BARTEC

**FAQ - Frequently Asked Questions**

# Mobile Computer

## Reset Options

### Relevant for

- **Touch Computer TC77$^{ex}$-NI**

Status: May 2021

**Reservation:** Technical data subject to change without notice. Changes, errors and misprints may not be used as a basis for any claim for damages.

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# 1. Information of this FAQ

**Read carefully before commissioning the device.**

The FAQ is an additional description to the available Quick Start Guide and part of the device.
The FAQ is directed at all persons who are entrusted with handling the device.
Knowledge of the safety instructions and warnings in this FAQ and strict compliance with them is essential for safe handling.

- Carefully read the FAQ and especially the safety instructions before using the device.
- Make the FAQ accessible to all people who are entrusted with handling the device.

Warnings are used in this FAQ - Frequently Asked Questions to warn of the risks of damage to property and personal injuries.

| Symbol | Explanation |
|---|---|
| | Important advice and information for the effective, efficient and environmentally sound use of the product. |
| | |
| | |
| | |
| | |

## 1.1 Reference documents

All documents are available online from the following websites:

- BARTEC: www.bartec.com or https://automation.bartec.de/mobileE.htm

| Document BARTEC | Explanation |
|---|---|
| Quick Start Guide of:<br>• Touch Computer TC77ex-NI | It contains:<br>• Guidelines on commissioning and the safe use of hand-held scanners (including installation, safety information related to explosion protection and information regarding programming) |
| User Guide (Zebra):<br>• Touch Computer TC77ex-NI | It contains:<br>• Guidelines for commissioning and general use of the devices (including installation, settings and information on programming) |
| Integrator Guide (Zebra):<br>• Touch Computer TC77ex-NI | It contains:<br>• This guide provides information about setting up and configuring the device and its accessories. |

# 2. About Reset Options

The device supports different ways for device reset.

The individual reset options are described in more detail in the following chapters.

| Reset name | Hardware or software reset | Short description |
|---|---|---|
| Soft reset | Hardware / key combination | Press of Power On/Off key opens a menu with option for Power Off or Restart. |
| Hard reset | Hardware / key combination | Key combination performs a device reboot. |
| Enterprise reset | Software | An Enterprise Reset erases all user data in the /data partition, including data in the primary storage locations (/sdcard and emulated storage). |
| Factory reset | Software | A Factory Reset erases all data in the /data and /enterprise partitions in internal storage and clears all device settings. A Factory Reset returns the device to the last installed operating system image. |
| Google reset options for Android | Software | Standard reset options from Google for every Android version.<br>The reset options allow the reset of the whole device or specific modules or apps. |
| | | |

The following descriptions are written based on Android 10 on Touch Computer TC77ex-NI.
The procedure can vary on other Android versions or devices.
The correct procedure is always described in the appropriate user guide of Zebra.

All documents are available online from the following websites:

BARTEC: www.bartec.com or https://automation.bartec.de/indexE.htm

Zebra: https://www.zebra.com/us/en/support-downloads/mobile-computers/handheld/tc77.html

The following Zebra article can be used as additional resource for instructions about reset options.

https://supportcommunity.zebra.com/s/article/Performing-a-factory-reset?language=en_US

## 2.1 Buttons for navigation

| Navigation buttons | Button actions | Picture |
|---|---|---|
| **1. Power On/Off button** | Open drop down menu for following actions:<br>• Turn device Off<br>• Restart device<br>• Take a screenshot<br><br>Action required for:<br>• Soft reset<br>• Hard reset<br>• Enterprise reset<br>• Factory reset<br>• Activate action in Android Recovery Wizard menu | |
| **2. Push-To-Talk (PTT) button** | Action required for:<br>• Enter Android Recovery Wizard | |
| **3. Volume Up button** | Action required for:<br>• Hard Reset (Volume Up)<br>• Navigation in Android Recovery Wizard menu | |
| **4. Scan button** | Action required for:<br>• Hard Reset | |

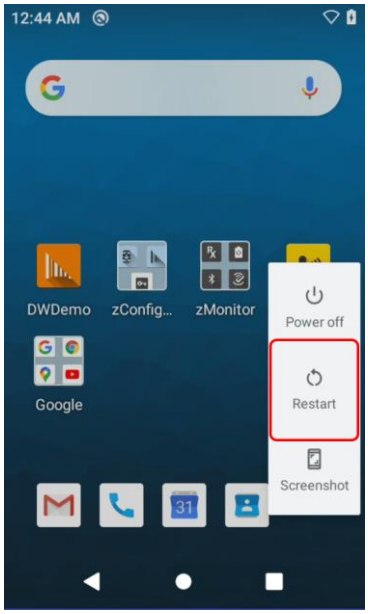
# 3. Soft reset

Perform a soft reset if applications stop working.

