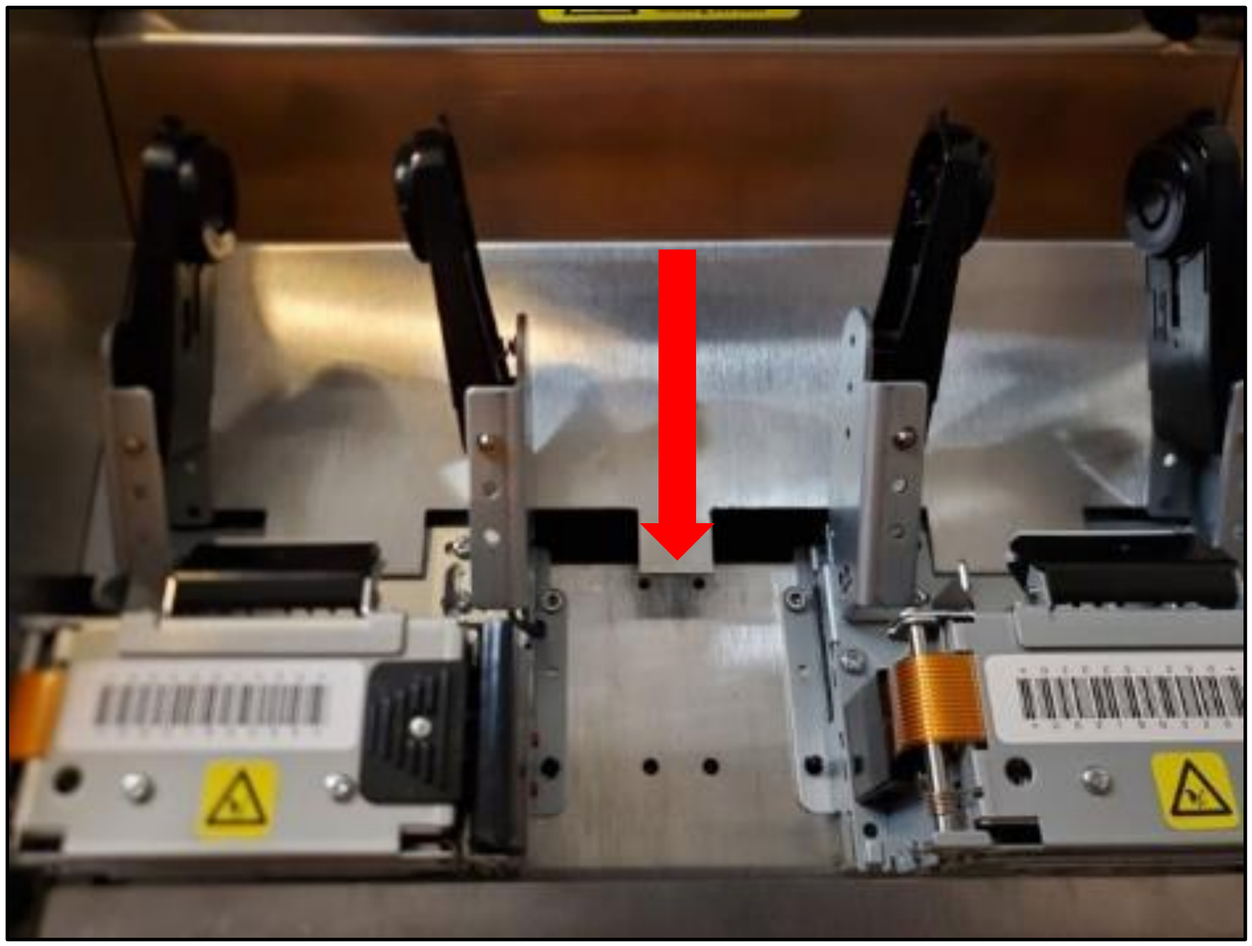


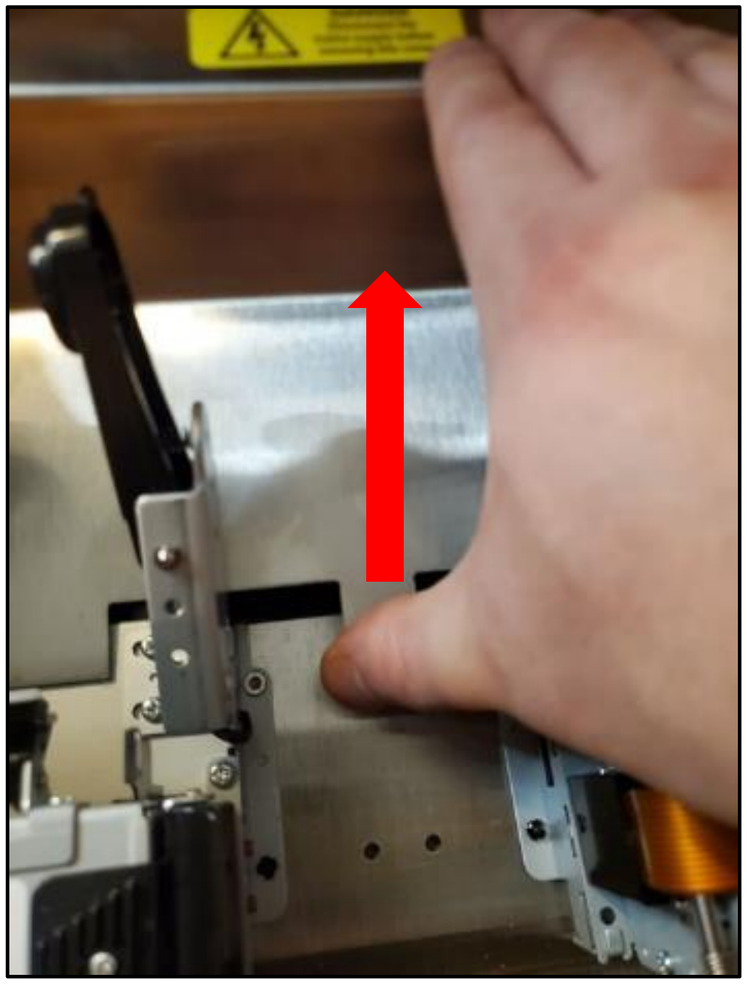
4. Locate the two screws on the back of the device. Remove the screws with the Allen wrench and set aside.

Be careful not to misplace the washers from each screw.

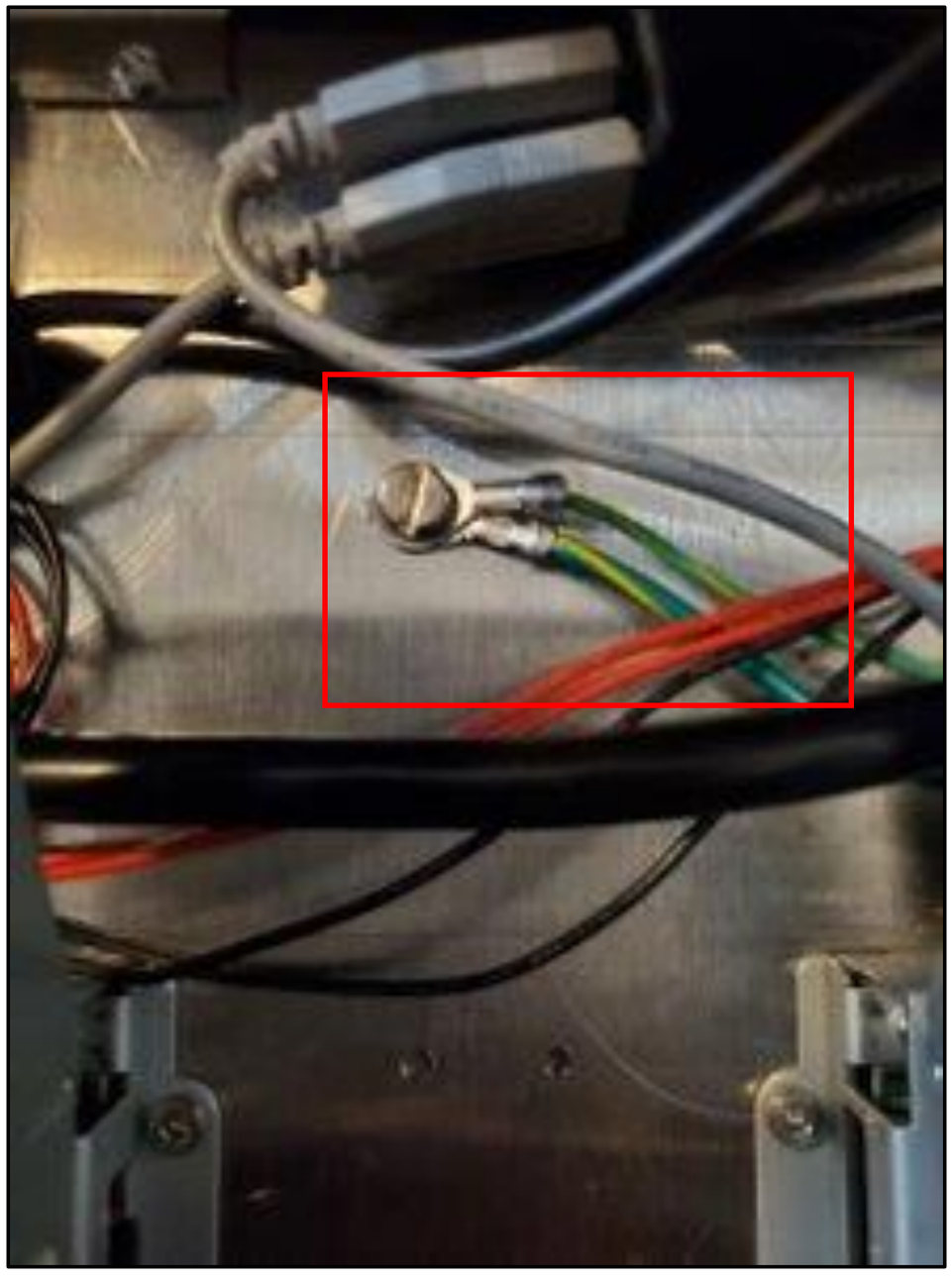
5. Open the bottom housing cover to view the inner cover. Locate the middle tab of the inner cover between the printers. Place your finger on the front edge of the middle tab and push towards back of device to lift. Remove inner cover and set aside.

Edges of stainless steel may be sharp.





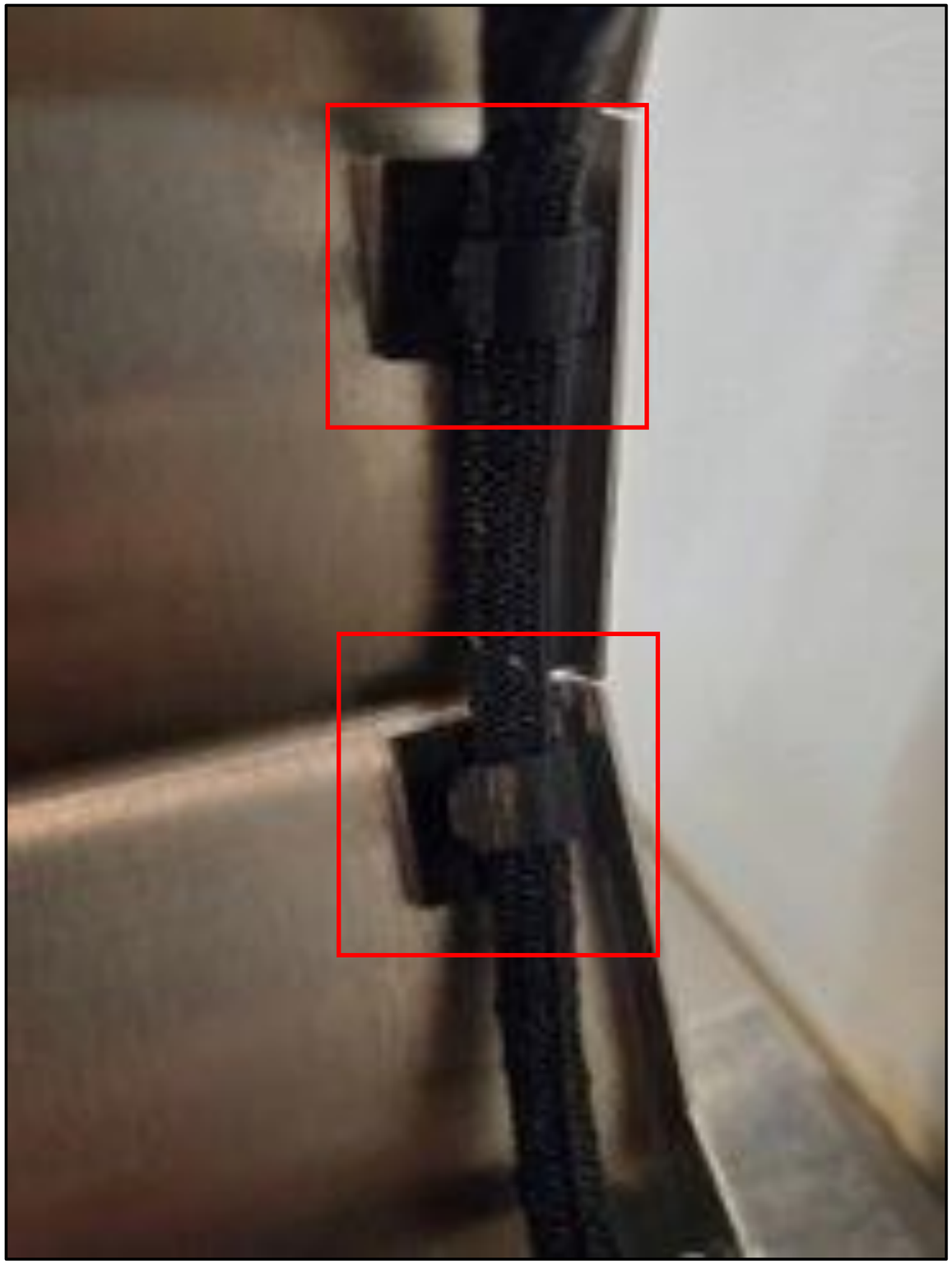
6. Remove the green and yellow grounding wire screws from the bottom of the housing and the lid cover using a standard screwdriver.



