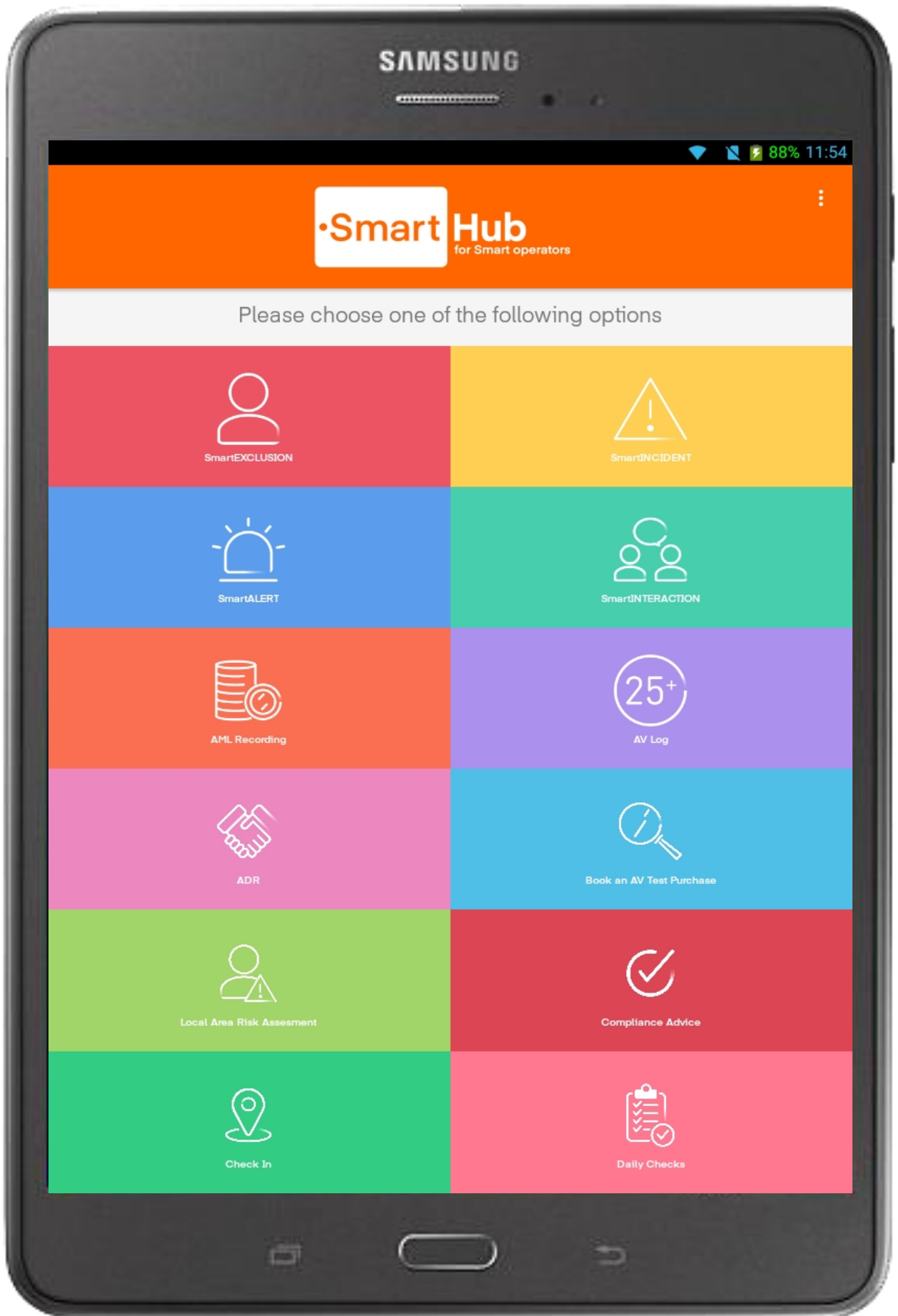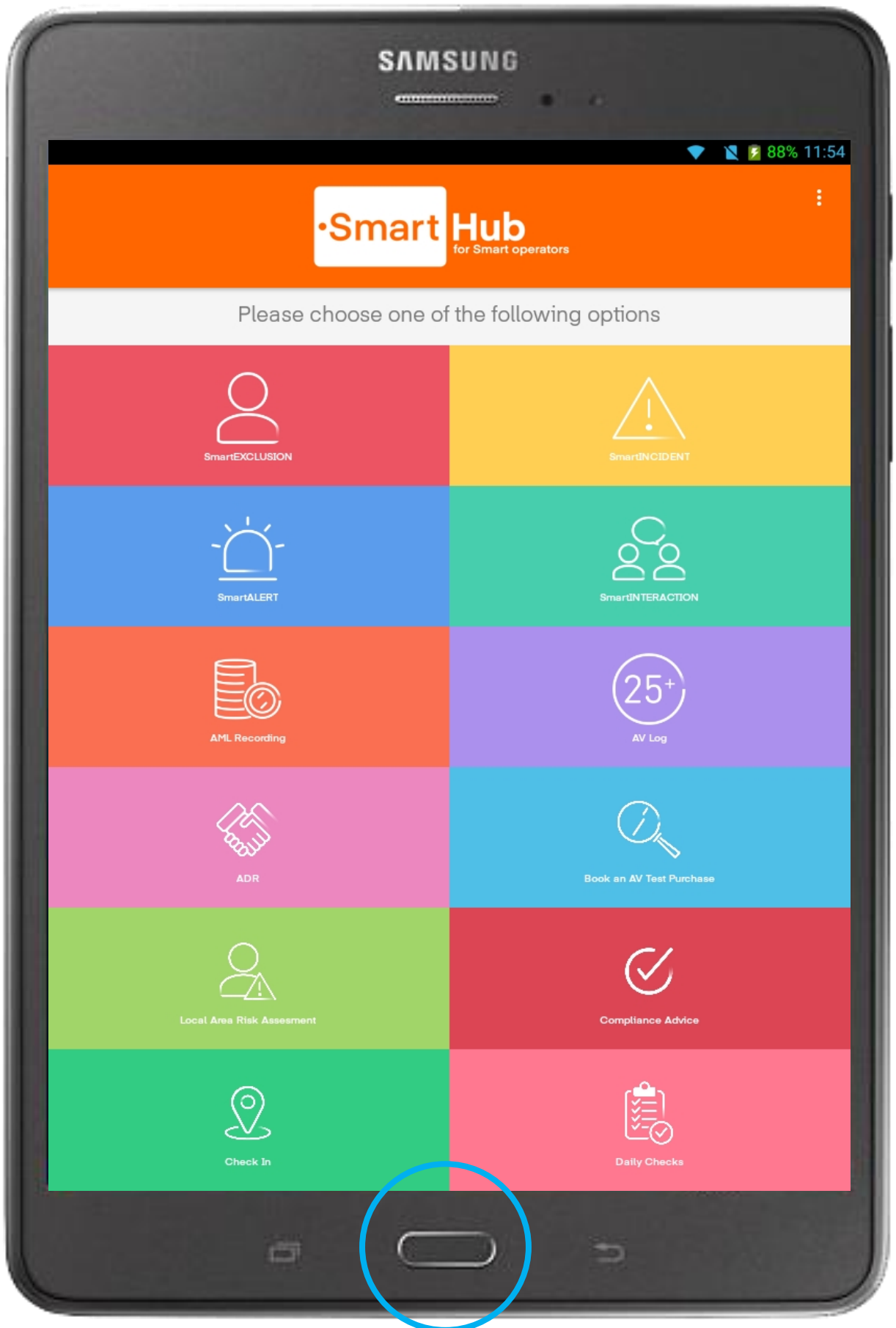# Updating SmartHub Devices