1. Press and hold the **Power button** until the menu appears.

   *Press the red marked button on picture.*

2. Touch **Restart**.



3. The device reboots.

# 4. Hard reset

| ATTENTION |
| --- |
| Performing a hard reset with a micro SD card installed in the device may cause damage or data corruption to the micro SD card. All un-saved data is lost after performing a hard reset. |

Perform a hard reset if the device stops responding.

1. Simultaneously press the **Power**, one of the **Scan** and **Volume Up** buttons for at least four seconds.

   *Press simultaneously the red marked buttons on picture.*

2. When the screen turns off, release the buttons.

3. The device reboots.

# 5. Enterprise reset

An “Enterprise Reset” erases all user data in the /data partition, including data in the primary storage locations (/sdcard and emulated storage).

Before performing an “Enterprise Reset”, provision all necessary configuration files and restore after the reset.

Perform “Enterprise Reset” using ADB, micro SD card, USB device or you can do it via tools as StageNow.

## 5.1 Downloading the Enterprise Reset Package

**Download from Zebra Support & Download page:**

To download the system update package:

1. Go to the Zebra Support & Downloads web site, www.zebra.com/support.
2. Select the category Mobile Computer.
3. Select the TC77 series.
4. Select the operating systems. In this category, you can find the Enterprise and Factory reset files.
5. Download the appropriate “Enterprise Reset” file to a host computer

**Download from BARTEC Download page:**

To download the system update package:

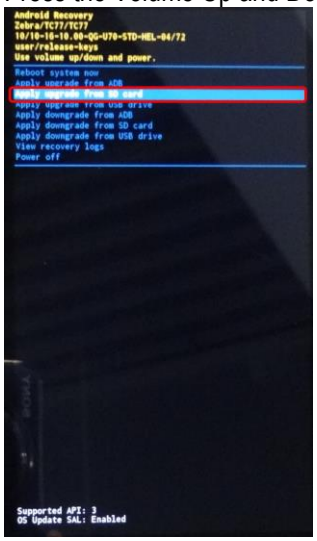
1. Go to the Zebra Support & Downloads web site, https://automation.bartec.de/indexE.htm
2. Select the category Mobile Computing.
3. Select the TC77ex series.
4. Select the category “Tools & Drivers”. In this category, you can find the Enterprise and Factory reset files.
5. Download the appropriate “Enterprise Reset” file to a host computer

## 5.2 Using micro SD card

It is strongly recommended that prior to use, you must format the microSD card on the device.

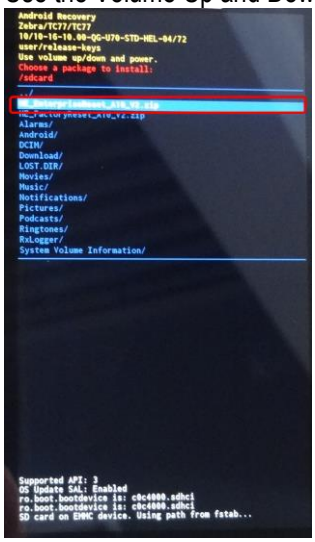
1. Copy the Enterprise Reset zip file to the root of the microSD card.
   - **A.** Copy the zip file to a microSD card using a host computer (see Zebra user or integrator guide chapter “USB Communication” for more information) and then installing the microSD card into the device (see Zebra user or integrator guide chapter “Replacing the microSD Card” for more information).
   - **B.** Connect the device with a microSD card already installed to the host computer and copy zip file to the microSD card. See USB Communication for more information. Disconnect the device from the host computer.
2. Press and hold the **Power** button until the menu appears.
3. Touch **Reboot**.
4. Touch **OK**. The device resets.
5. Press and hold the **Push-To-Talk** button until the device vibrates. The System Recovery screen appears.