7. Locate the power converter. Loosen only the Output, Positive (+) and Negative (-) screws with a Phillips screwdriver to release both conductors.

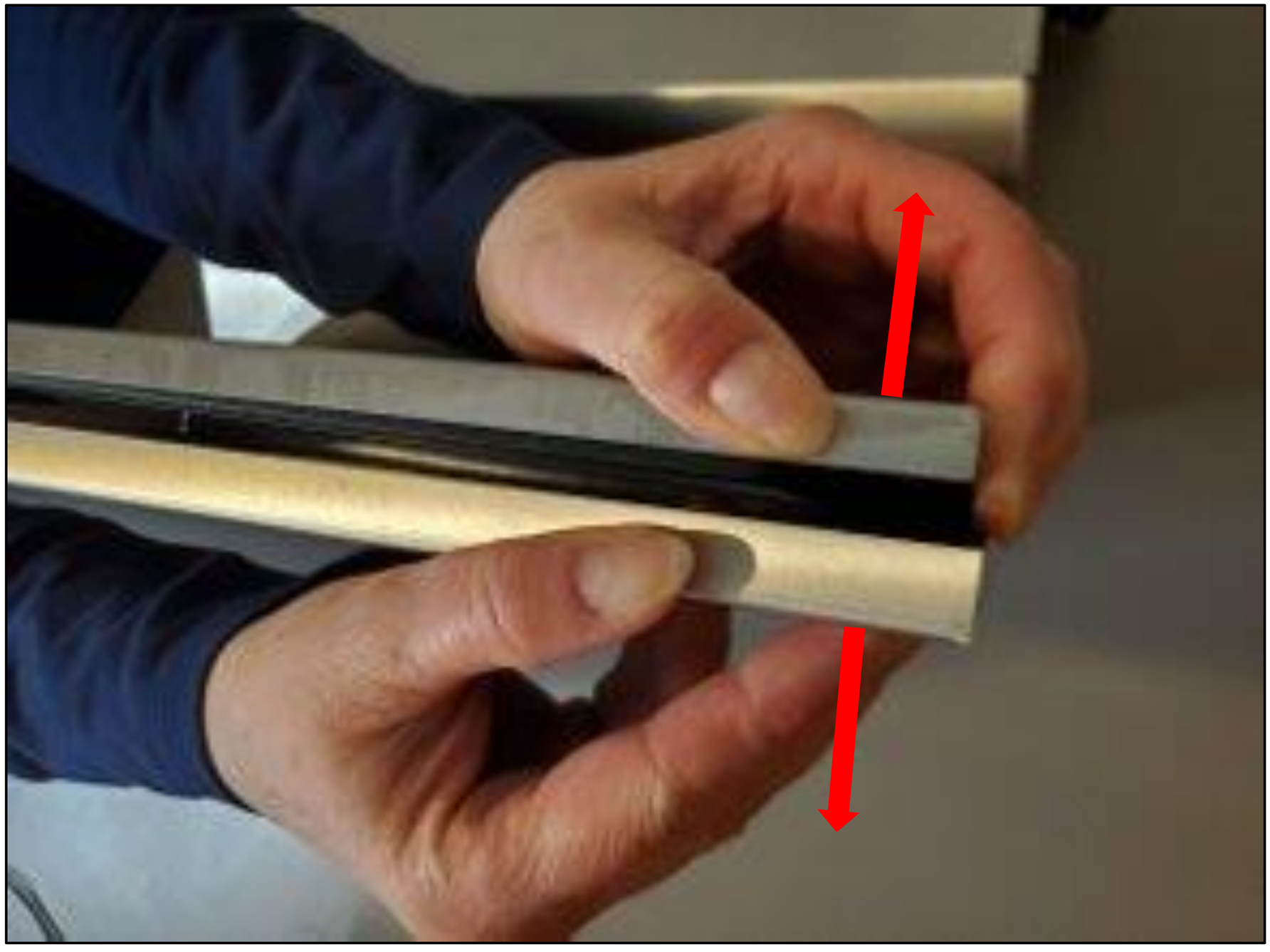
8. Locate the heat shrink wrapped USB connection on the lower end of the upper cable assembly. Carefully cut the heat shrink with scissors to disconnect USB connection.

9. Unclip the upper cable assembly from the two black clips on the bottom housing cover.

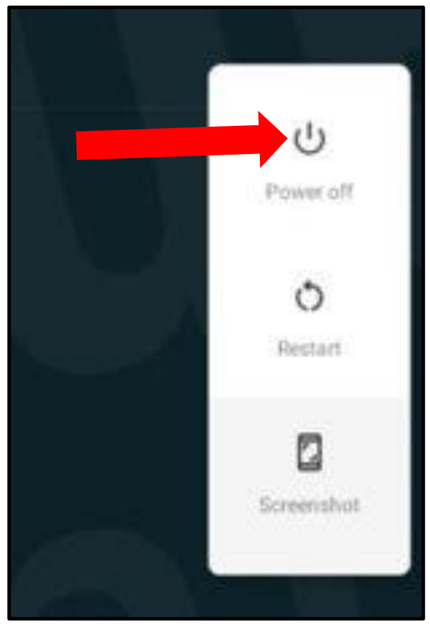


10. Close the bottom housing cover and locate the four screws on the sides of tablet frame. Remove all four screws with the Allen wrench and set aside.

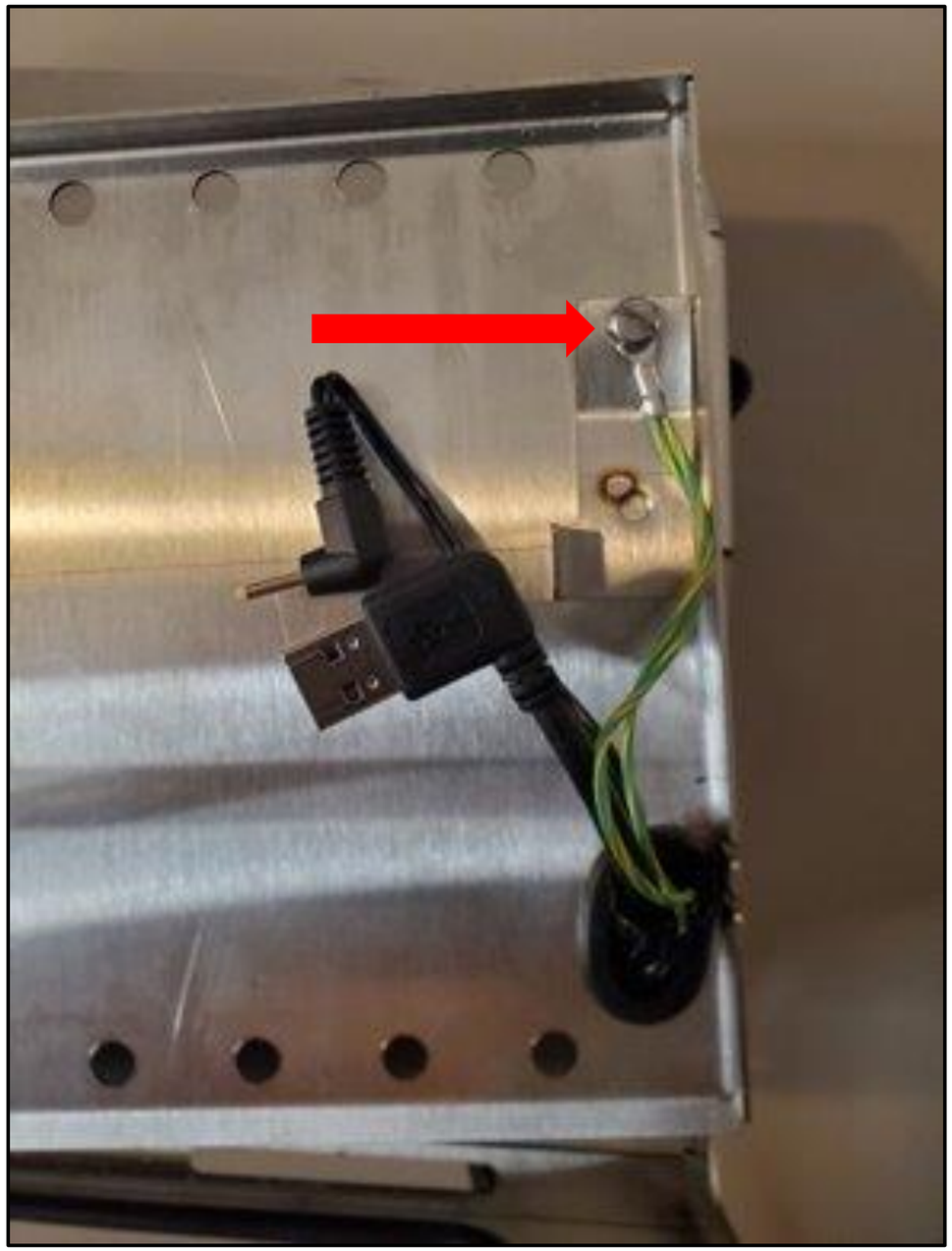
11. Gently separate the front and back of tablet frame to view tablet. Lift the back frame with the tablet and lay flat on top of bottom housing cover.



12. Carefully remove the tablet and unplug all connections. Press and hold the power button (short button) on tablet until the options display. Tap the Power Off option to turn off. Place tablet aside in a safe place.

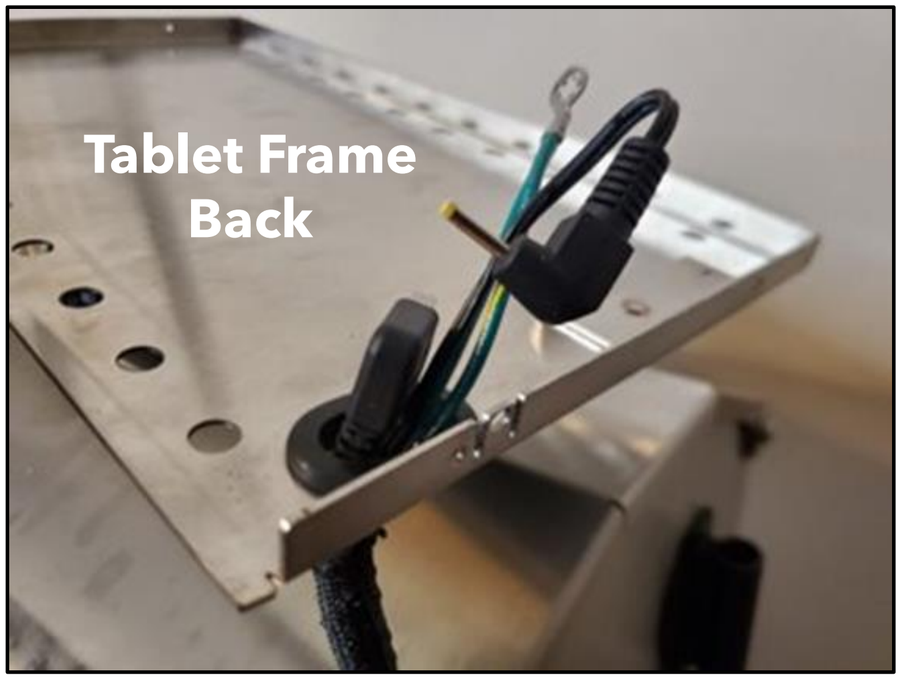


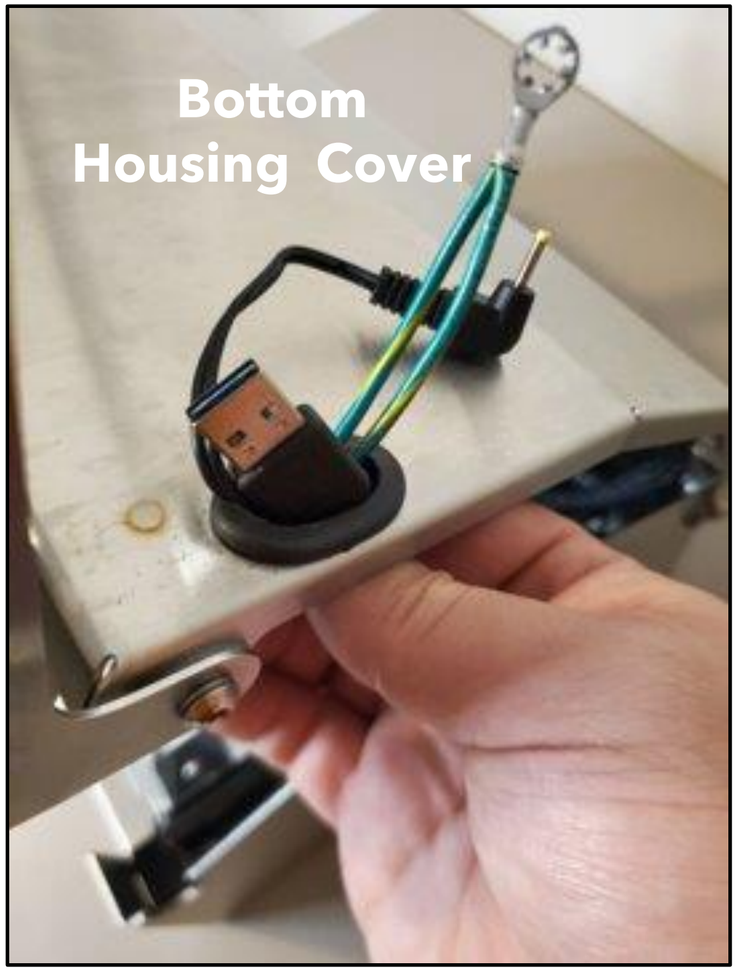
13. Locate the green and yellow grounding wire and remove the screw using a standard screwdriver.