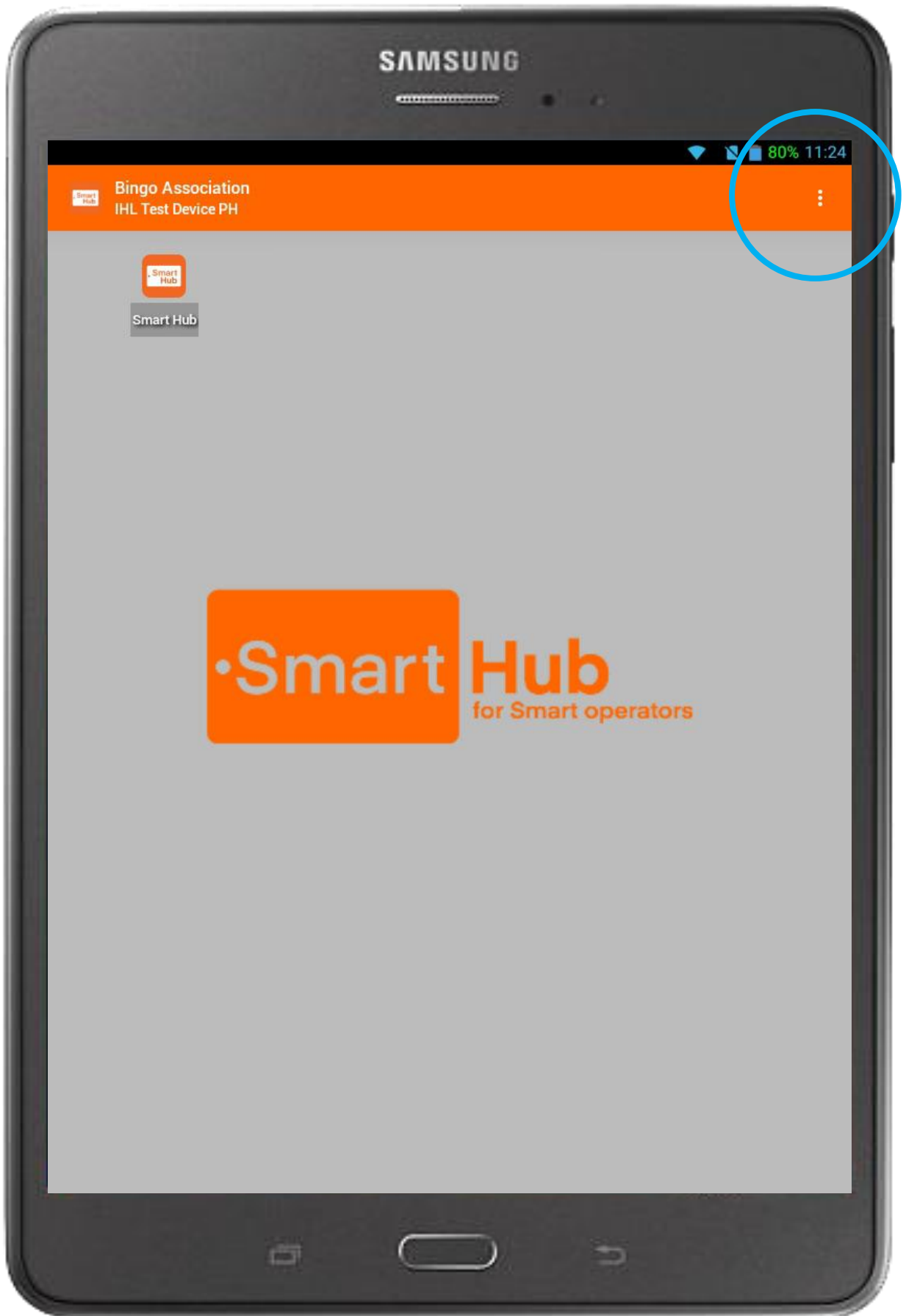Please follow the steps provided in this guide to ensure your device is fully up to date following the period of inactivity

Step 1
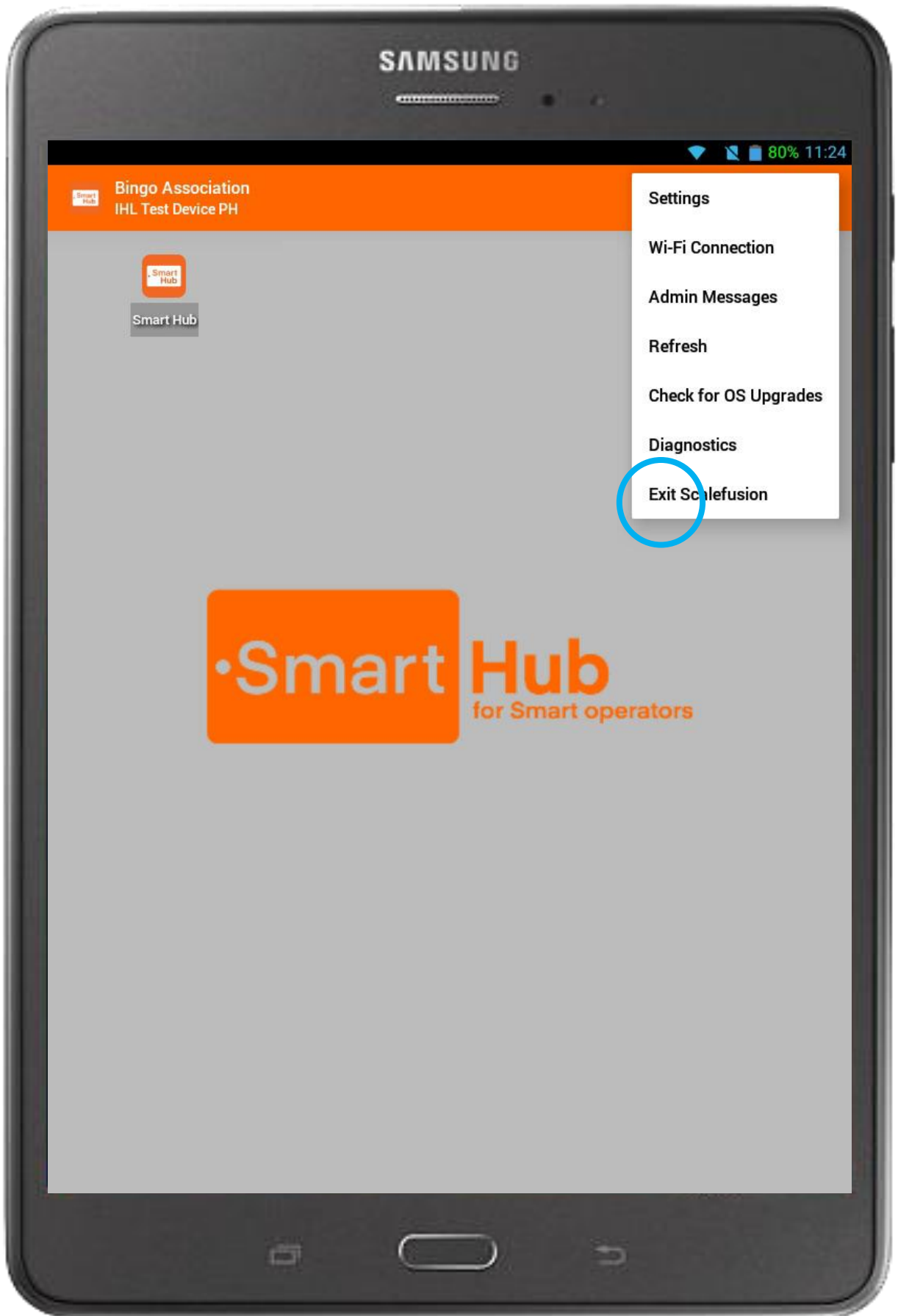
Click the Home key of the device to access to the main MDM menu

•Smart Hub
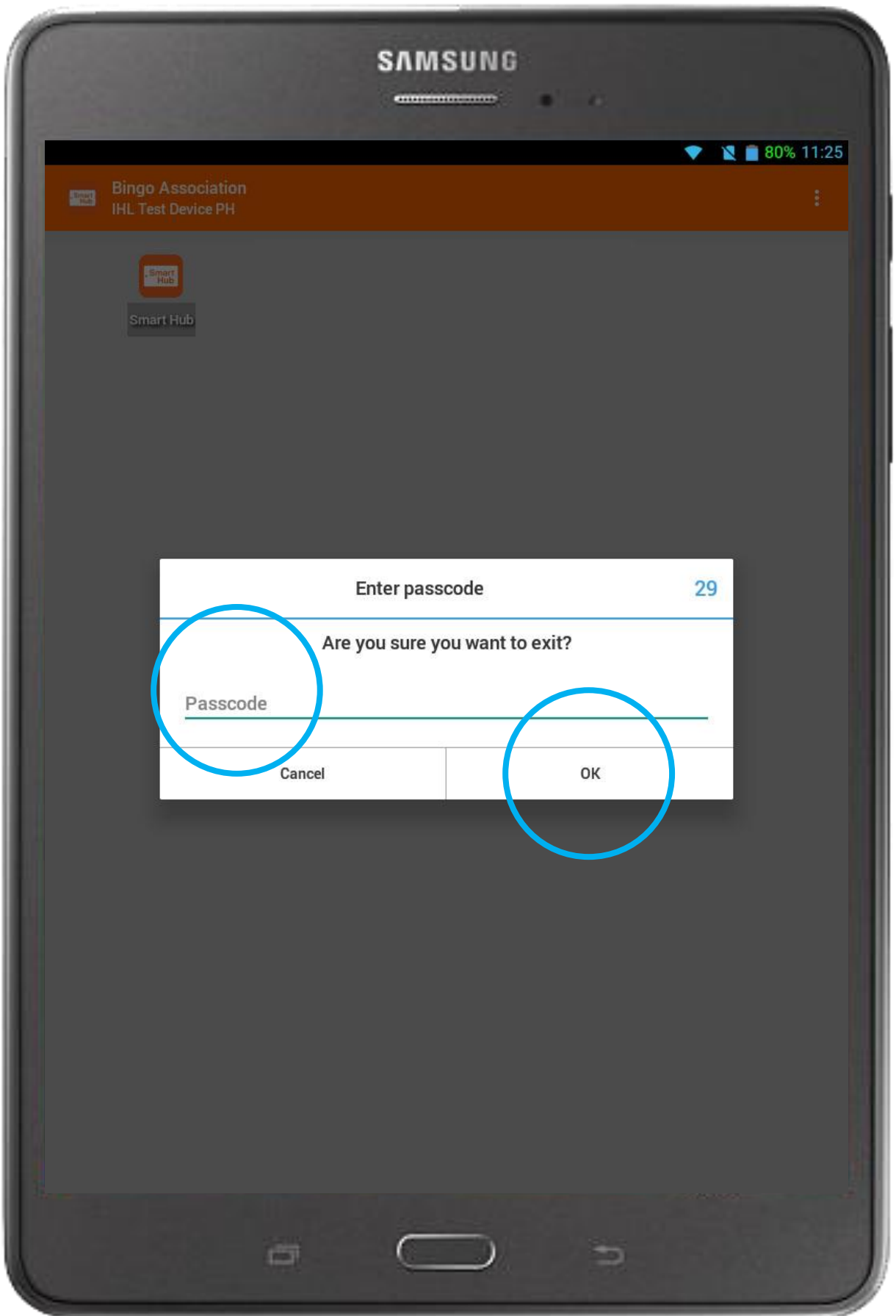
Step 2

Click the 3 dots top right to open the MDM settings menu

![Smart Hub logo]

Step 3

Select Exit Mobilock / Scalefusion from the menu

·Smart Hub

Step 4

Enter passcode   29

Are you sure you want to exit?