6. Press the Volume Up and Down buttons to navigate to **Apply upgrade from SD card**.




7. Press the **Power On/Off** button.

8. Use the Volume Up and Down buttons to navigate to the Enterprise Reset file.



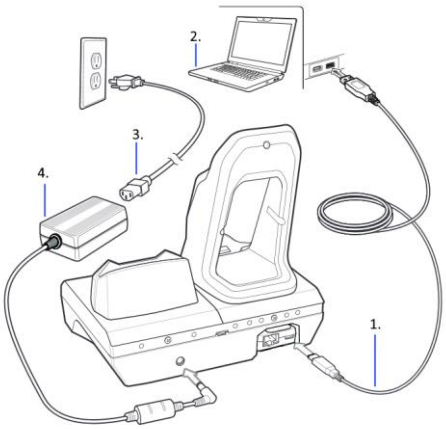

9. Press the **Power On/Off** button. The Enterprise Reset occurs and then the device returns to the Recovery screen.
   Check if update was successful. Message "**Install from SD card complete**" appears.

10. Make sure that **Reboot system now** is selected
11. Press the **Power On/Off** button and system reboots.

## 5.3 Using USB drive

The procedure for USB drive is identical to micro SD card procedure.

Only difference is that you need a base station (cradle) type G7-A0Z0-0037 (and further required accessories) and a USB drive to connect it to the docking station.

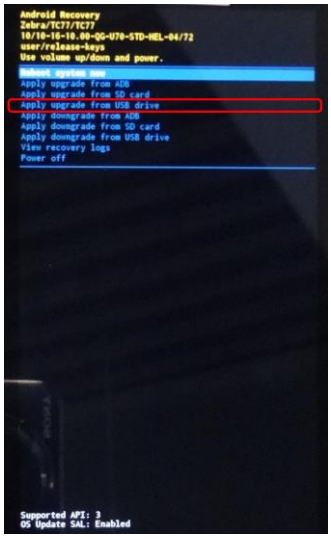



| | |
|---|---|
| 1. | USB cable |
| 2. | Host Computer |
| 3. | AC line cord |
| 4. | Power supply |

The “factory reset” files must be copied to the USB drive.

If you enter the “Android Recovery Wizard” then you must select “Apply upgrade from USB drive”.

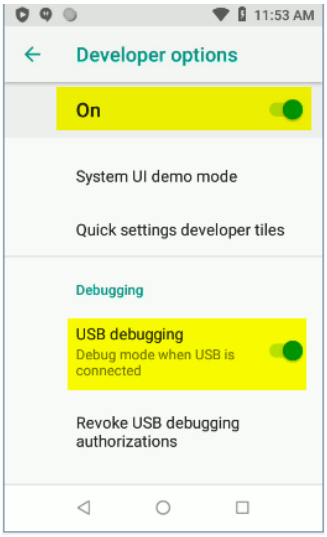
Please follow for the other steps the instruction in chapter “5.2 using micro SD card”.



## 5.4 Using ADB

To perform an “Enterprise Reset” using ADB:

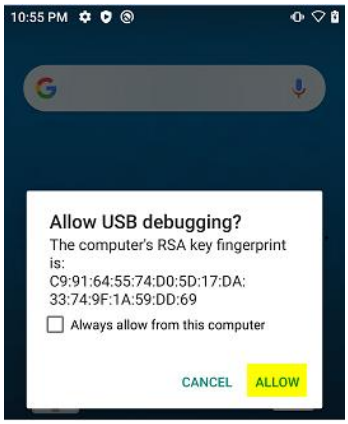
1. On the device, swipe down from the Status bar to open the Quick Access panel and then touch the icon ⚙ to enter the settings menu.
2. Go to **Settings** > **About phone** (or **About device**).
3. Locate the **Build number** and **tap on it 7 times** until the pop-up message appears “**You are now a developer**”
4. Go back to **Settings** > **System** > **Advanced** > **Developer options**
5. **Turn on** the **Developer options** then enable the **USB debugging** option.