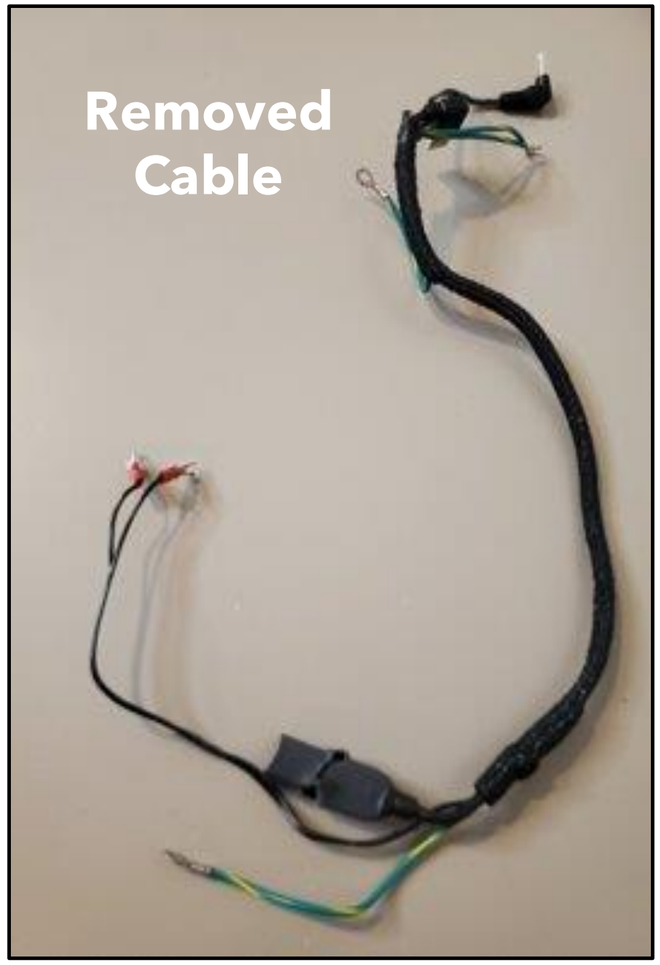


14. Remove the upper cable assembly through the openings on back of tablet frame and the bottom housing cover. Discard cable.

First, feed USB connection through opening followed by power cable and then grounding wiring.





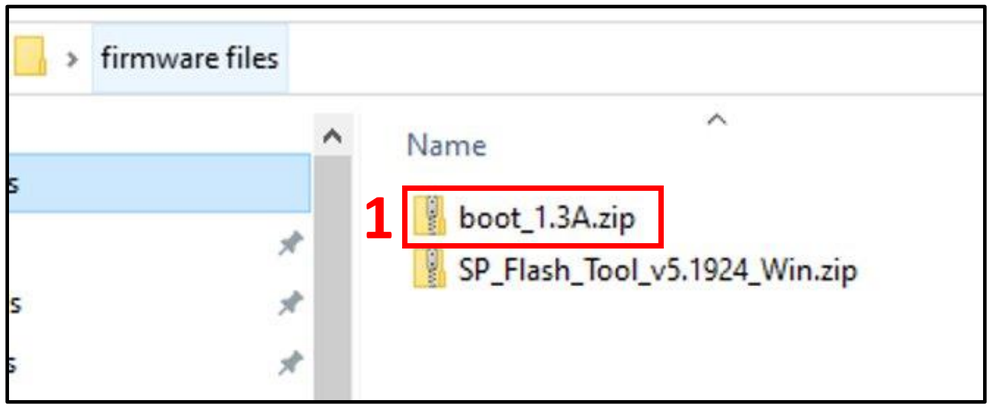


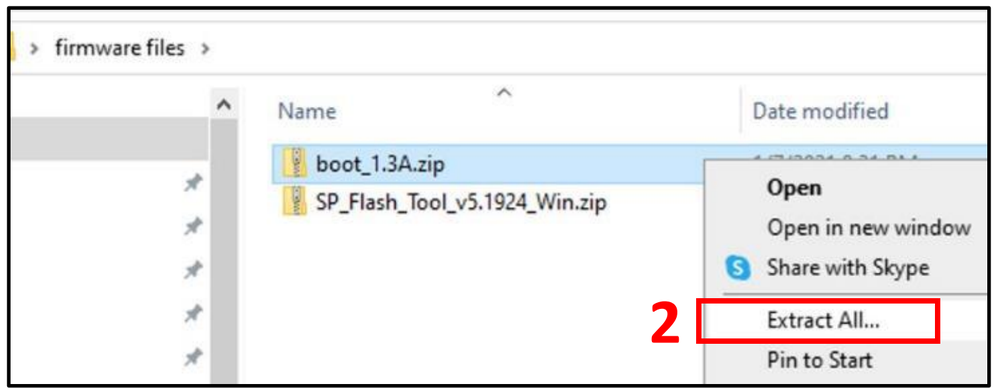
Instructions for Firmware Update

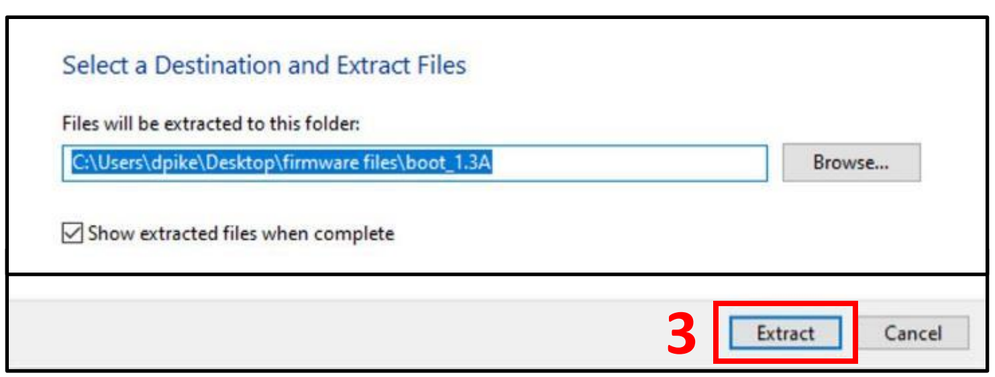
15. From a laptop or PC, locate the folder “firmware files” and double click to open folder. Individually extract each zip file into the “firmware files” folder.

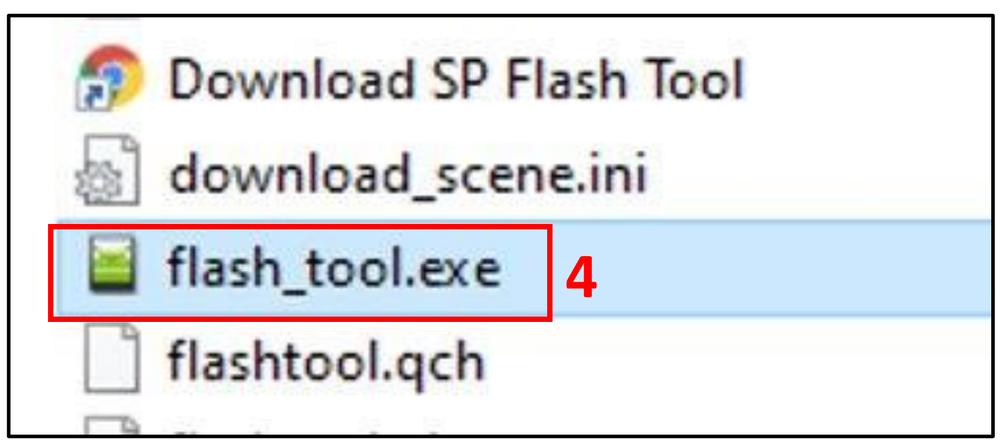
How to Extract a File:

- *Right click “boot_1.3A.zip” then click on “Extract All”. Confirm Destination is the same folder and click Extract.*
- *Return to “firmware files” folder to extract next file.*
- *Right click “SP_Flash_Tool_v5.1924_Win.zip” then click on “Extract All”. Confirm Destination is the same folder and click Extract.*