Passcode

Cancel   OK

Enter temporary pin code 1002 and click OK

Step 5

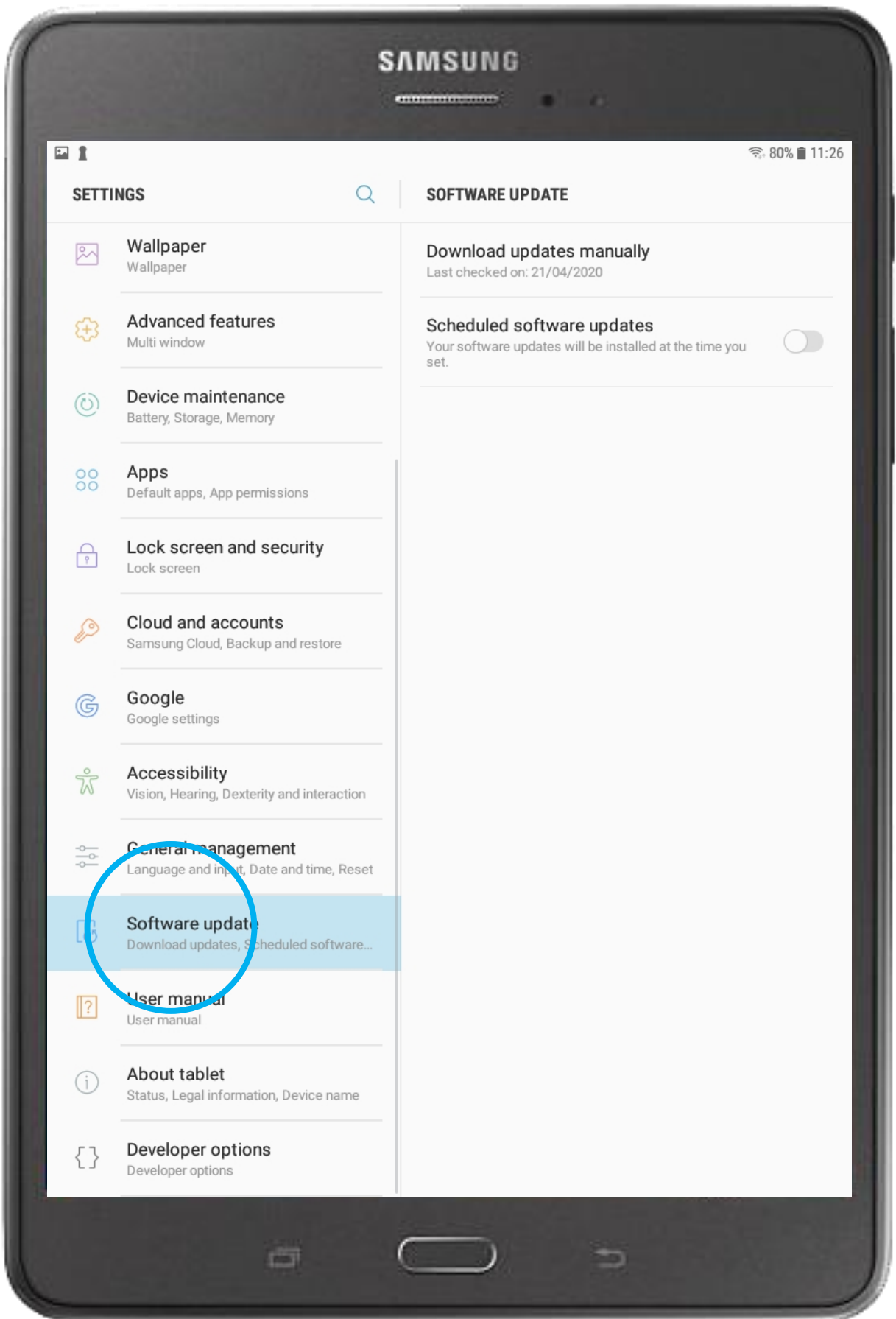The device should return to the main device menu or app menu

Swipe up from bottom of screen to open app menu
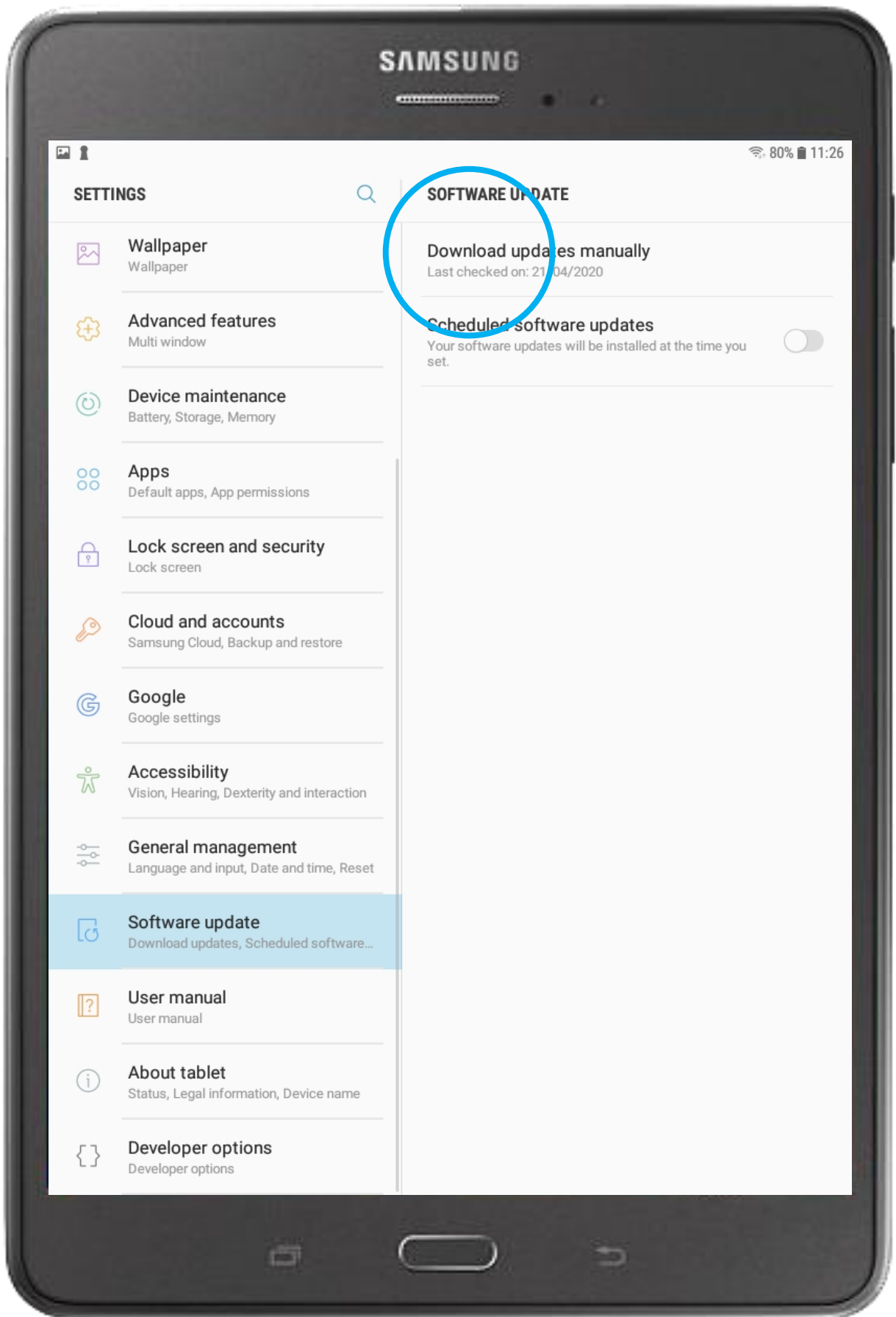
Step 6