6. Connect the Android device to your Windows PC (host computer). Refer to your device user manual for the required device cradle and cable.
7. Open the **Command Prompt** (cmd.exe), change the directory to the location of the **Android Debug Bridge** executable (adb.exe), and run the command **adb. devices**. Refer to label

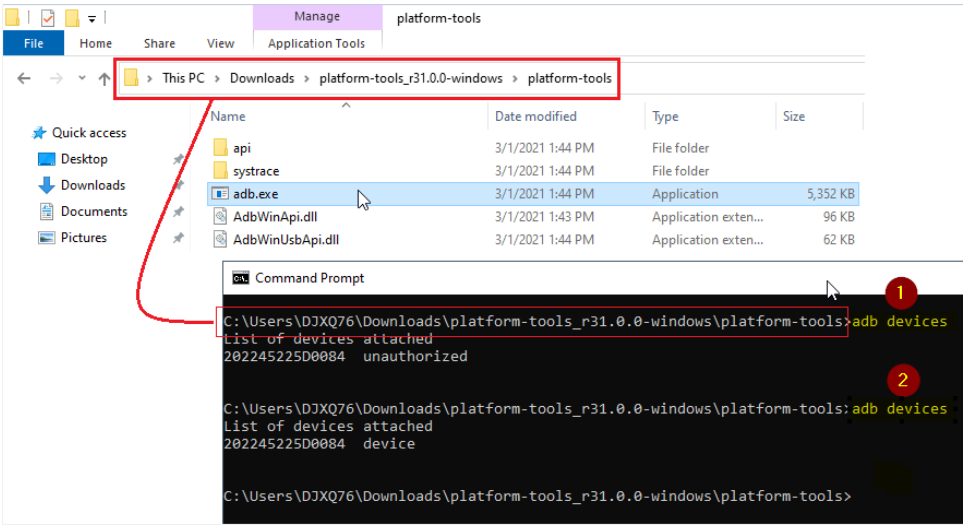
> To download **ADB**, refer to this article: Setup and Configure ADB on Zebra Android Devices. ADB is not a Zebra or BARTEC tool and is provided by Google.
>
> Download and install the Support and Downloads: Android USB driver.
> To edit your Windows system variable (PATH) to include the path to adb.exe, go to chapter 9 or click here.

8. The device will prompt for authorization (**Allow USB debugging?**). Tap **Allow** to enable the access.

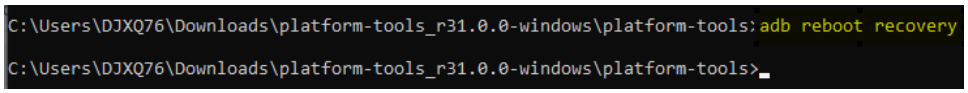


9. Once it is authorized, type in **adb devices**. It will display the **<Serial Number> device**. See type label on the TC77ex-NI.
   The following displays:
   **List of devices attached**
   **XXXXXXXXXXXXXX device** (where XXXXXXXXXXXXXX is the device number).

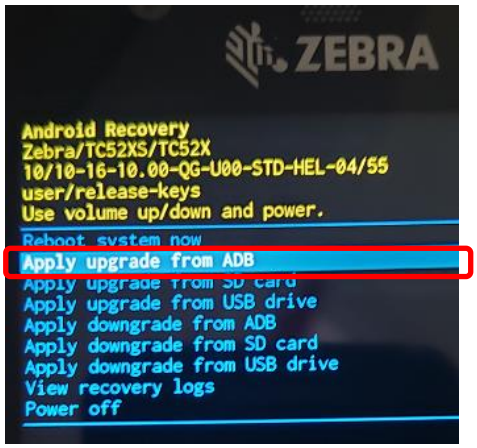
   If device number does not appear, ensure that ADB drivers are installed properly.




10. Type in the following command:
    **adb reboot recovery**
    Your device will reboot to the **Android Recovery** screen.

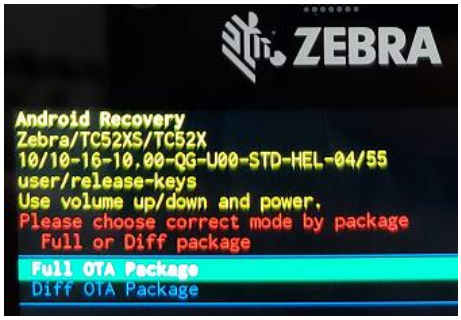



11. Press **Enter**. The System Recovery screen appears.
12. If your device is locked or unable to go to the **Settings**, you can enter the **Android Recovery** screen by following these steps:
    a) **Restart** the device.
    b) **Press and hold** the Push-To-Talk button until the device vibrates.
    c) The **Android Recovery** screen appears.
13. Press the Volume Up and Down buttons to navigate to **Apply upgrade from adb**.