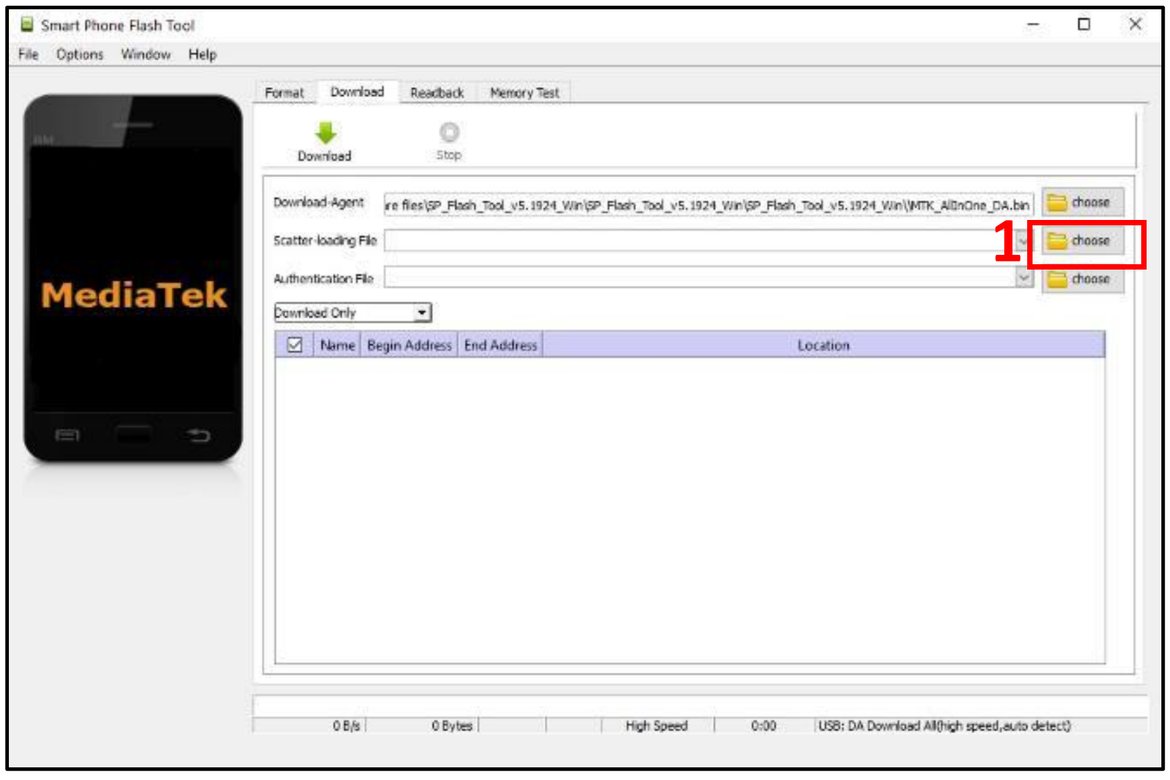


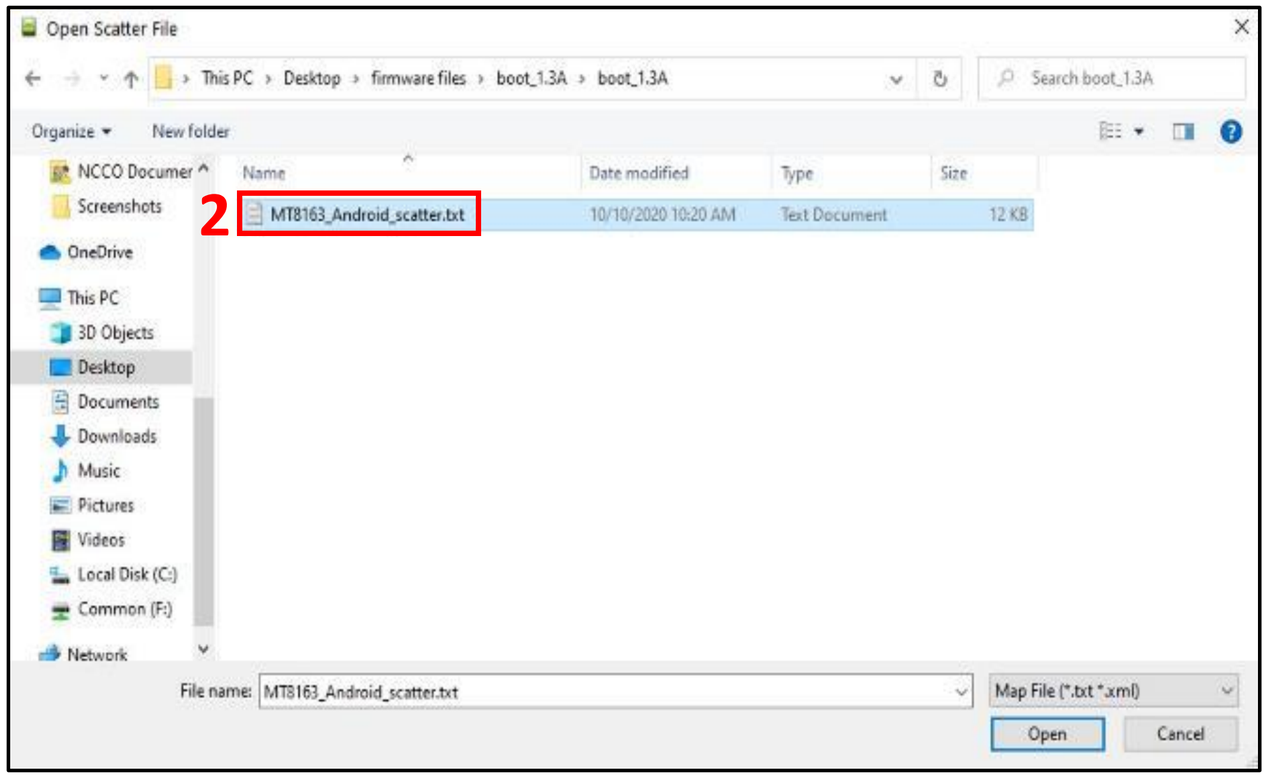




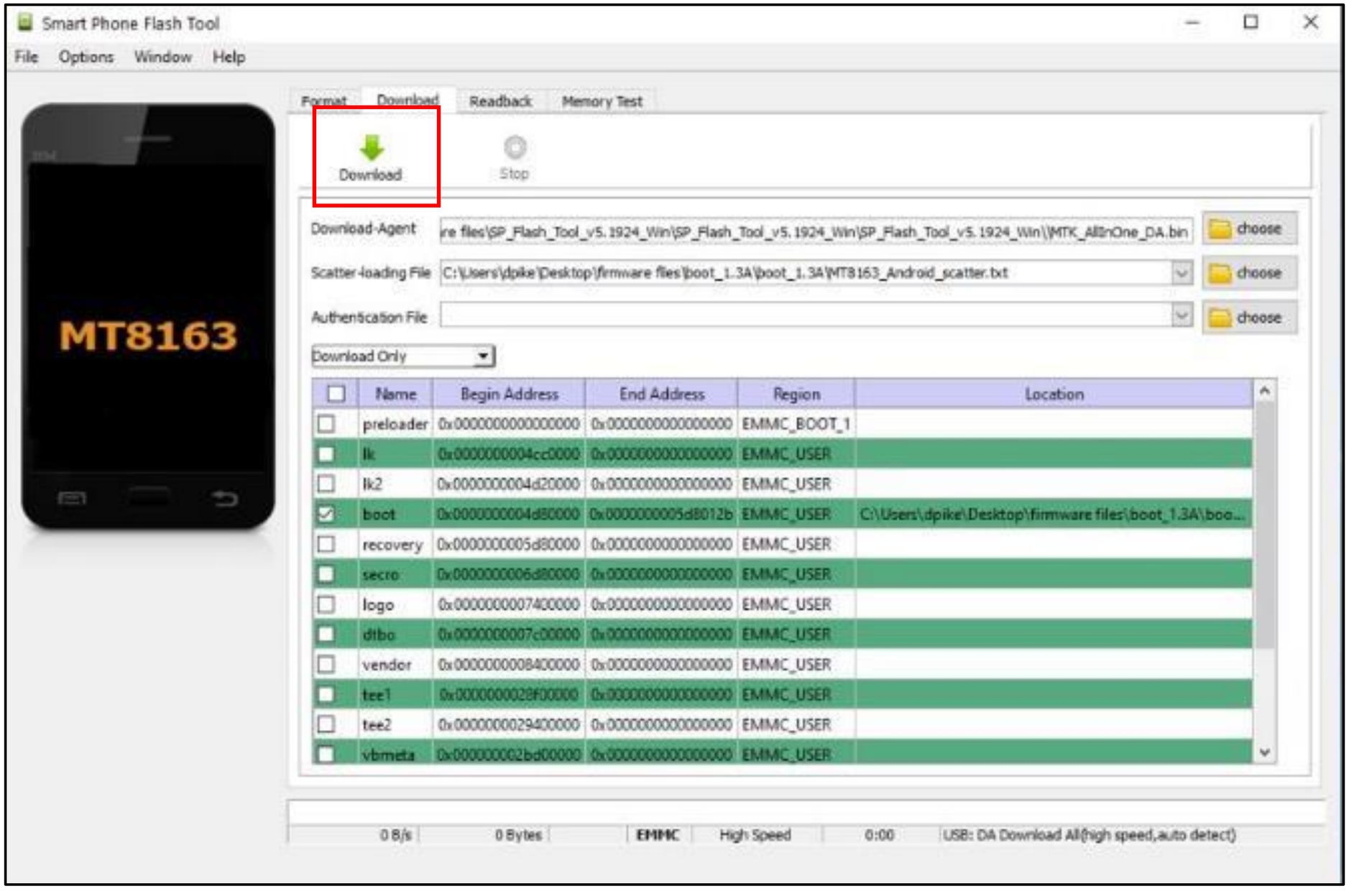


16. Smart Phone Flash Tool will open. Confirm Download tab is displayed. Locate the field Scatter-loading File. Click on the Choose Folder icon for the Scatter-loading File. Locate the “boot_1.3A” folder and double click to open. Double click on “MT8163_Android_Scatter.txt” file to open.

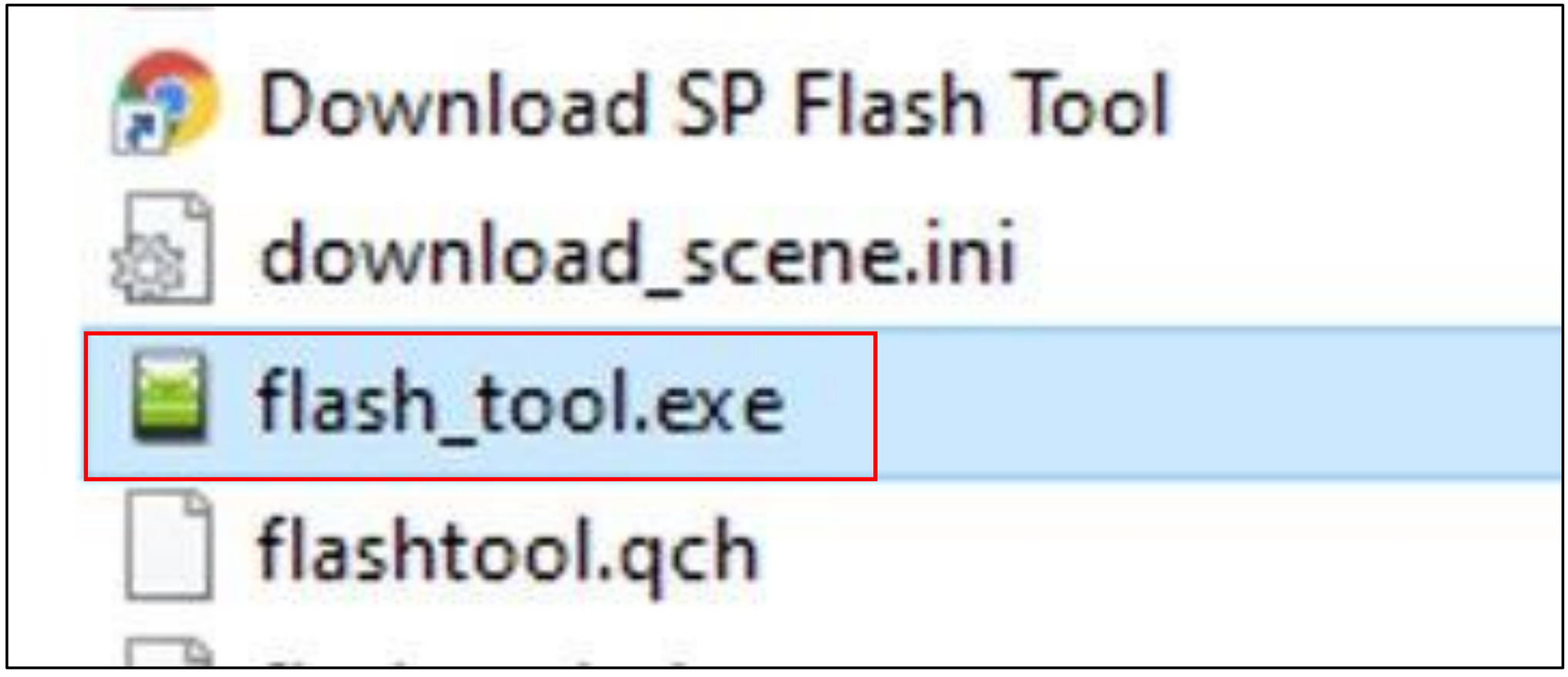




17. From the Smart Phone Flash Tool, click the Download button.

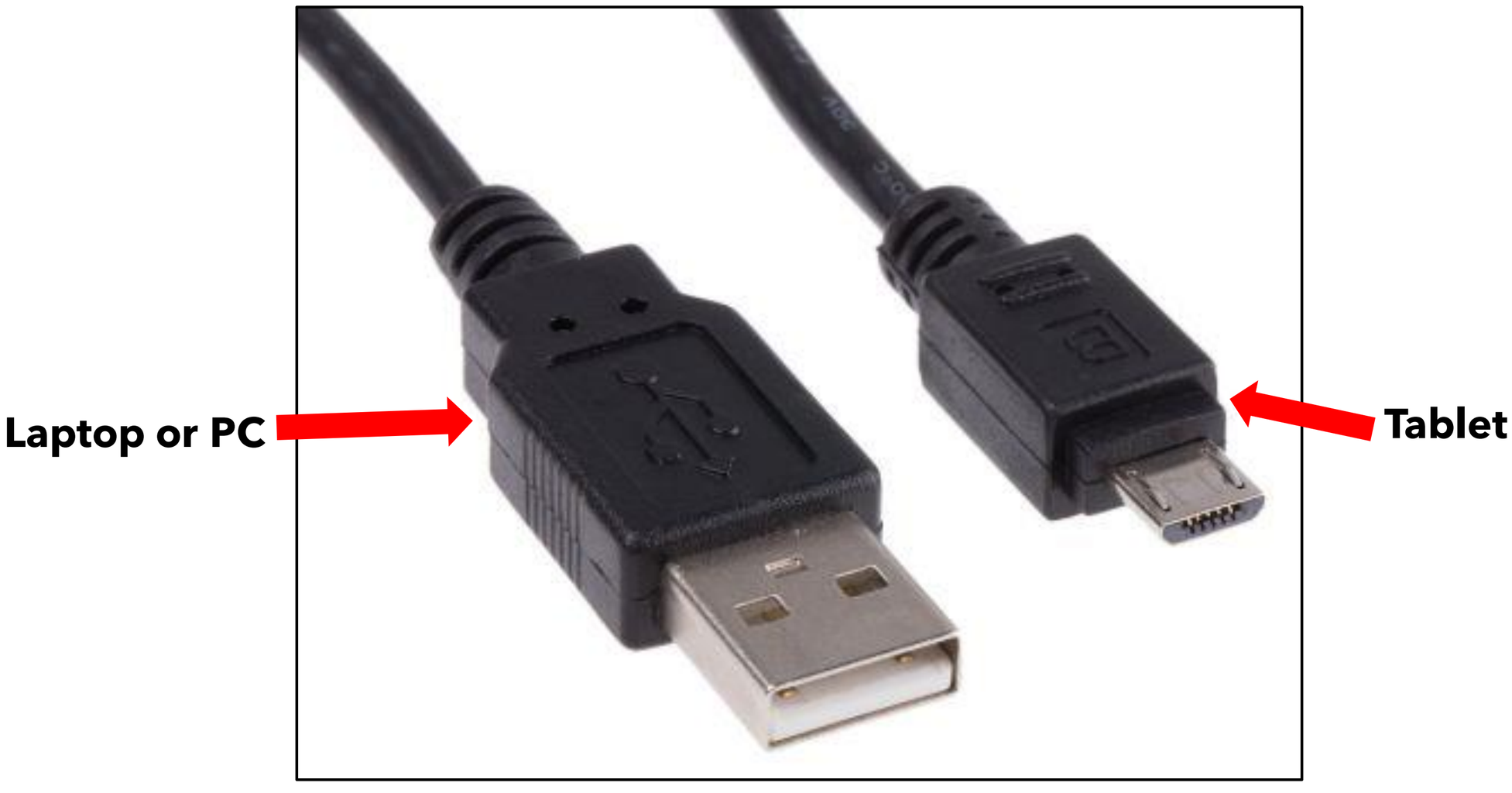


18. Once extraction is complete, return to “firmware files” folder. Locate and double click “SP_Flash_Tool_v5.1924_Win” folder. Locate and double click “flash_tool.exe” application to run (Estimated Time: <1 minute).



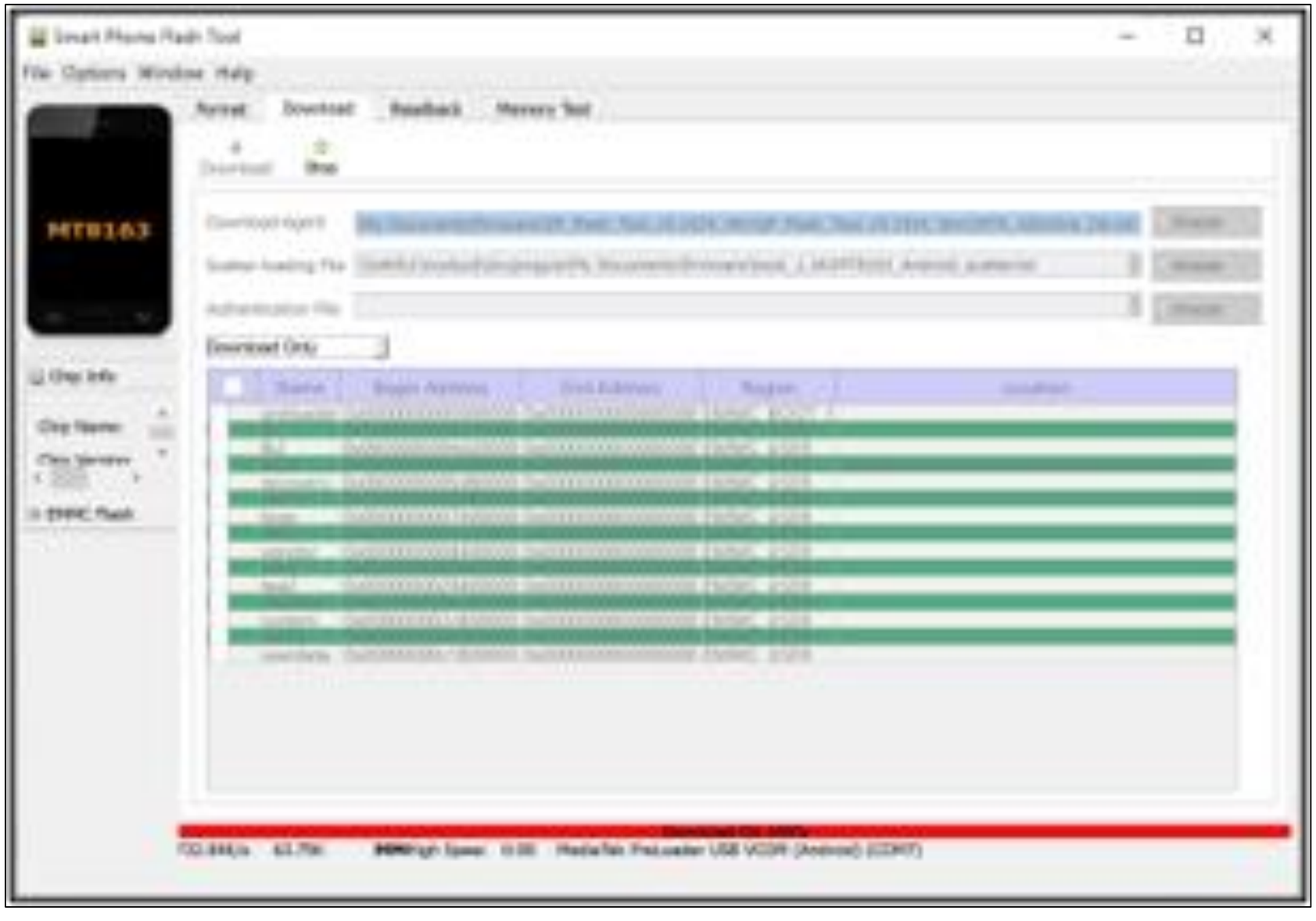
19. Using the USB-A to Micro-USB Male Connection Cable, connect the USB-A into the USB port of the laptop or PC and connect the Micro-USB Male Connection into the micro-USB port of the tablet.

