# How To Series

# datecode genie® SMART LABEL SOLUTIONS AT YOUR COMMAND

# DateCodeGenie® Tablet: Factory Reset







# Overview

Step-by-step instructions to factory reset DateCodeGenie® tablets (N10 and above) and reinstall DateCodeGenie software.

### <u>Requirements Needed:</u>

DateCodeGenie<sup>®</sup> tablet (N10 and above) or any tablets included with DateCodeGenie<sup>®</sup> devices with integrated printers (2.0, X Series, Fit or Lite)





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# Instructions

**1.** Press the power button and select Shut Down or Power off, or hold the power button until the screen turns off.

0	Chrome	
dcg	Date Code Genie	
	QuickSupport	
\$	Settings	
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Press and hold the power and volume down buttons to turn on the tablet 2. again. Release both buttons when the DateCodeGenie logo appears.



### SMART LABEL SOLUTIONS AT YOUR COMMAND



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**3.** Press the volume down until Clear eMMC is highlighted, then press the power button to select it. This will factory reset your device.

# **BUTTON LAYOUT + FUNCTION:** Power=Select | Volume Up=Nothing | Volume Down=Next item/line

Auto Test Manual Test Item Test Test Report Debug Test Clear eMMC Version NTC test Keybox test DCDC test **GMS** Info test Reboot



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# **4.** Tap Start.



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### Connect to Wi-Fi

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To get apps or copy data, connect to a network

Searching for Wi-Fi networks...

◄

> See all Wi-Fi networks



# Slide 6 of 54

# 6. Select your intended Wi-Fi, and enter your password, if needed.



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# ≁ Copy apps & data You can choose to transfer your apps, photos, contacts, Google Account, and more. 2 1 o 🖿 • DON'T COPY

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# Slide 8 of 54

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Google Sign in with your Google Account. Learn more about using your account
Email or phone
Create account
Skip



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### G

### **Google Services**

Tap to learn more about each service, such as how to turn it on or off later. Data will be used according to Google's Privacy Policy.

### Location



### Use location 🗸

Allow apps and services with location permission to use your device's location. Google may collect location data periodically and use this data in an anonymous way to improve location accuracy and location-based services.



### Allow scanning 🗸

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Allow apps and services to scan for Wi-Fi networks and nearby devices at any time, even when Wi-Fi or Bluetooth is off.



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### Location



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Allow apps and services to scan for Wi-Fi networks and nearby devices at any time, even when Wi-Fi or Bluetooth is off.

### Device maintenance



### Send usage and diagnostic data 🗸

Help improve your Android device experience by automatically sending diagnostic, device, and app usage data to Google. This will help battery life, system and app stability, and other improvements. Some aggregate data will also help Google apps and partners, such as Android developers. If your additional Web & App Activity setting is turned on, this data may be saved to your Google Account.



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### Protect your tablet

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Prevent others from using this tablet without your permission by activating device protection features. Choose the screen lock you want to use.

Pattern	
PIN	
Password	
Not now	



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### A

### Protect your tablet

Prevent others from using this tablet without your permission by activating device protection features. Choose the screen lock you want to use.

### Skip screen lock?

Device protection features won't be turned on. You won't be able to prevent others from using this tablet if it's lost, stolen or reset.

GO BACK

Not now

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### Slide 17 of 54



### Slide 18 of 54



# Slide 19 of 54

**19.** You can't reach the password box at the login view without pressing the down arrow at the bottom of the screen to collapse the keyboard.

11:28 AM	odeGenie		×	+									
← →	G	â date	ecodege	nie.com	ı								
datecode genie®								date	<b>code</b> ge	enie®			
	SMART LAD					l			V	Velcome	<u> </u>		
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### Slide 21 of 54



Save	
Save	
Save	
Save	
Per Page 10  For All Locations Upload Image	

### Slide 22 of 54



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				Save		
Continue						
Per Page 10	_	For All	+ Upload	Image		
		location				

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ALLOW							
Per Page	10	•	For All	+ Upload	Image		

### Slide 24 of 54



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### Slide 25 of 54



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×	For All					
	Locations	+ Upload	Imag	e		

### Slide 26 of 54

11:29 A	AM 🗳 🖻	
dcg	Date Code Genie	
		Chrome
		For your security, your phone is not allowed to install unknown from this source.
		CANCEL



# Slide 27 of 54

![](_page_28_Picture_1.jpeg)

### Slide 28 of 54

### 11:30 AM 🗔 🖻

### Date Code Genie

Do you want to install this application? It does not require any special access.

![](_page_29_Picture_5.jpeg)

# Slide 29 of 54

11:30	AM 🔤 🖻		
dog	Date Code Genie		
			App installed.
		•	

![](_page_30_Picture_2.jpeg)

# Slide 30 of 54

date <b>code</b> genie*	
Welcome!	
Username or Email	
Password	0
Enter UDID	
LOGIN	
Forgot your password?	

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![](_page_31_Picture_2.jpeg)

# Slide 31 of 54

	data <b>anda</b> gapuer
	uale <b>coue</b> genie* Welcome!
	Allow <b>Date Code Genie</b> to access photos, m
	DENY
	LOGIN
	Forgot your password?