Open the devices Settings App

Step 7

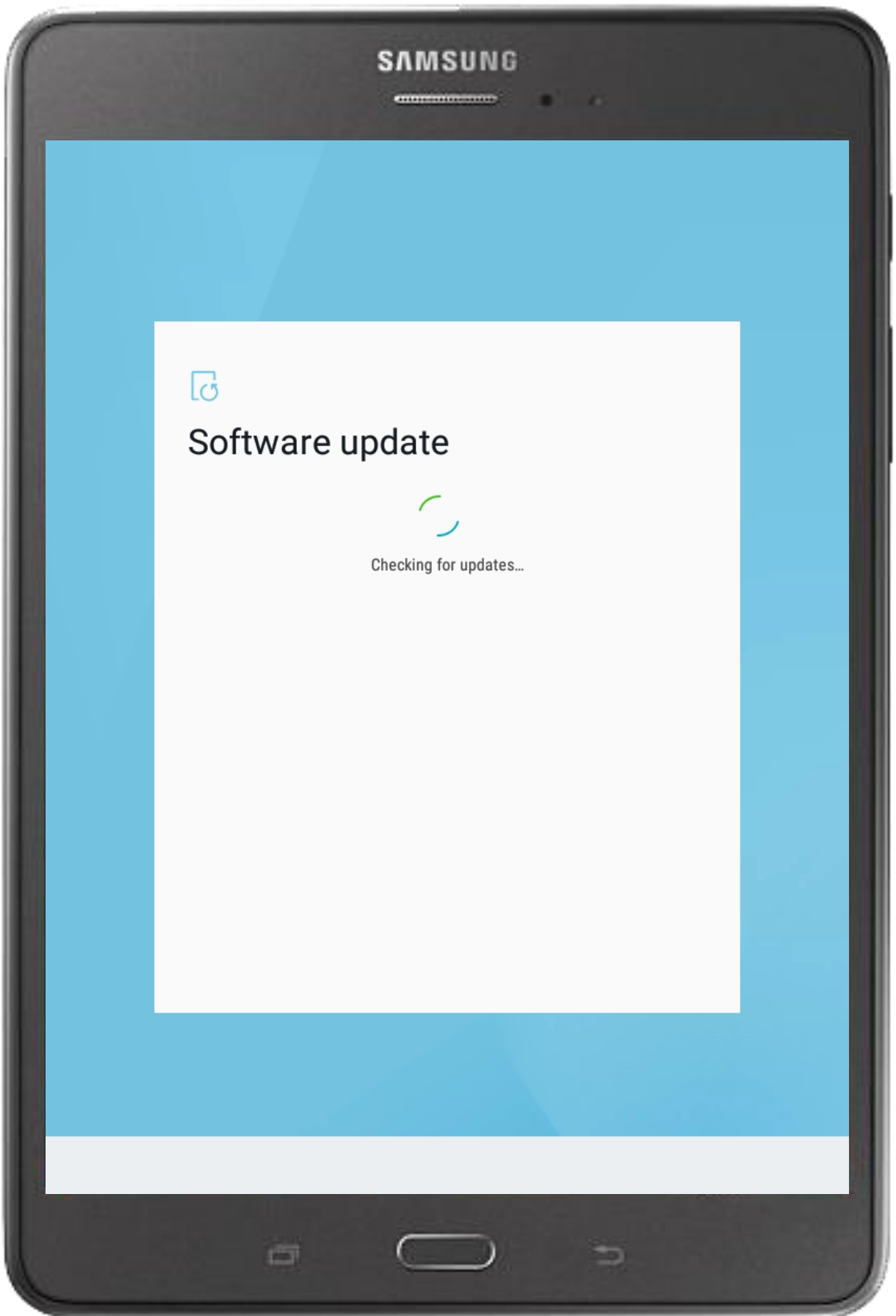When in the Settings App, locate and select 'Software Update' in the left column

Step 8
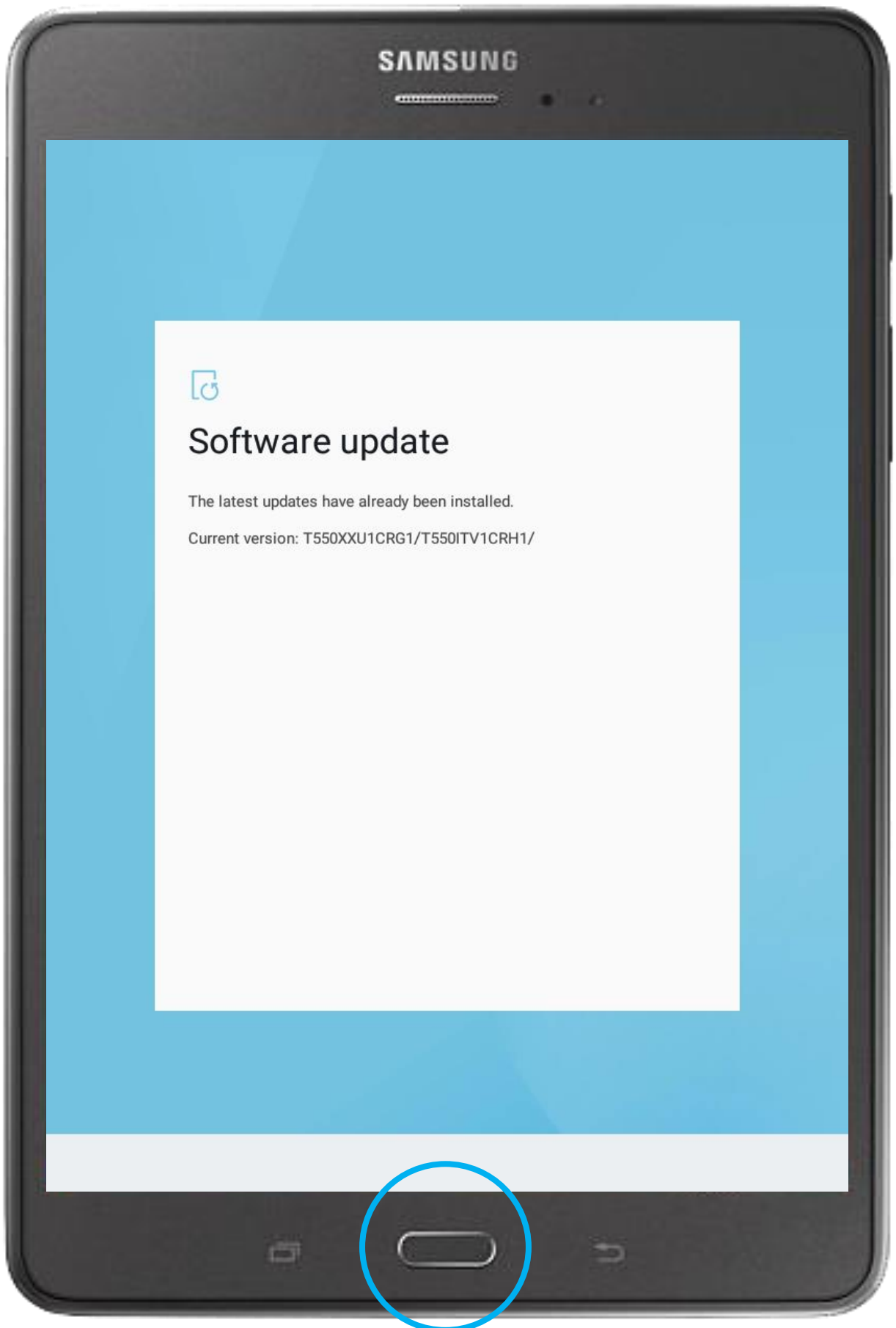

In the right column, select 'Download updates manually'

Step 9

SAMSUNG

Software update

Checking for updates...

The device will now check for Operating System updates

Multiple device reboots maybe required

·Smart Hub

Step 10

Software update

The latest updates have already been installed.