Do NOT connect cables through a splitter of any kind. Only use direct connection.



20. Flash_tool will automatically begin to update the firmware (< 10 seconds.)

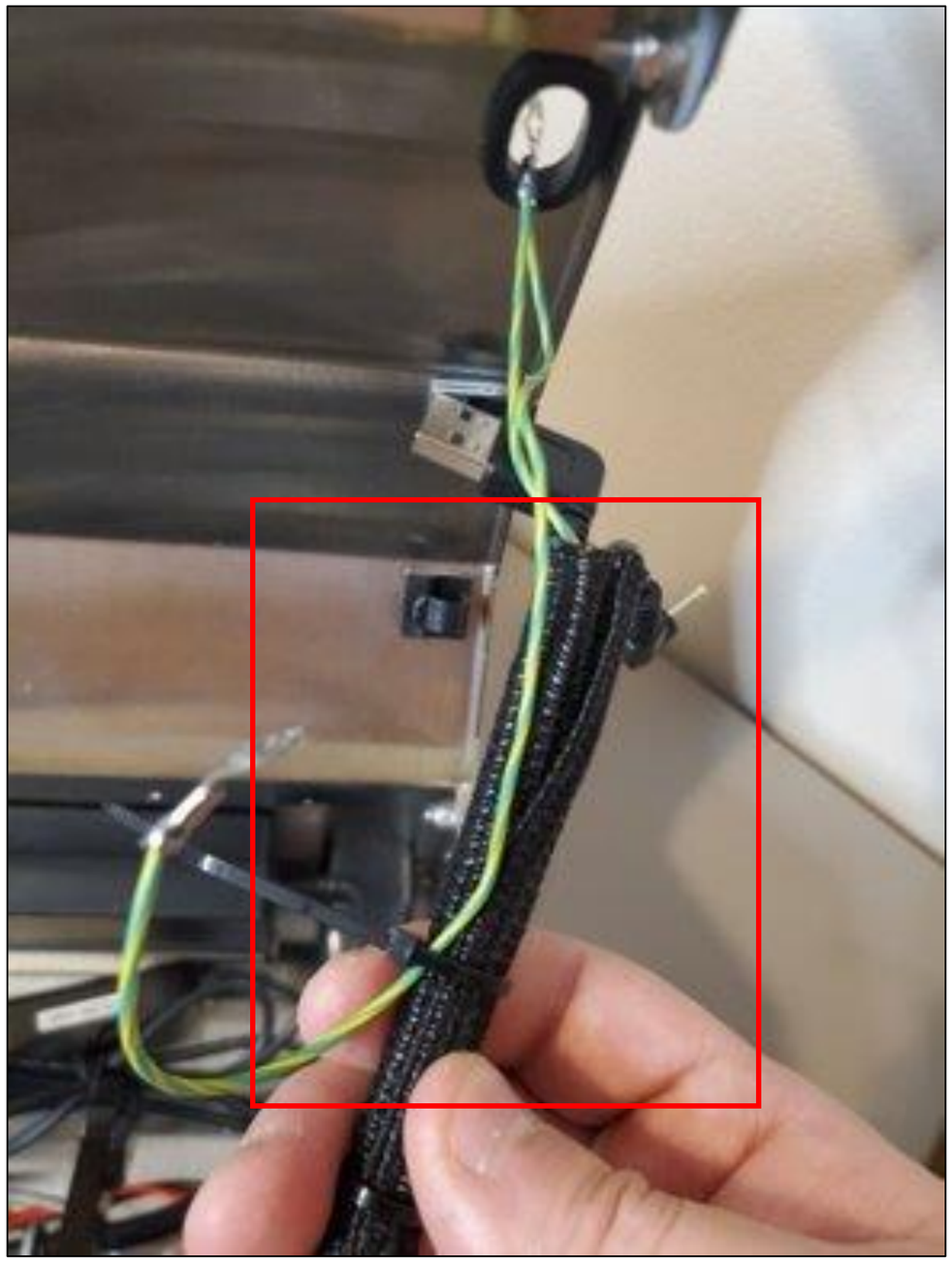
If flash_tool fails to automatically run, check cable connections and confirm the tablet is powered off and was charged for a minimum of 30 minutes.

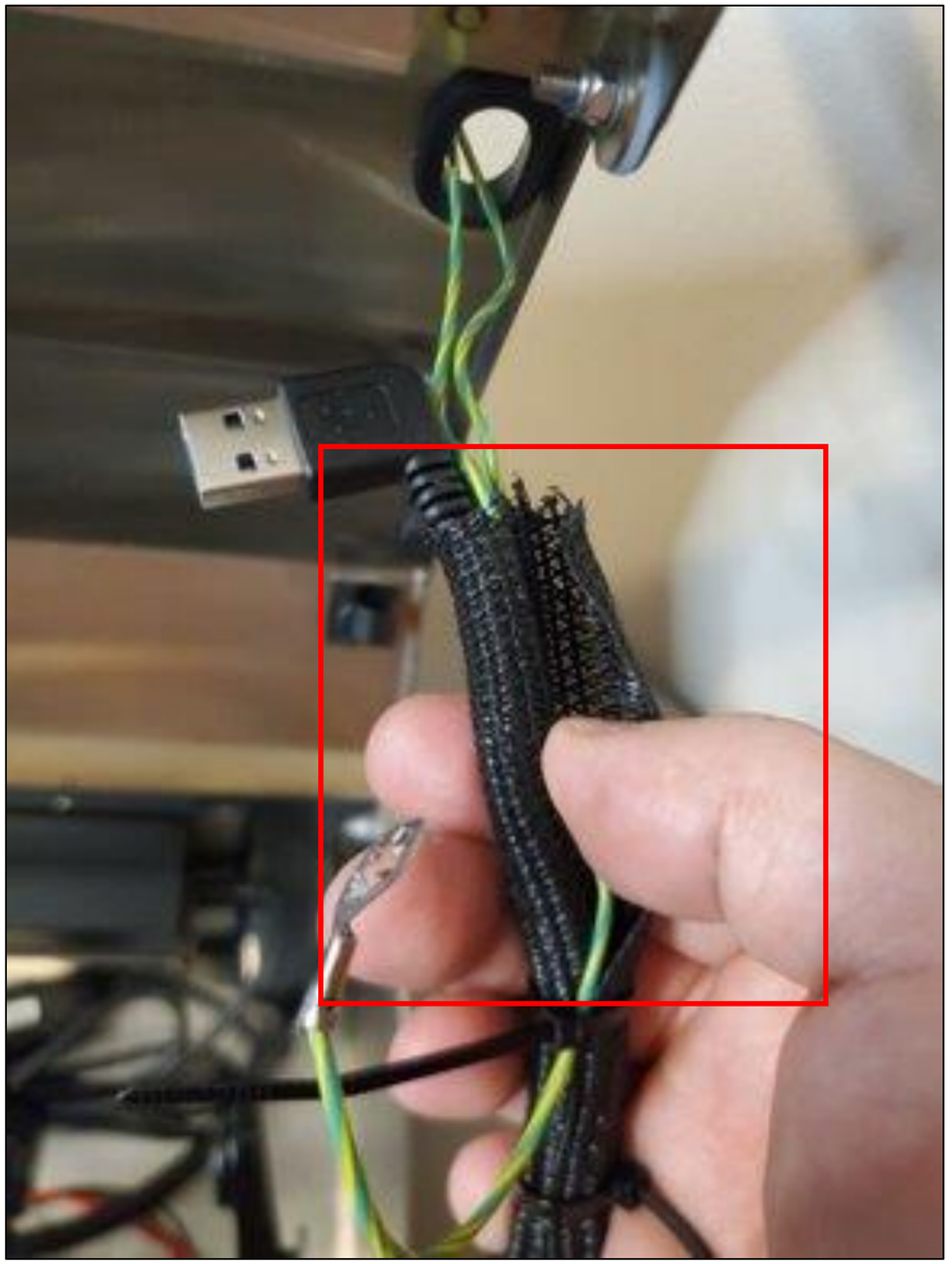


21. A small pop-up window will appear with a green check mark confirming the firmware has been updated successfully. Disconnect the USB cable from the tablet and laptop or PC.

Instructions for Assembly

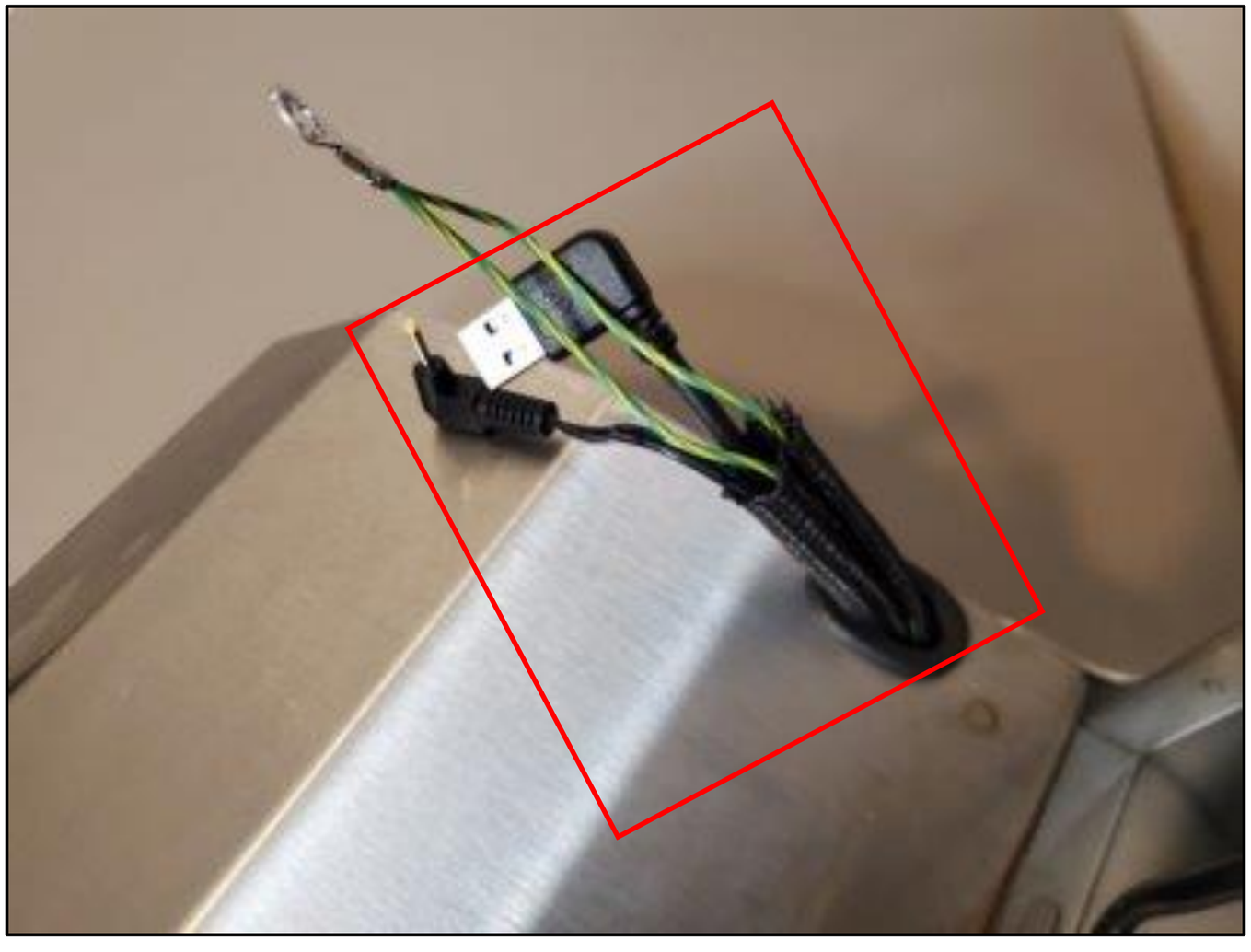
22. On the new upper cable assembly locate the end with the two zip ties. Tuck the green and yellow grounding wire into the Flexo (if required).