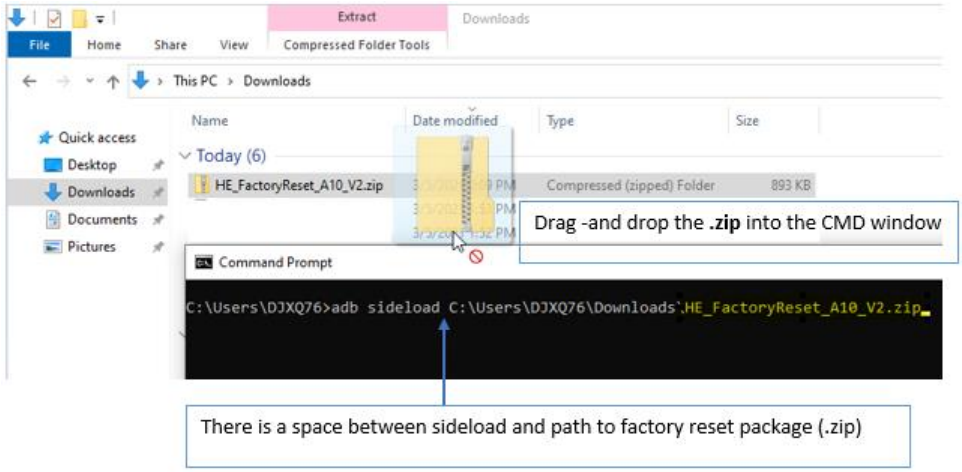



14. Press Power On/Off button.

15. Use the Volume Up and Down buttons to navigate to **Full OTA Package**.




16. Press Power button.
17. On the host computer command prompt window type:
    **adb sideload <file>**
    where: <file> = the path and filename of the zip file.




*The picture is created as an example with factory reset file.*

18. Press Enter key twice. The “Enterprise Reset” package installs and then the Recovery screen appears.
19. Once the enterprise reset is complete, (device-side message at the bottom reads **'Install from ADB complete'** the device returns to the Android Recovery screen.
20. Make sure that **Reboot system now** is selected
21. Press the Power button to reboot the device.

# 6. Factory reset

A “Factory Reset” erases all data in the /data and /enterprise partitions in internal storage and clears all device settings. A “Factory Reset” returns the device to the last installed operating system image. To revert to a previous operating system version, re-install that operating system image.

See chapter “Performing a System Update” in Zebra “Integration Guide” for more information.

Perform “Factory Reset” using ADB, micro SD card, USB device or you can do it via tools as StageNow.

## 6.1 Downloading the Factory Reset Package

**Download from Zebra Support & Download page:**

To download the system update package:

1. Go to the Zebra Support & Downloads web site, www.zebra.com/support.
2. Select the category Mobile Computer.
3. Select the TC77 series.
4. Select the operating systems. In this category, you can find the Enterprise and Factory reset files.
5. Download the appropriate “Factory Reset” file to a host computer

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## 6.2 Using micro SD card

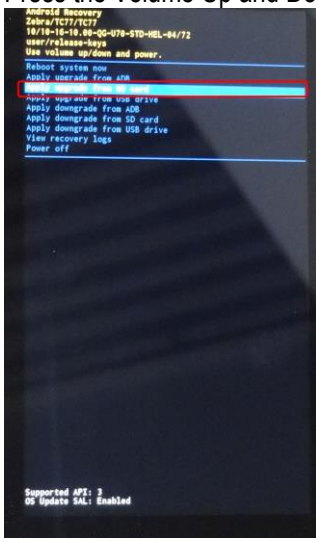
It is strongly recommended that prior to use, you must format the microSD card on the device.

1. Copy the Factory Reset zip file to the root of the microSD card.
   - **A.** Copy the zip file to a microSD card using a host computer (see Zebra user or integrator guide chapter “USB Communication” for more information) and then installing the microSD card into the device (see Zebra user or integrator guide chapter “Replacing the microSD Card” for more information).

**B.** Connect the device with a microSD card already installed to the host computer and copy zip file to the microSD card. See USB Communication for more information. Disconnect the device from the host computer.

2. Press and hold the **Power** button until the menu appears.
3. Touch **Reboot**.
4. Touch **OK**. The device resets.
5. Press and hold the **Push-To-Talk** button until the device vibrates. The System Recovery screen appears.