Current version: T550XXU1CRG1/T550ITV1CRH1/

Please repeat this process until the latest updates have been installed
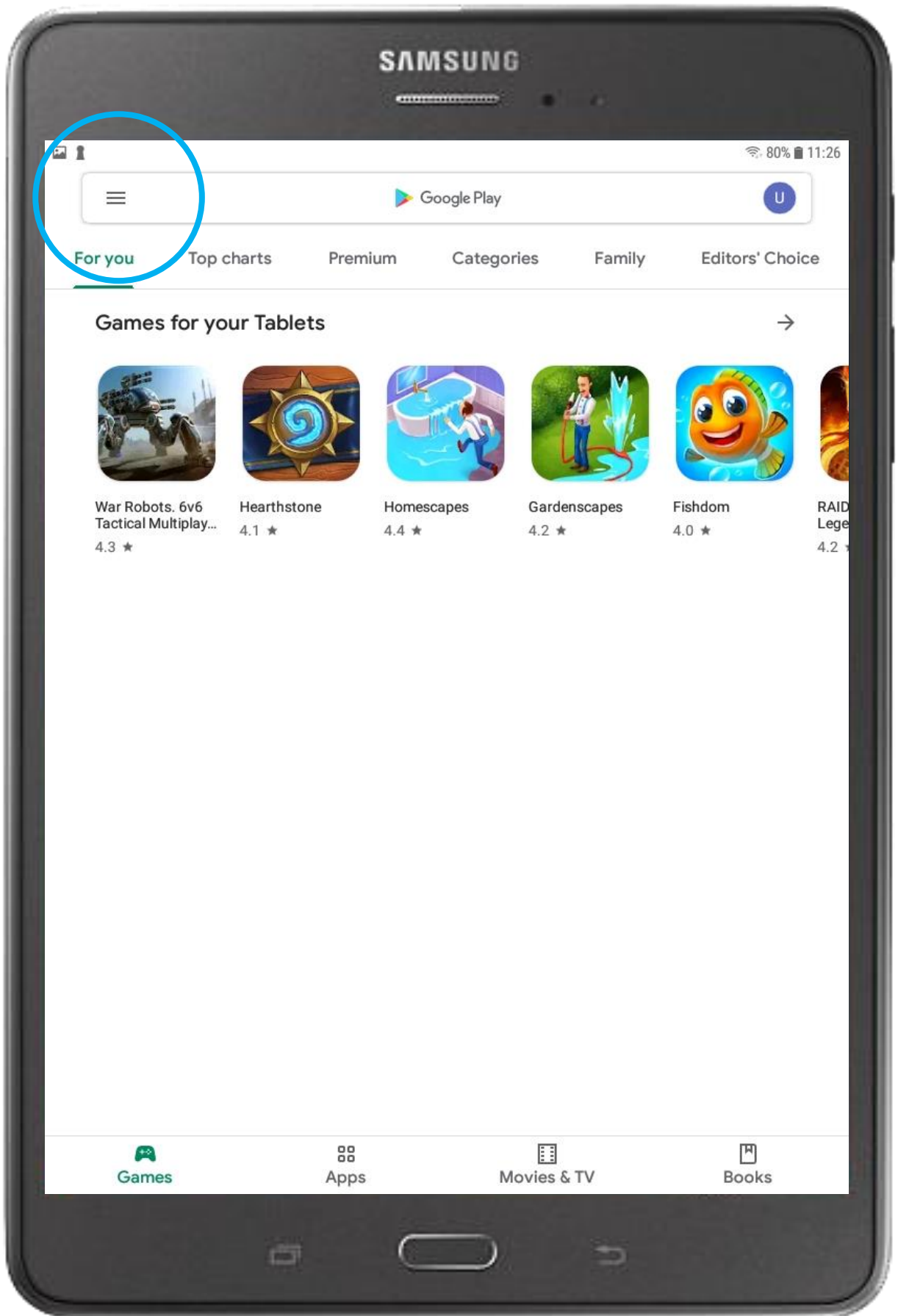Please note updates could take some time !!
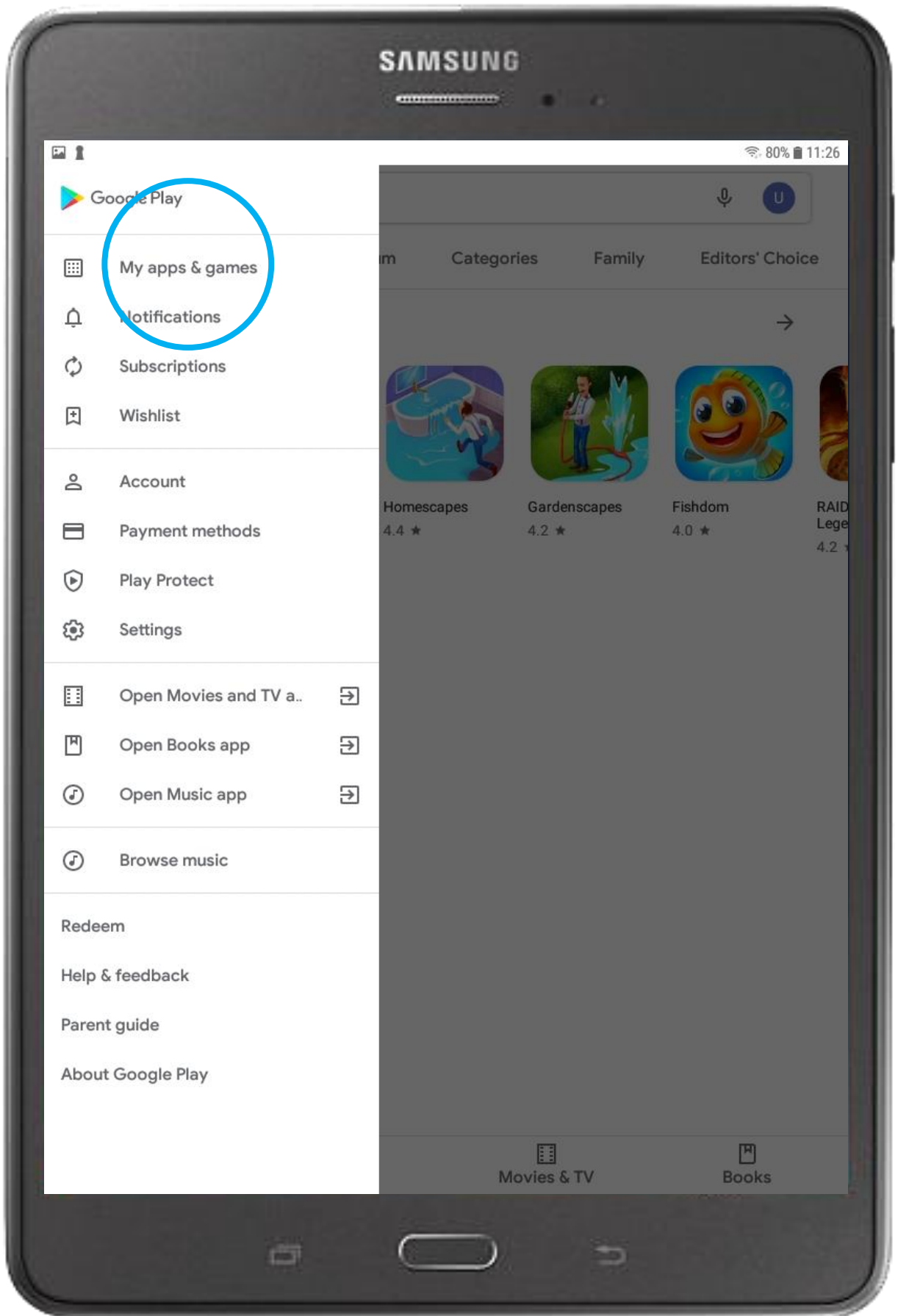Click Home to continue once completed

Step 11

Click the 'Play Store' icon on the main device menu
Google credentials if required:
User – setup@ihlhub.com
Password – ihl12345
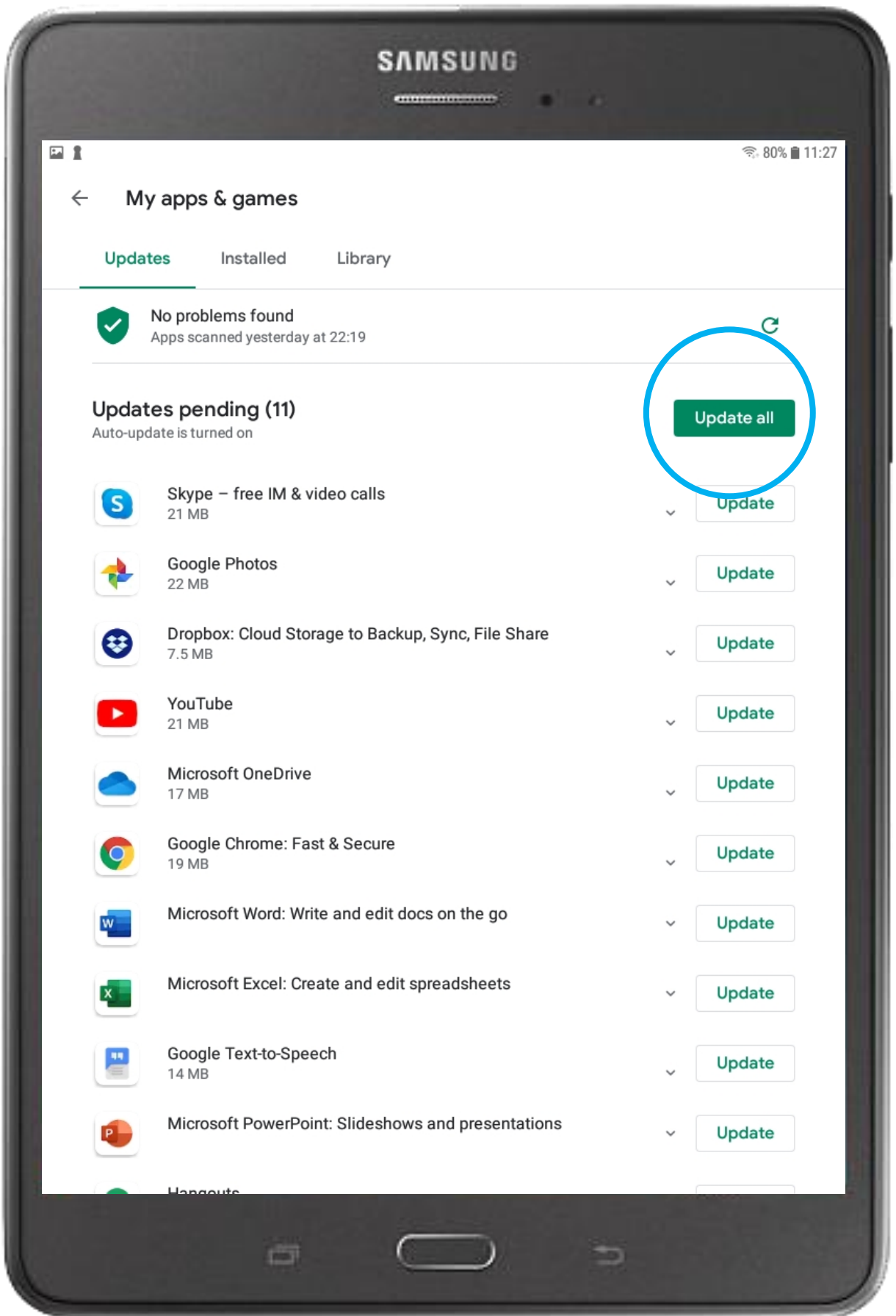
Select the menu option in the 'Play Store' header to open 'Play Store' Settings