![](_page_32_Picture_2.jpeg)

# Slide 32 of 54

### date code genie\*

### Error

▼

(Error 100×12) UDID number is already registered to a device. Are you sure you want to remove registration from that device? If device was repaired or UDID is correct, then tap "Yes" to continue to log in. Go to <u>support.datecodegenie.com</u> for assistance

![](_page_33_Picture_4.jpeg)

CANCEL

Forgot your password?

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![](_page_33_Picture_7.jpeg)

### Slide 33 of 54

![](_page_34_Figure_1.jpeg)

### Slide 34 of 54

### 11:35 AM 🗔 오

0

DCG KioskHome

### dcg Date Code Genie

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For your security, your phone is not allowed to install unknown apps from this source.

ullet

CANCEL

![](_page_35_Picture_6.jpeg)

# Slide 35 of 54

![](_page_36_Picture_1.jpeg)

# 11:36 AM 🗔 🖻 DCG KioskHome 0 Do you want to install this application? It does not require any special access.

![](_page_37_Picture_3.jpeg)

# Slide 37 of 54

![](_page_38_Picture_1.jpeg)

### Slide 38 of 54

### **38.** Tap each blue button, following screenshots show each step.

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Home Screen

KioskHome is not the current home screen.

Usage Access

Usage access permission must be granted to KioskHome

Accessibility Access

Accessibility access permission must be granted to KioskHome

Install Access

Install access permission must be granted to KioskHome

![](_page_39_Picture_10.jpeg)

### Slide 39 of 54

![](_page_40_Picture_0.jpeg)

![](_page_40_Picture_1.jpeg)

### Slide 40 of 54

11:36 AN	A 🖪 🗘			
←	Usage access			
0	DCG KioskHome Not allowed			
۲	Digital Wellbeing Allowed			
4	Files Allowed			
G	Google Allowed			
2	Google Play services Allowed			
٢	Google Play Store Allowed			
		•	•	

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### Slide 41 of 54

![](_page_42_Picture_1.jpeg)

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11:37 AM 🗖	0				发 🕈 🗎
←	Accessibility				۹
	Volume key shortcut Off				
	Downloaded services				
	DCG KioskHome Off				
	Screen readers				
	Text-to-speech output				
	Display				
	Font size Default				
	Display size Default				
	Off Magnification				
	Color correction Off				
		•	•		

### Slide 43 of 54

11:37 AM 🗔 🕻	•	
÷	DCG KioskHome	
	Use service	
	<ul> <li>No description provided.</li> </ul>	
		Use DCG KioskHome?
		DCG KioskHome needs to:
		<ul> <li>Observe your actions Receive notifications when you're interacting with an app.</li> </ul>
		<ul> <li>Retrieve window content Inspect the content of a window you're interacting with.</li> </ul>
		CANC

![](_page_44_Picture_2.jpeg)

### Slide 44 of 54

11:37 AM 🗖	>		
<del>~</del>	DCG KioskHome		
	Use service		
	<ul> <li>No description provided.</li> </ul>		
		•	1

# 及 🛡 🗎 0

### Slide 45 of 54

![](_page_46_Picture_1.jpeg)

÷	Manager Settings
•	Wi-Fi Connected
*	<b>Bluetooth</b> Disabled
S	Date and Time Settings
٩	Display Settings
	Input Settings
	Confirm Settings & Save
	$\blacksquare$

# Slide 47 of 54

÷	Manager Settings	
•	Wi-Fi Connected	
*	<b>Bluetooth</b> Disabled	
C	Date and Time Settings	
¢	Display Settings	Are you sure? Once confirmed, modifying these settings will require manager permissions.
	Input Settings	CANCEL
		Confirm Settings & Save

![](_page_48_Figure_2.jpeg)

# Slide 48 of 54

### **48.** Tap on Optional Settings to add other apps.

![](_page_49_Picture_1.jpeg)

### Slide 49 of 54

![](_page_50_Picture_0.jpeg)

![](_page_50_Picture_1.jpeg)

◀ ● ■

![](_page_50_Picture_3.jpeg)

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### **50.** Enter the password as 1234 and tap OK.

dcg Dat	e Code (	Genie											
						Enter …4	Pass	word (d	lefault	1234):			
						FORGO	T ADMIN	I PASSWO	RD?			c	CANCI
1		2		3	}		4		5		6		
q		W		е		r		t		у		u	
	а		S		d		f		g		h		j
		z		х		С		V		b		n	
?123		,											
							▼			٠			

![](_page_51_Figure_2.jpeg)

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**52.** Tap the DateCodeGenie app box to checkmark, then tap any other app needing to be on your home screen. Then tap the blue circle at bottom right corner.

÷	Edi	t Allowed Apps
	+=	Calculator
	31	Calendar
	9	Chrome
	$\bigcirc$	Clock
	2	Contacts
	dcg	Date Code Genie
		Drive
		Duo
	<b>e</b>	Files
_		

![](_page_53_Picture_3.jpeg)

### Slide 53 of 54

9	Chrome
dcg	Date Code Genie
<b>\$</b>	Settings

![](_page_54_Picture_2.jpeg)

# Slide 54 of 54

# datecode genie®

SMART LABEL SOLUTIONS AT YOUR COMMAND

# Need **Assistance?**

![](_page_55_Picture_5.jpeg)

# **Technical Support**

### dcgsupport@ncco.com

800.774.0478 x 3