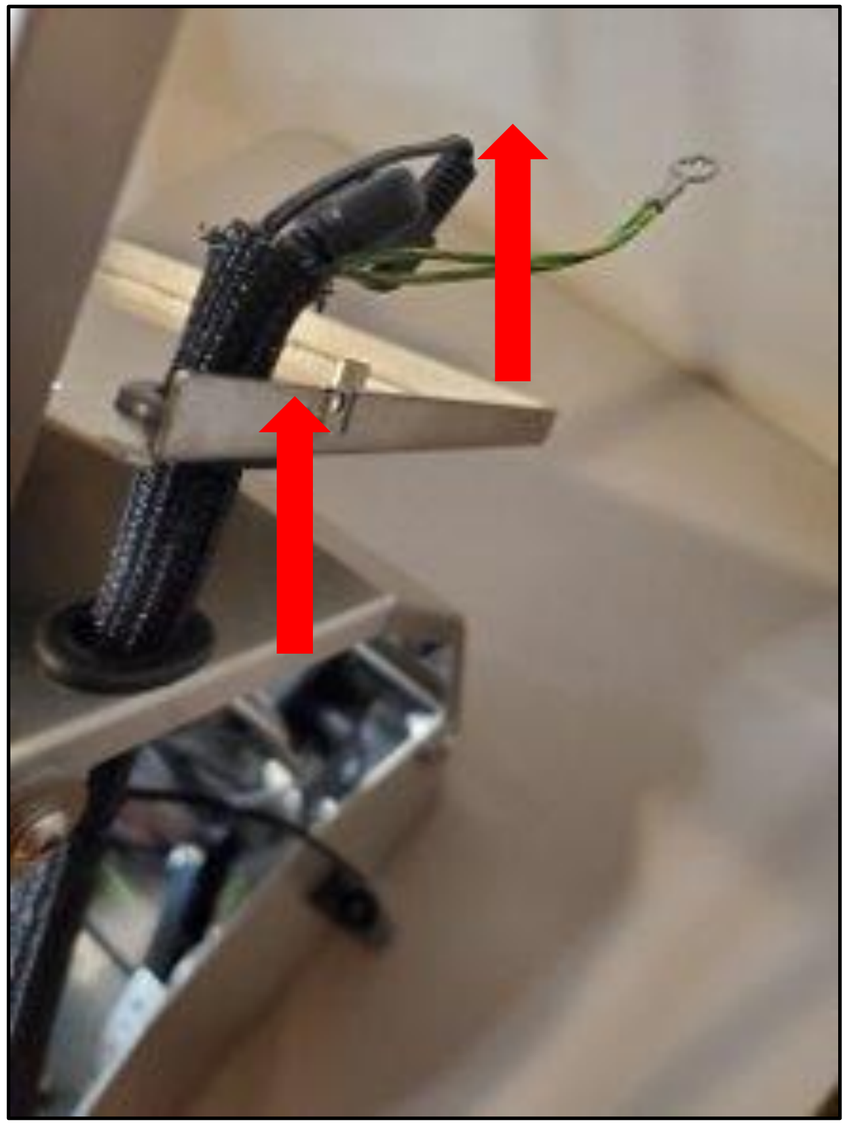




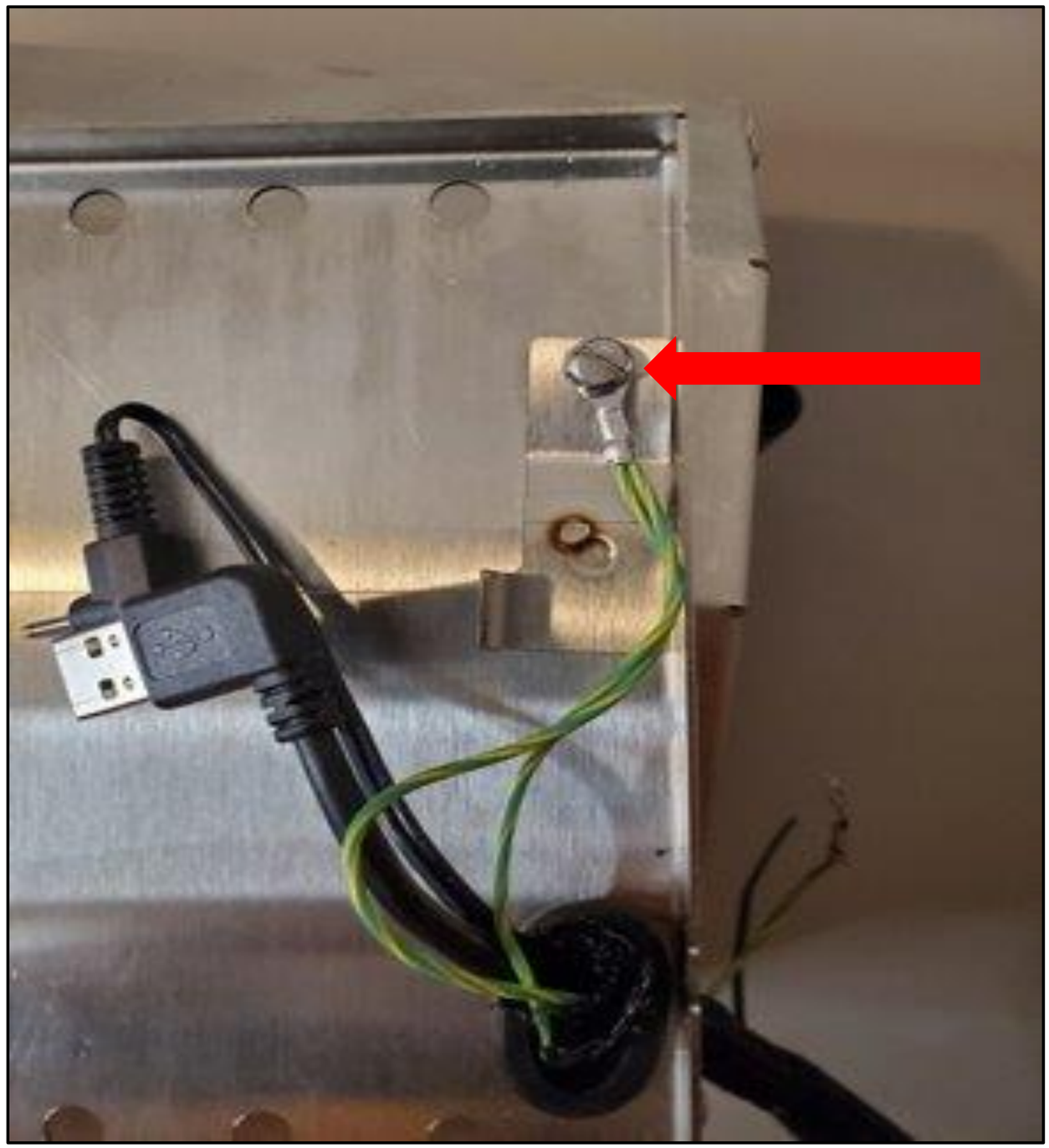
23. Thread the new upper cable assembly through the opening of the bottom housing cover and the tablet frame back until all connections and approximately 1 inch of Flexo are through the opening.

First, feed USB connection through opening followed by power cable and then grounding wiring.

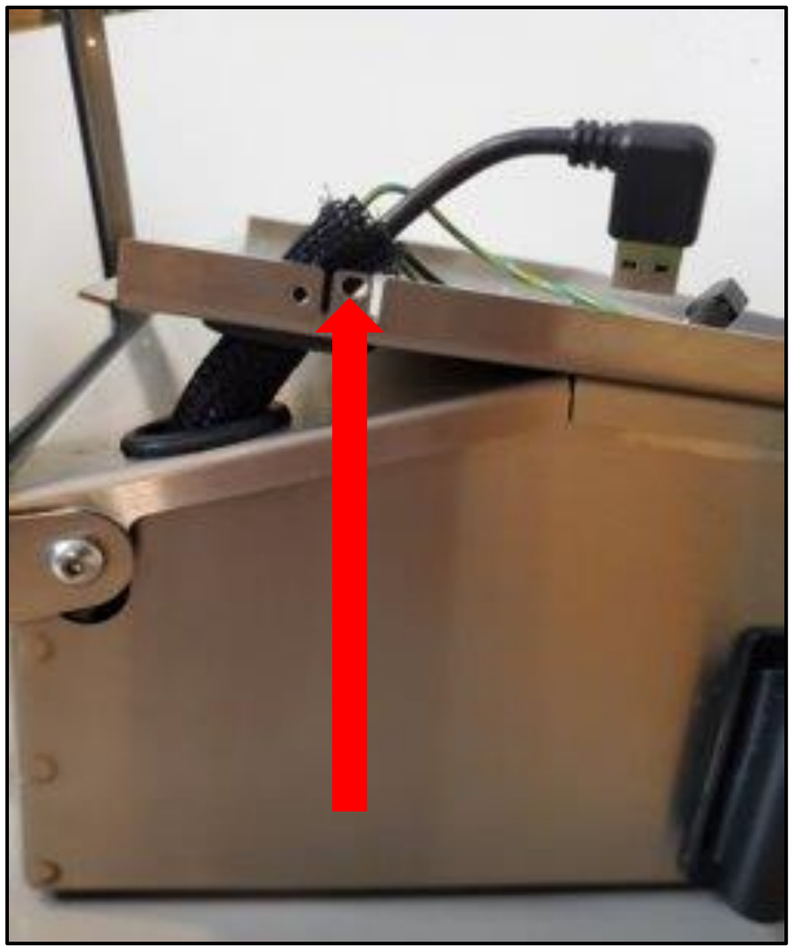


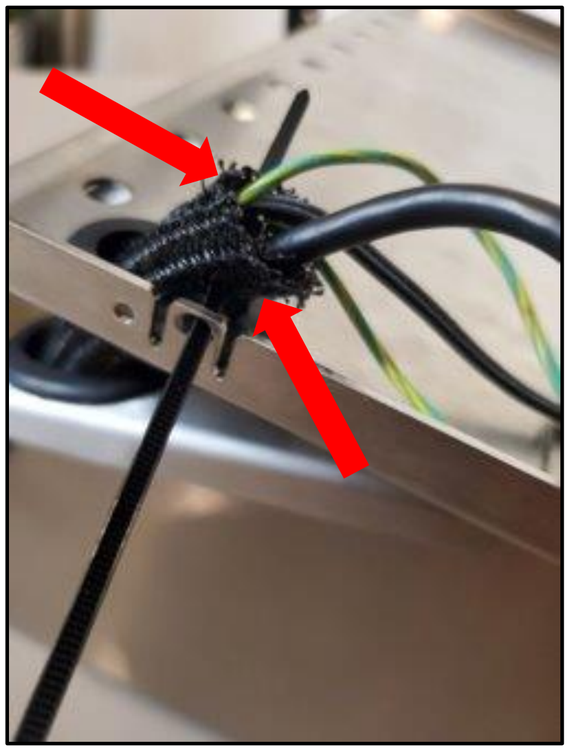


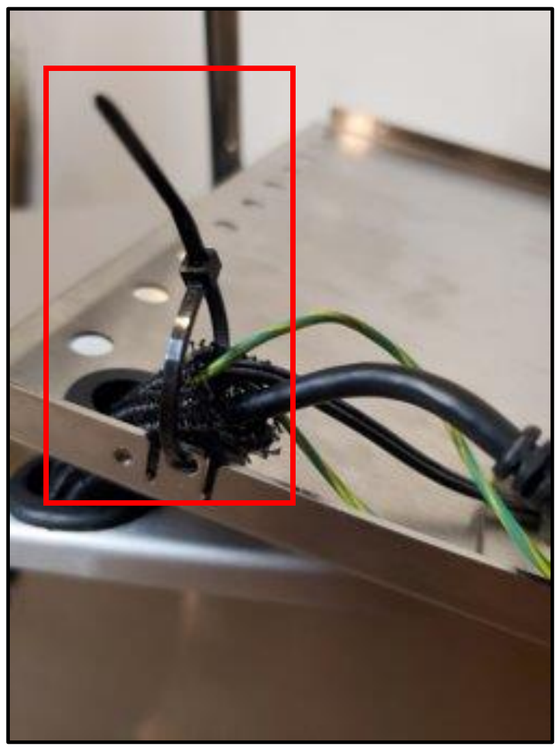
24. Secure green and yellow grounding wire to back of tablet frame with a screw and standard screwdriver.

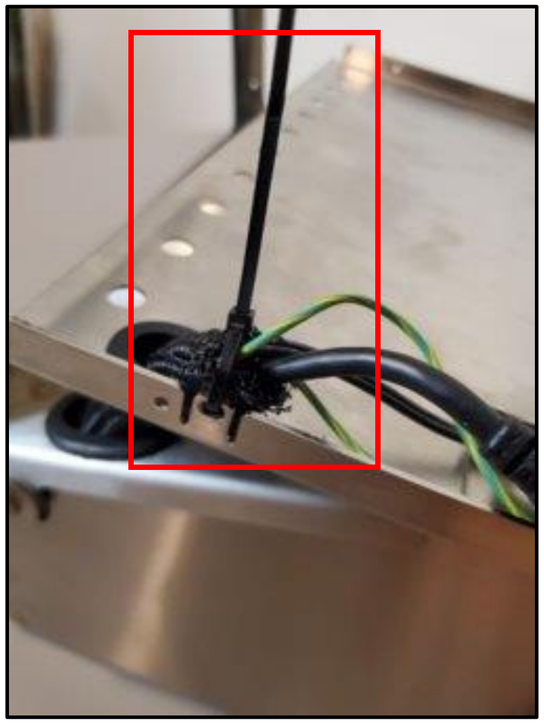


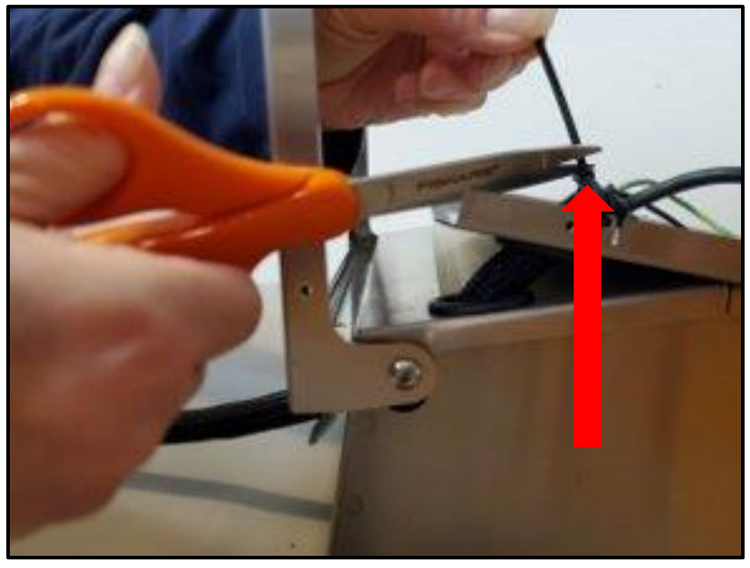
25. Feed one zip tie through the hole on the side of back of tablet frame and through the upper edges of only the Flexo. Tighten zip tie to secure the Flexo in place and trim excess.











26. Connect the USB and power cable into tablet and insert tablet into back of tablet frame.

Power cable must be pointing towards grounding screw.