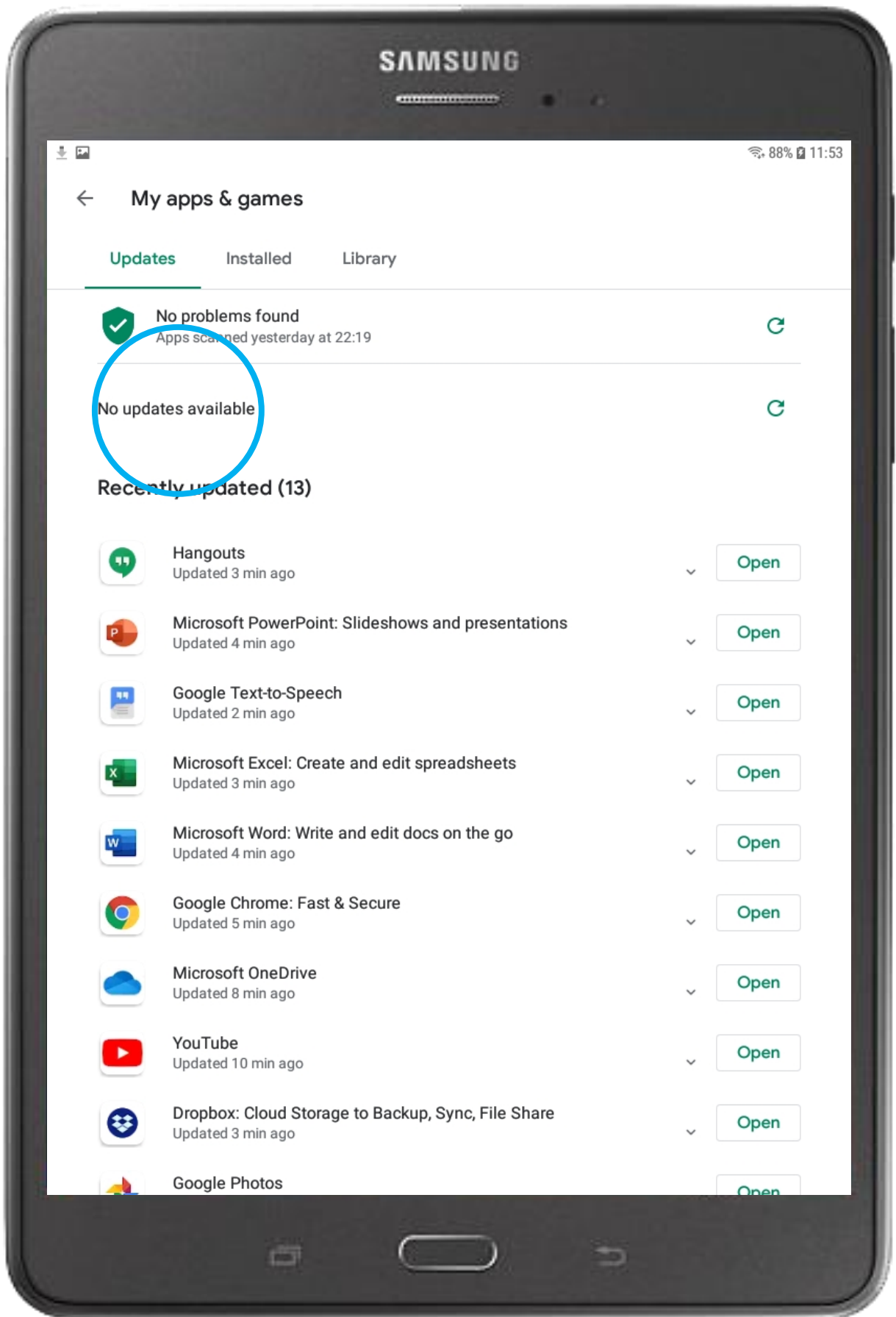Select 'My Apps and games' from the 'Play Store' settings menu

Step 14

Click 'Update All' button
Please note - updates could take some time and that
even this app menu may close during this process.
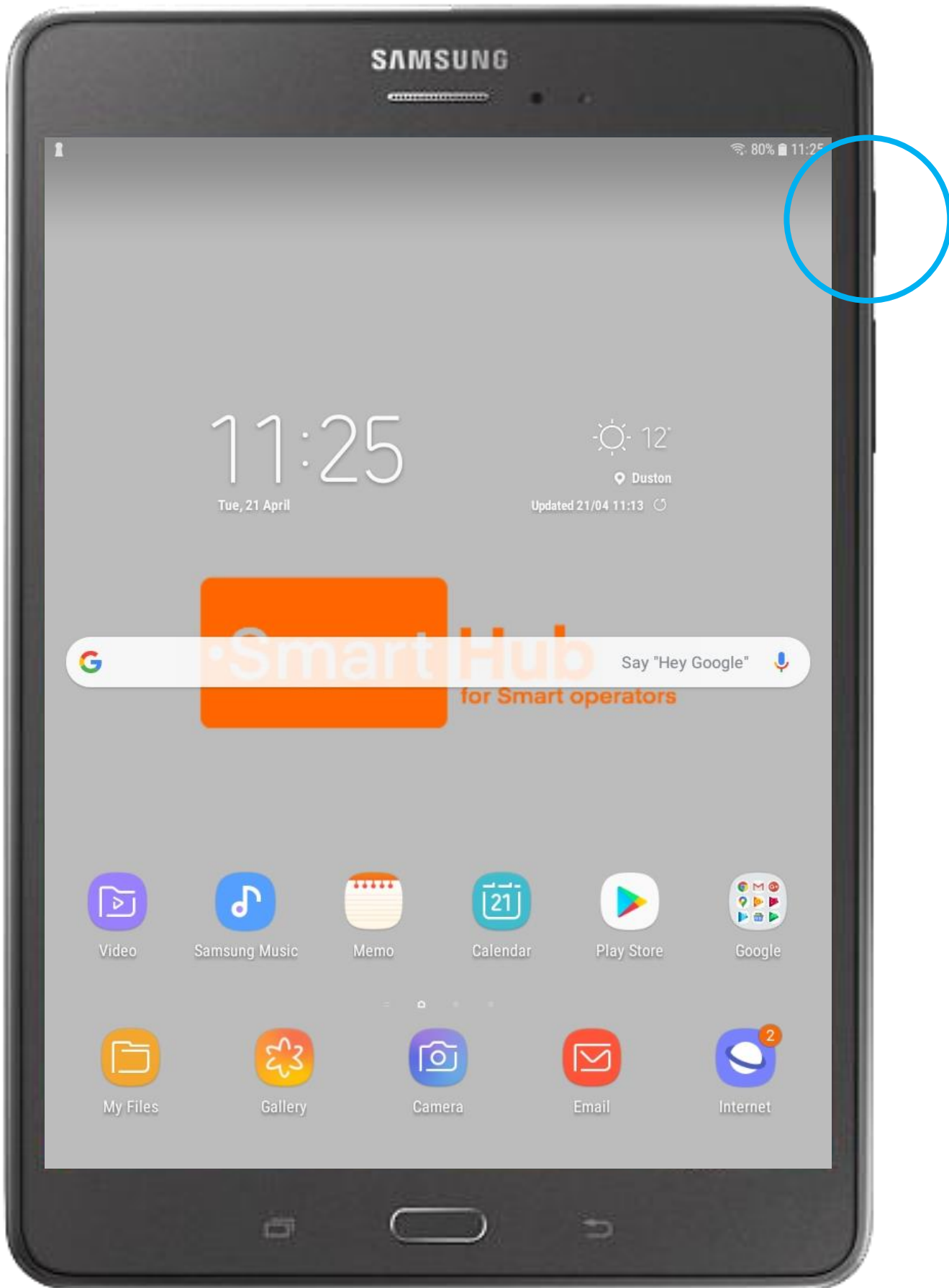Please reopen if required if this occurs

When all apps are updated, it will advise 'No updates available'

Click Home once all Apps updated

Step 16

Restart the device at this stage
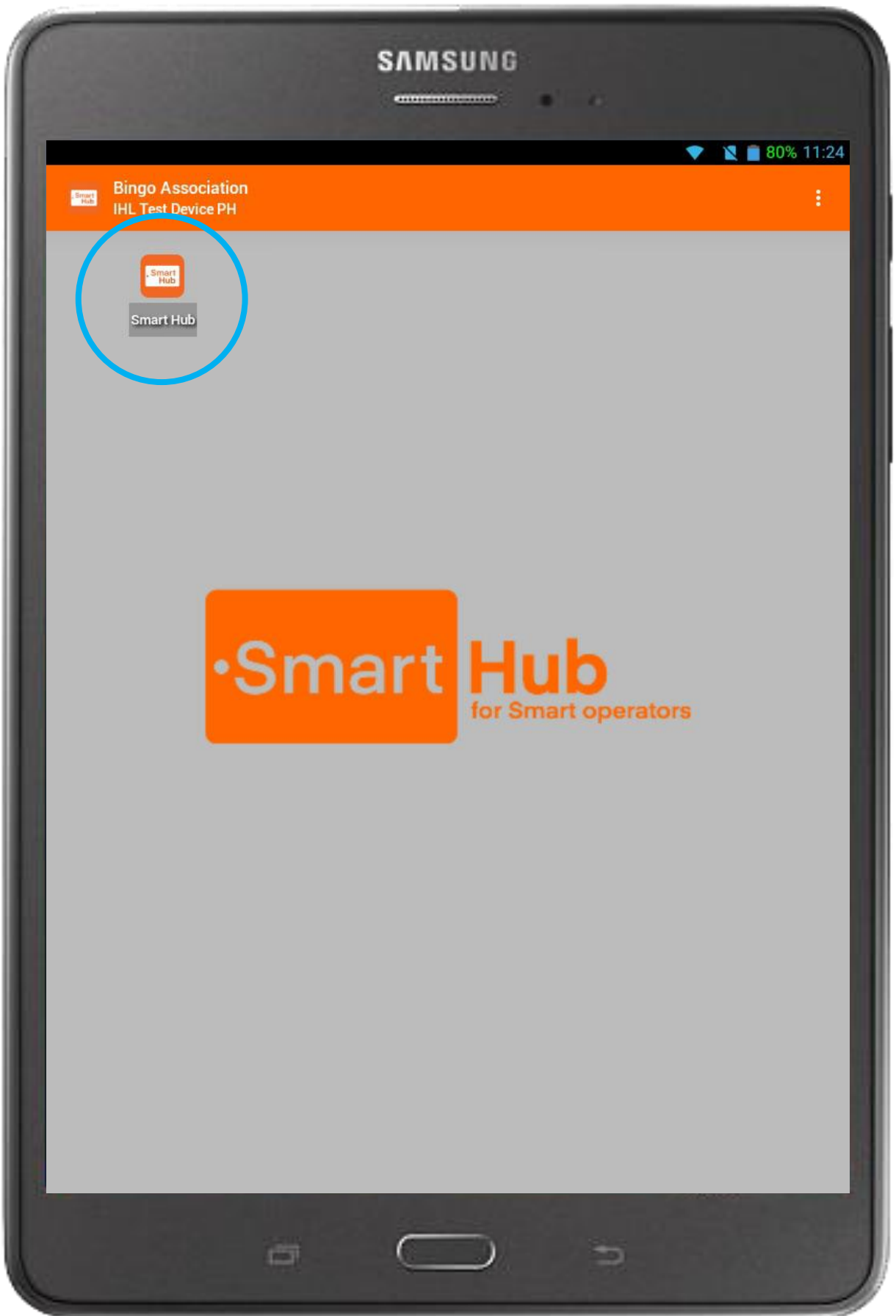
Once restarted, swipe up to access the App Menu again

Step 17
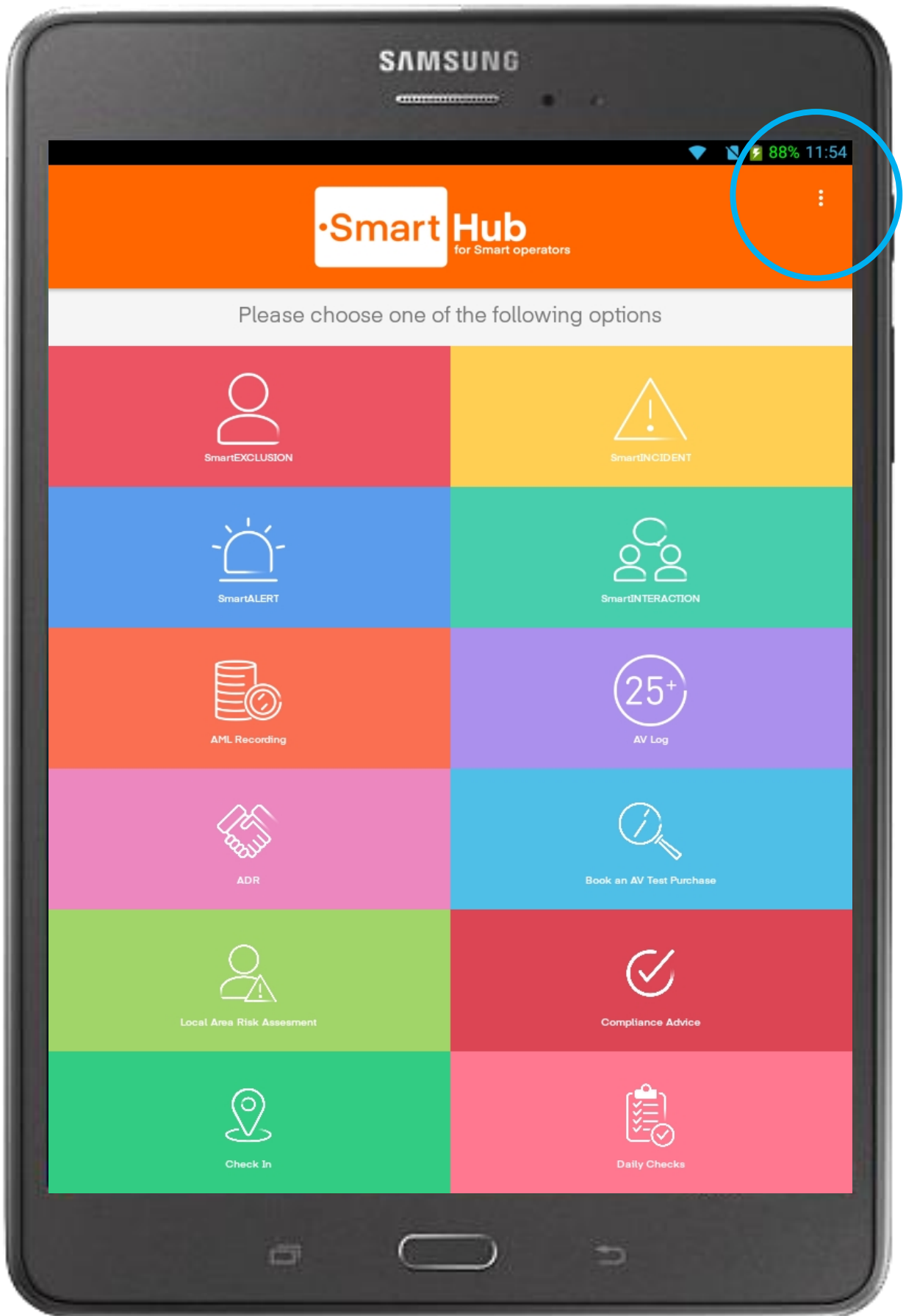

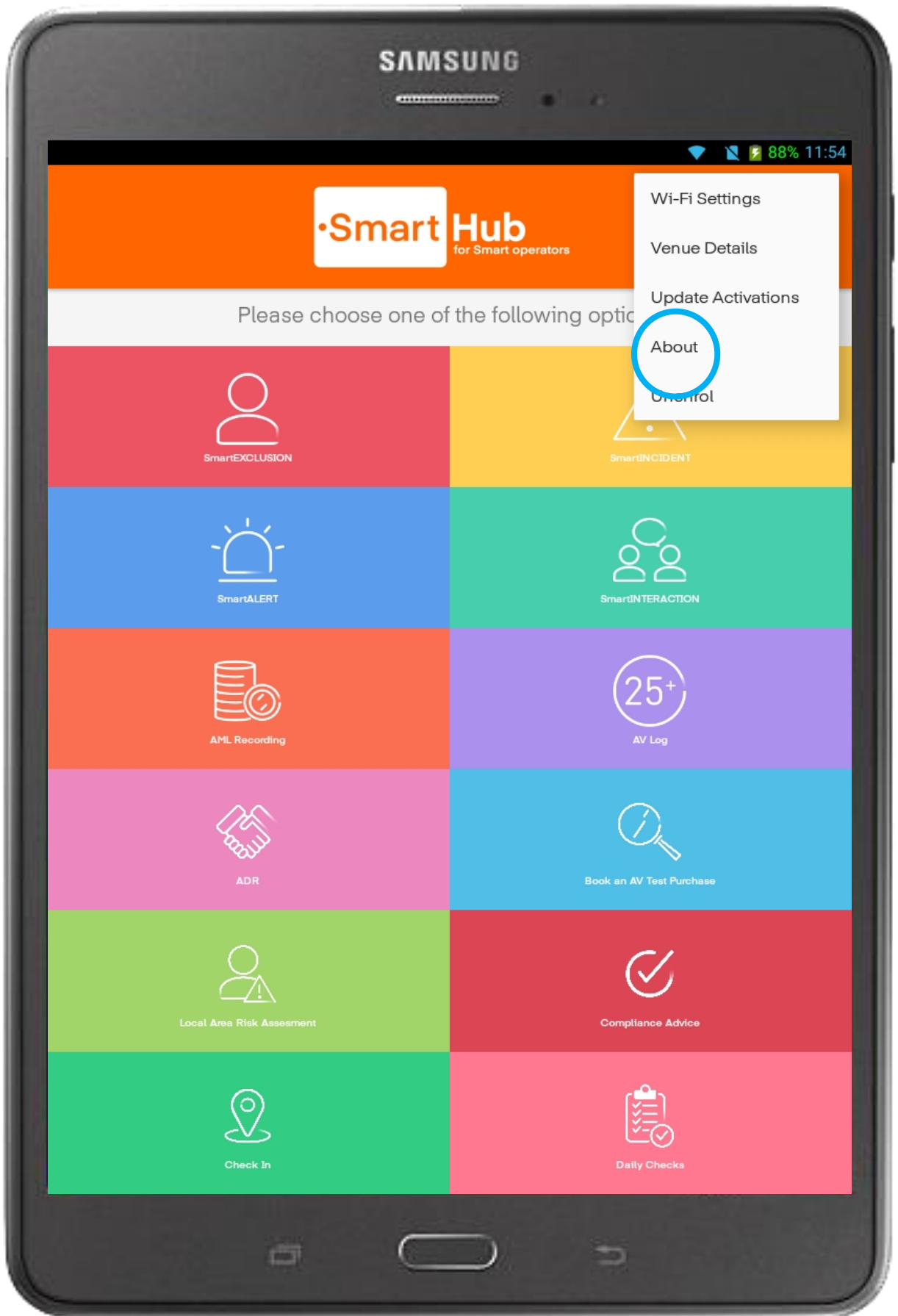Open the 'Scalefusion' application (formerly 'Mobilock')