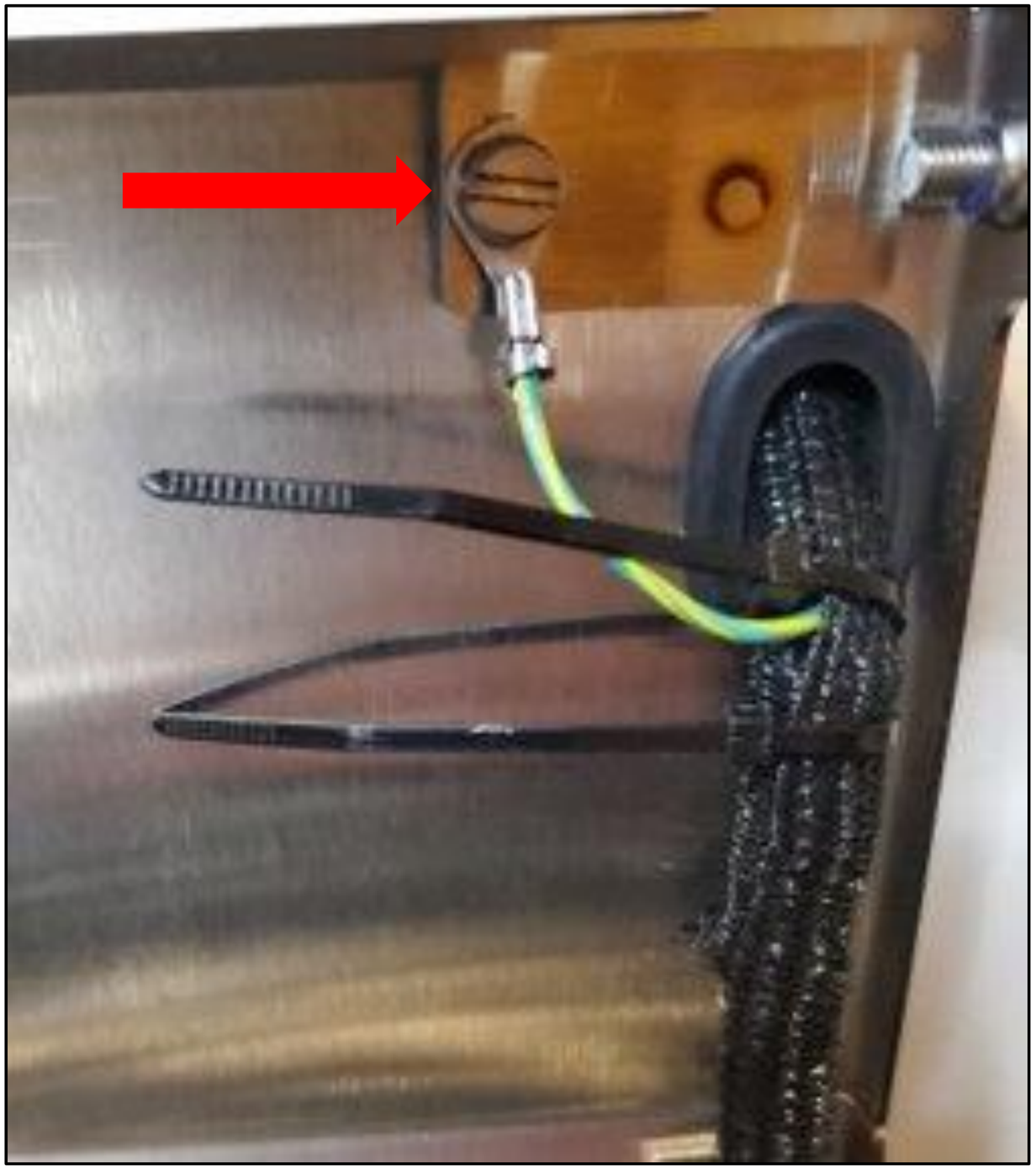
If the cables do not lay flat, lift cover slightly and gently tug on the unattached ends of cable assembly to position cables.

27. Carefully slide the tablet frames together to align the four holes on sides of tablet frame. Insert screws and tighten using the Allen wrench.

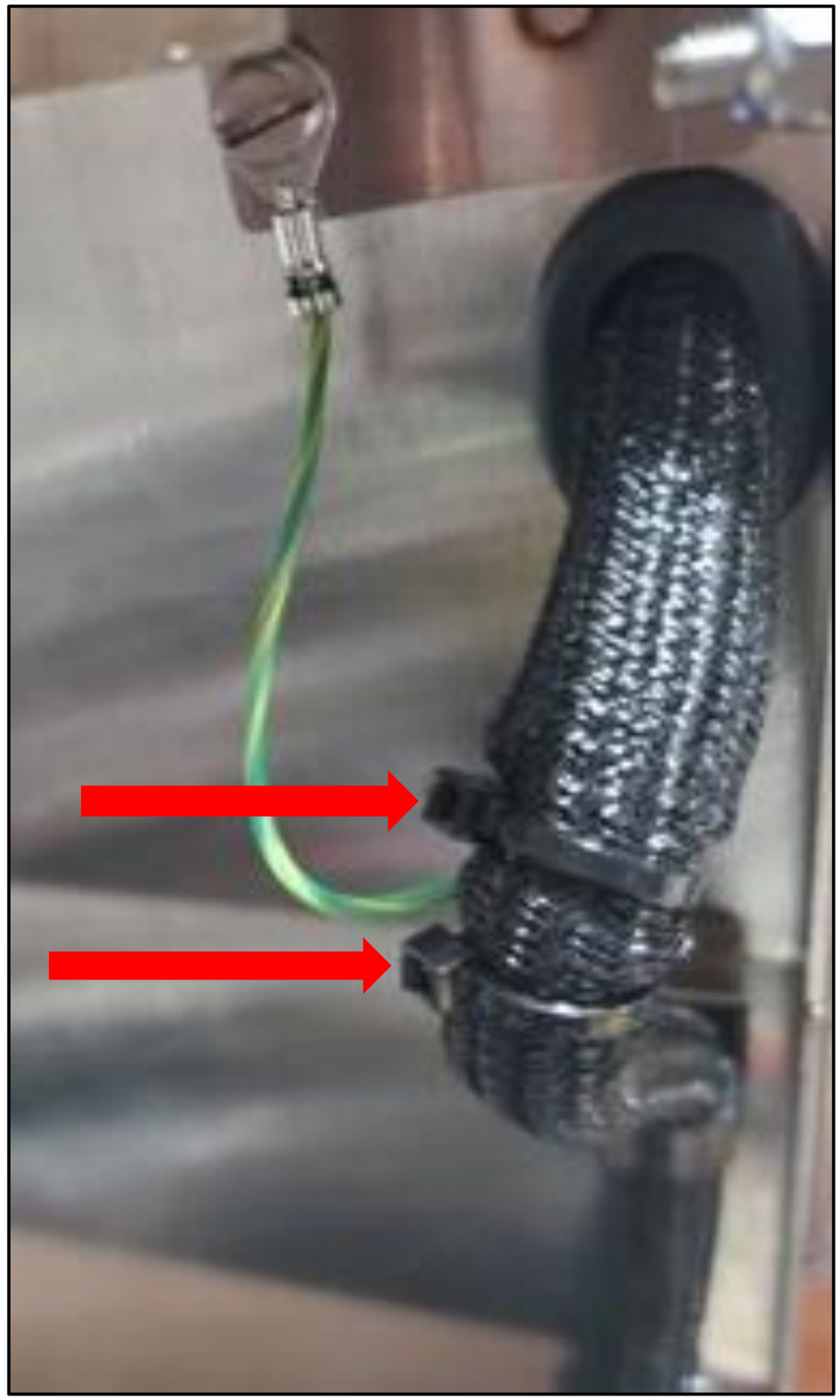
28. Open bottom housing cover and extend the tablet frame completely forward. Clip the upper cable assembly into the two black clips on inside bottom housing cover.

CAUTION *If tablet is not completely forward, cable will tear when tablet moves.*

29. Locate the green and yellow grounding wire by the two zip ties. Secure with a screw and a standard screwdriver to the lid cover.



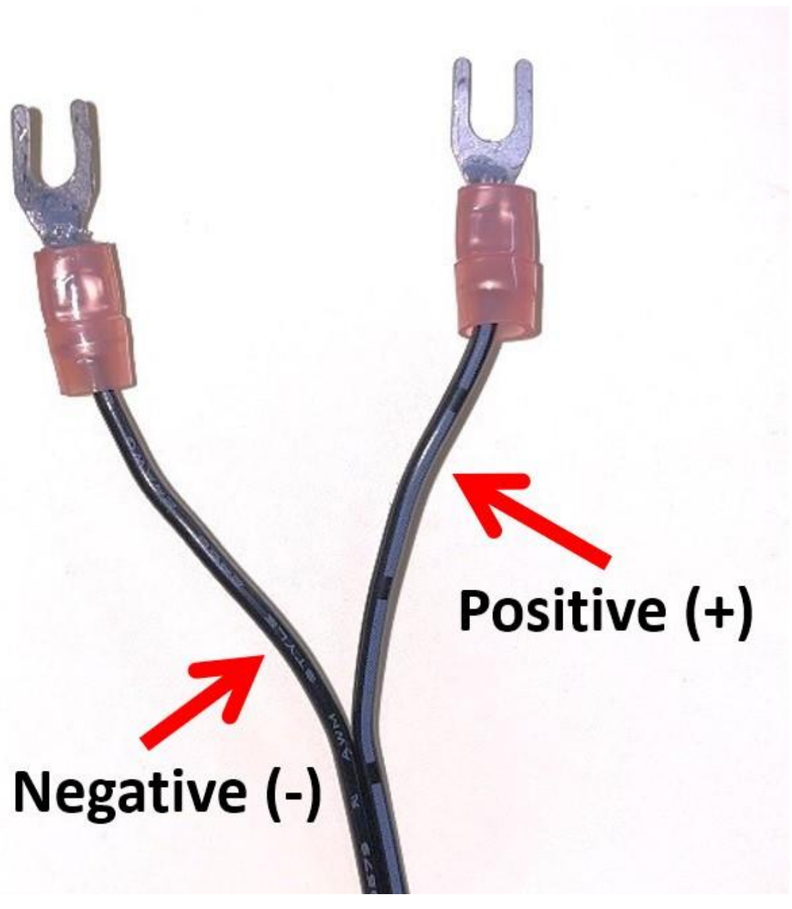
30. Gently tighten both zip ties trim excess.



31. Locate the conductors at the end of the upper cable assembly and select the black wire with the grey stripe. Insert this conductor into the positive (+) output and gently tighten screw. Connect the remaining conductor into the negative (-) output and gently tighten screw. Be careful to not overtighten.

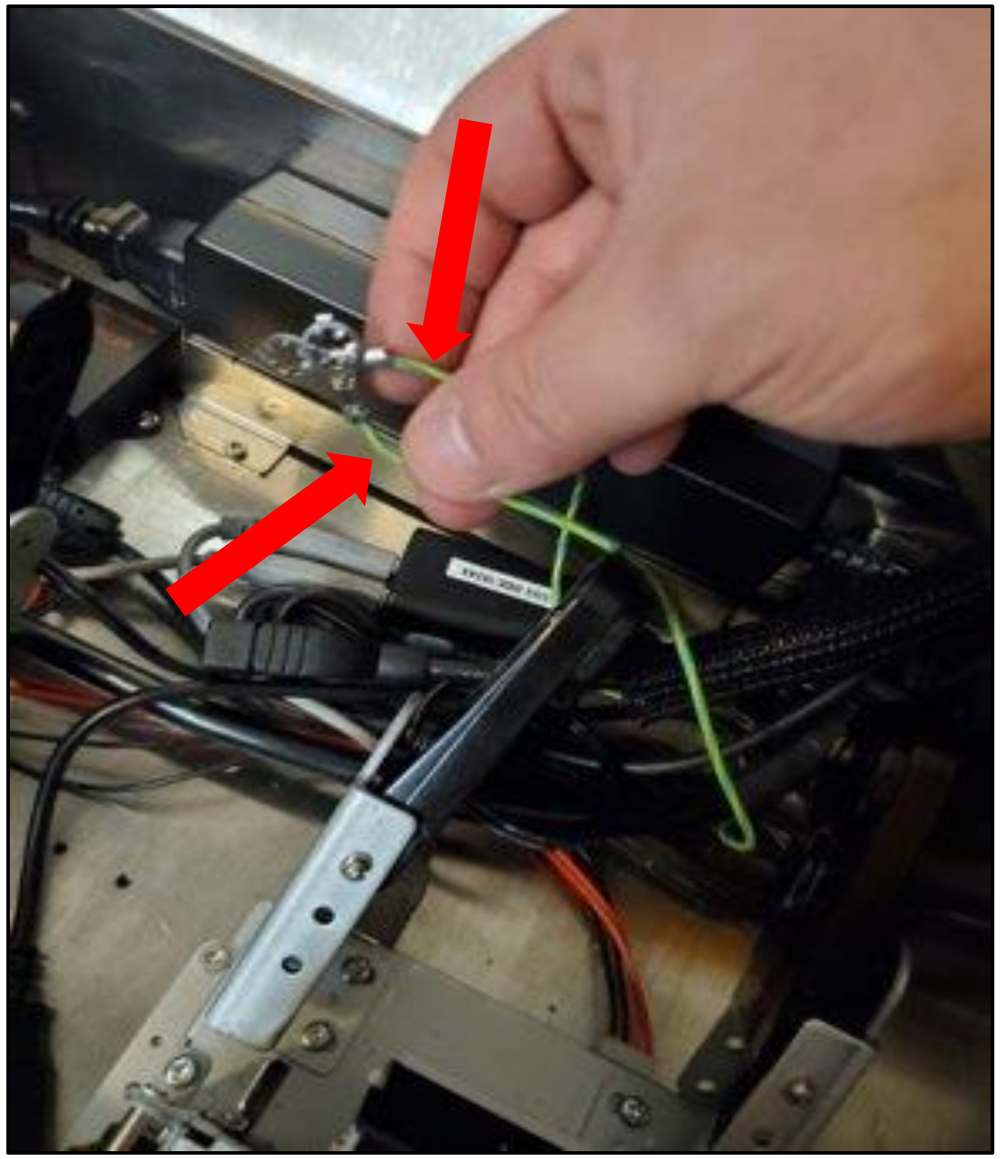
Positive (+) indicated by grey stripe on black wire. Negative (-) indicated by no stripe on black wire.