Step 18
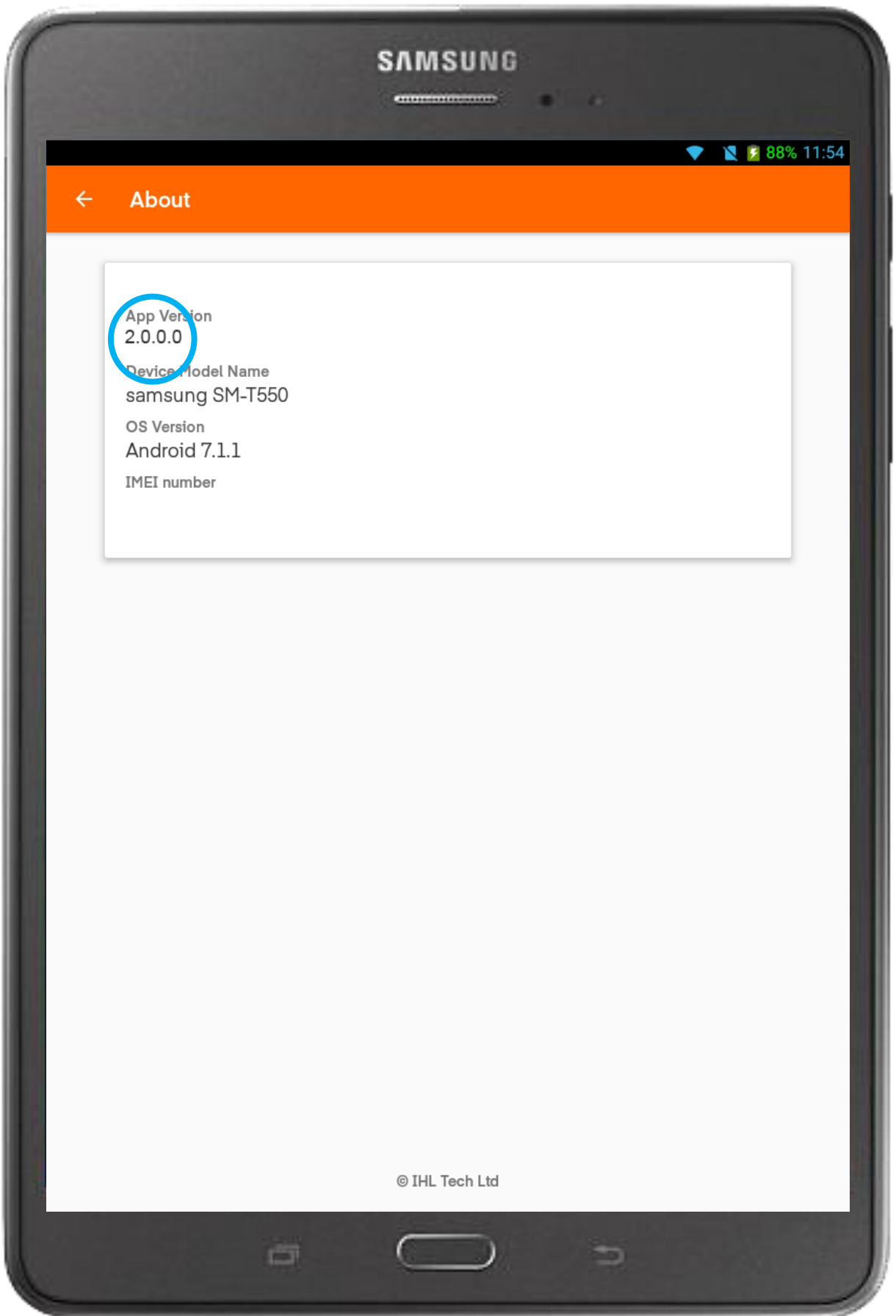
Open the 'SmartHub' application

Step 19

Click the 3 dots top right to access the 'SmartHub' settings menu

Step 20

Select 'About' from the menu

Smart Hub

Step 21

About

App Version
2.0.0.0

Device Model Name
samsung SM-T550

OS Version
Android 7.1.1
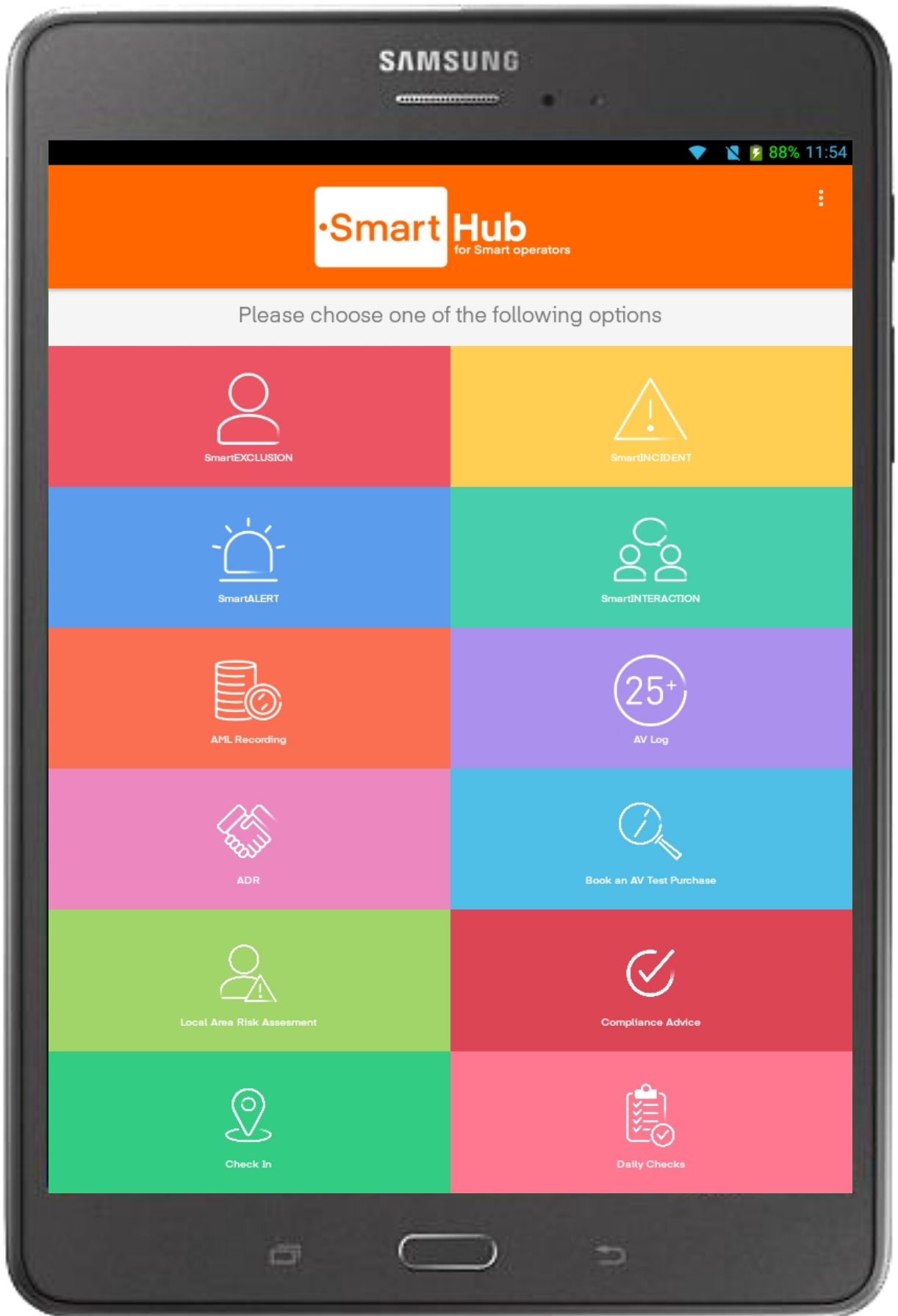
IMEI number

© IHL Tech Ltd

Check the App Version is 2.0.0.0 or higher

Click back to return to SmartHub main menu

Process Completed

The update process is now completed

Please verify by completing a test exclusion