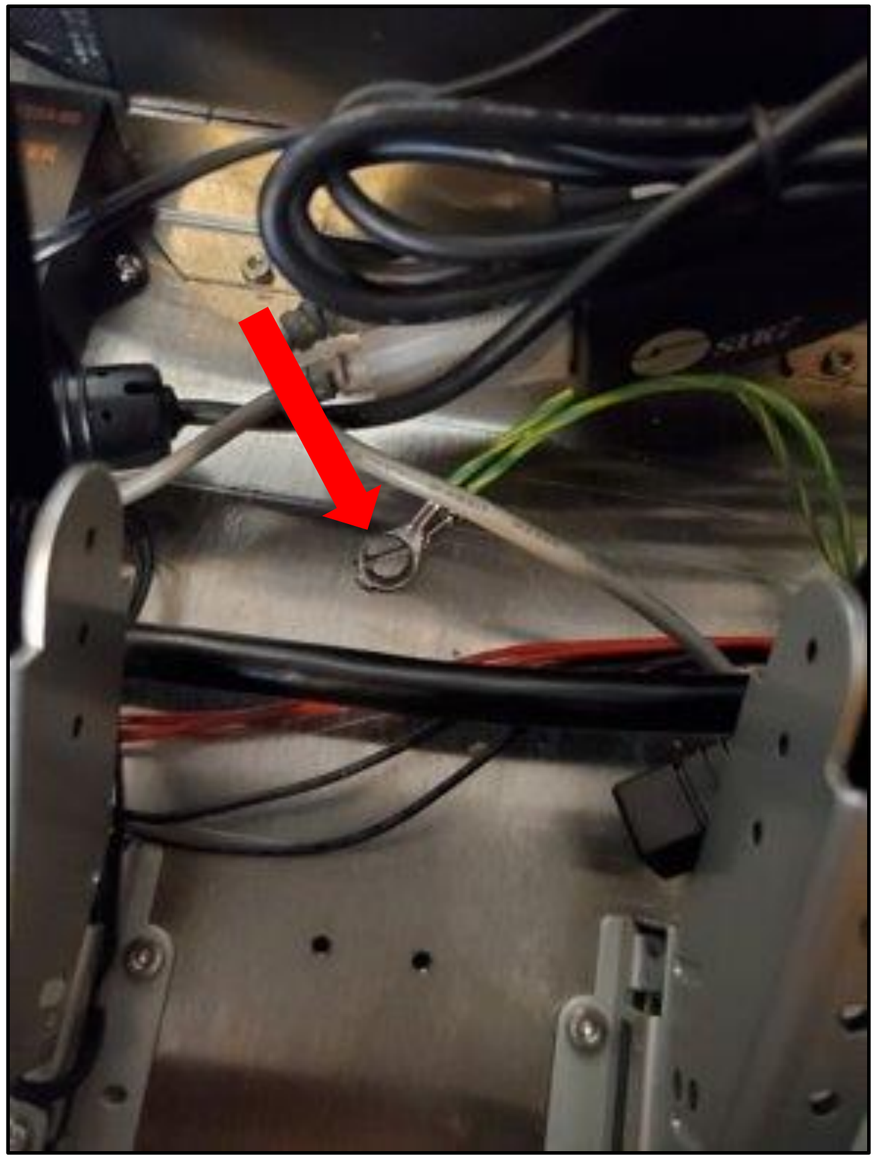
Be careful to not overtighten.



32. Align and stack the terminal ends of the green and yellow grounding wires on the lower end of upper cable assembly at bottom of housing. Place the screw through the stacked terminal ends and tighten with standard screwdriver into the hole located in the middle of bottom housing.

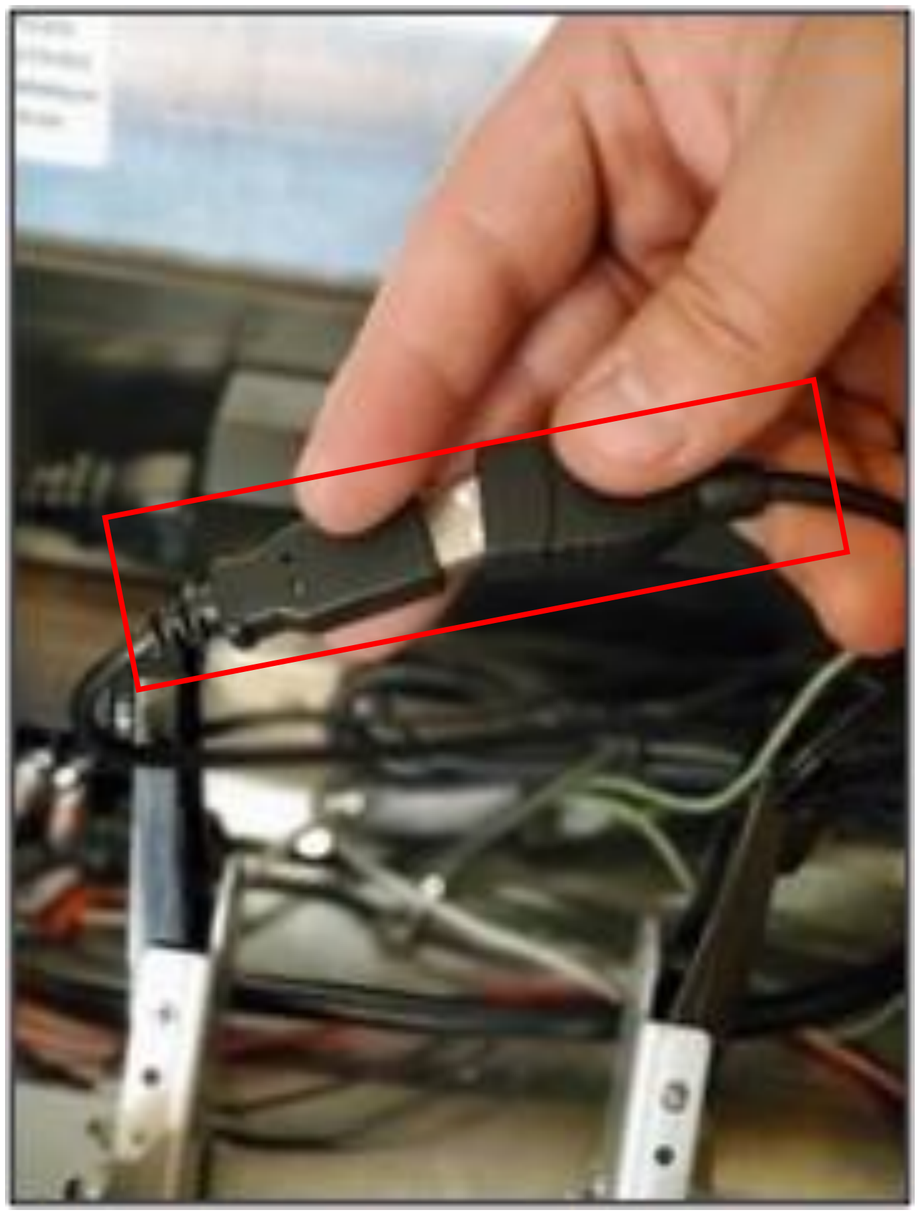
If needed, place the grounding wires under all other wiring.

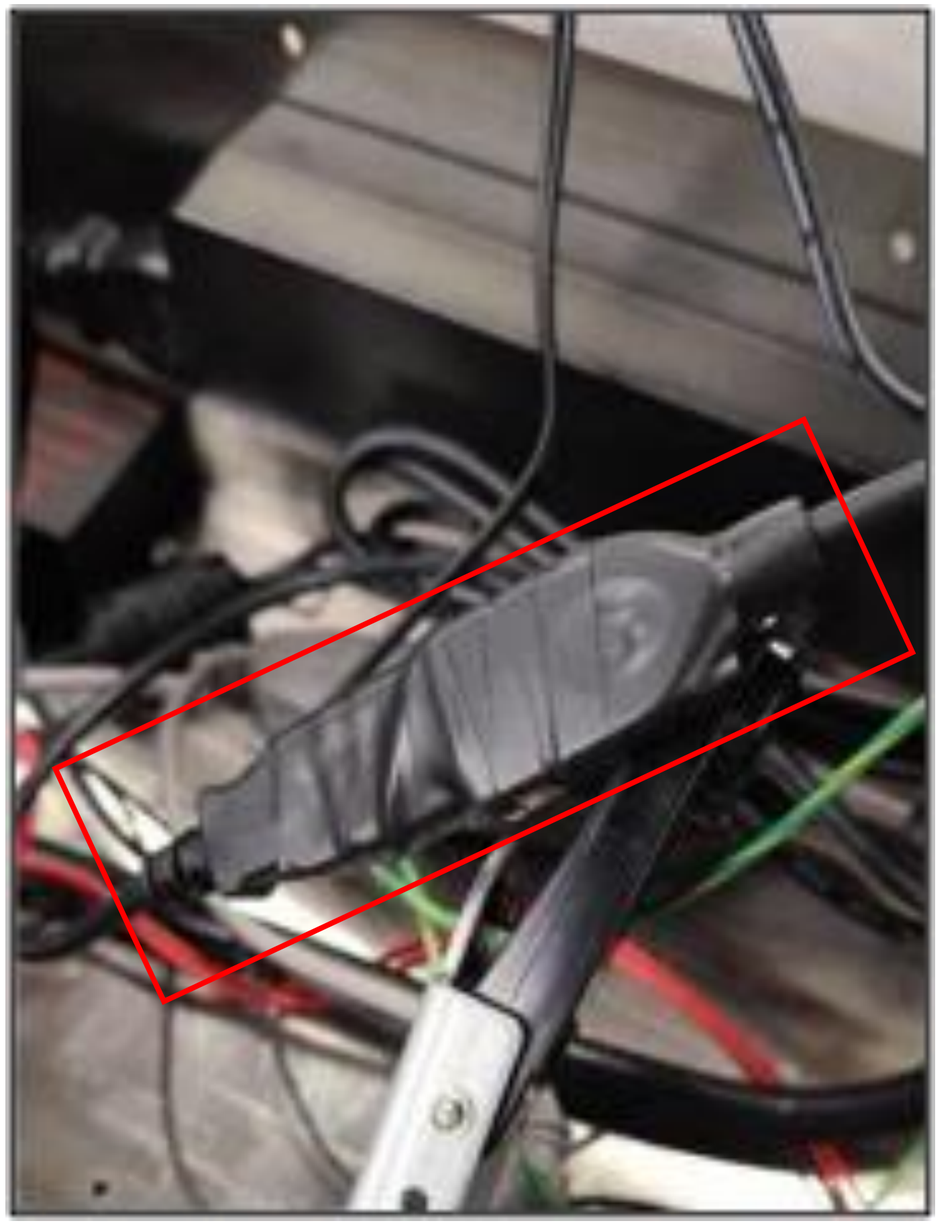




33. Connect the USB on lower end of upper cable assembly to unplugged USB from the bottom of housing. Tightly wrap the connection with electrical tape.

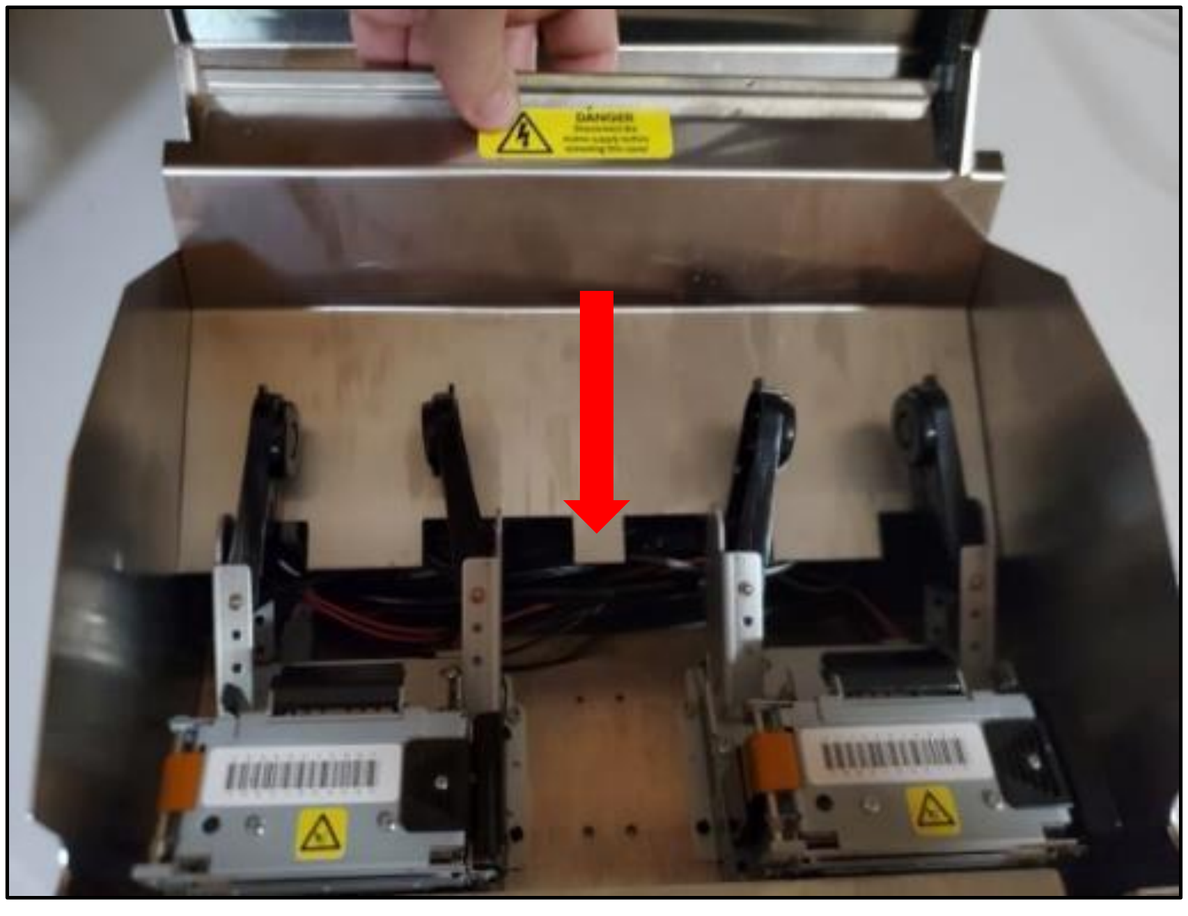
Device will not operate if connection is not secure.





34. Reinstall the inner cover by sliding under the printer roll guide arms to ensure all wiring is hidden under cover. Align with the two holes on the back of device. Tighten screws with washers using the Allen wrench.

Edges of stainless steel may be sharp.



datecode genie®

SMART LABEL SOLUTIONS AT YOUR COMMAND

Need Assistance?

Technical Support

dcgsupport@ncco.com

800.774.0478 x 3

ncco®

Foodservice Solutions