6. Press the Volume Up and Down buttons to navigate to **Apply upgrade from SD card**.




7. Press the **Power On/Off** button.

8. Use the **Volume Up and Down** buttons to navigate to the Factory Reset file.

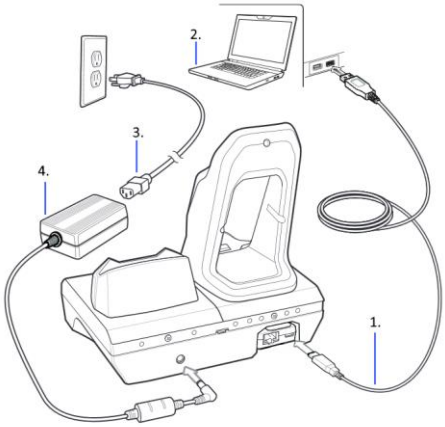
9. Press the **Power On/Off** button. The Factory Reset occurs and then the device returns to the Recovery screen.
   Check if update was successful. Message "**Install from SD card complete**" appears.

10. Make sure that **Reboot system now** is selected
11. Press the **Power On/Off** button and system reboots.

## 6.3 Using USB drive

The procedure for USB drive is identical to micro SD card procedure.

Only difference is that you need a base station (cradle) type G7-A0Z0-0037 (and further required accessories) and a USB-C drive to connect it to the docking station.

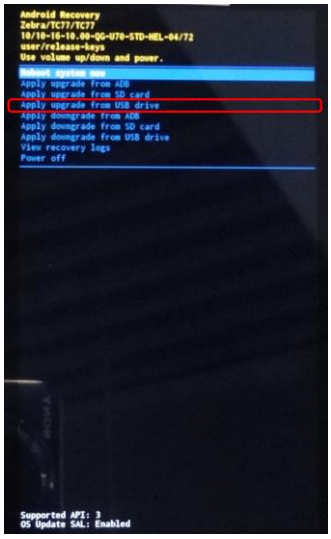



| | |
|---|---|
| 1. | USB cable |
| 2. | Host Computer |
| 3. | AC line cord |
| 4. | Power supply |

The “factory reset” files must be copied to the USB drive.

If you enter the “Android Recovery Wizard” then you must select “Apply upgrade from USB drive”.

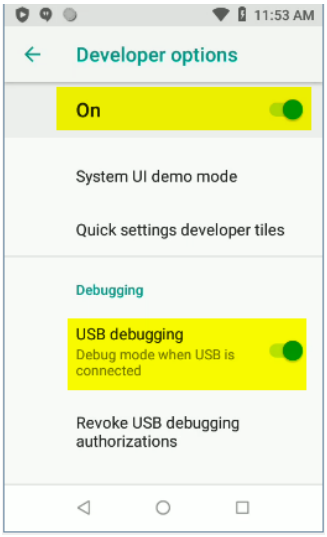
Please follow for the other steps the instruction in chapter “6.2 using micro SD card”.



## 6.4 Using ADB

To perform a “Factory Reset” using ADB:

1. On the device, swipe down from the Status bar to open the Quick Access panel and then touch the icon ⚙ to enter the settings menu.
2. Go to **Settings** > **About phone** (or **About device**).
3. Locate the **Build number** and **tap on it 7 times** until the pop-up message appears “**You are now a developer**”
4. Go back to **Settings** > **System** > **Advanced** > **Developer options**
5. **Turn on** the **Developer options** then enable the **USB debugging** option.




6. Connect the Android device to your Windows PC (host computer). Refer to your device user manual for the required device cradle and cable.
7. Open the **Command Prompt** (cmd.exe), change the directory to the location of the **Android Debug Bridge** executable (adb.exe), and run the command adb. devices. Refer to label

> To download **ADB**, refer to this article: Setup and Configure ADB on Zebra Android Devices. ADB is not a Zebra or BARTEC tool and is provided by Google.
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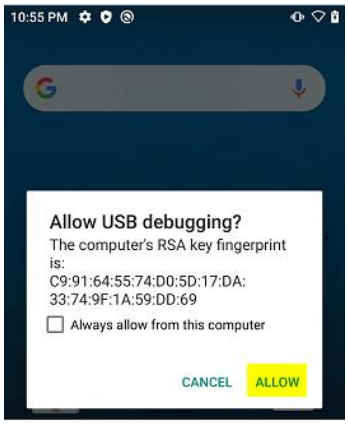
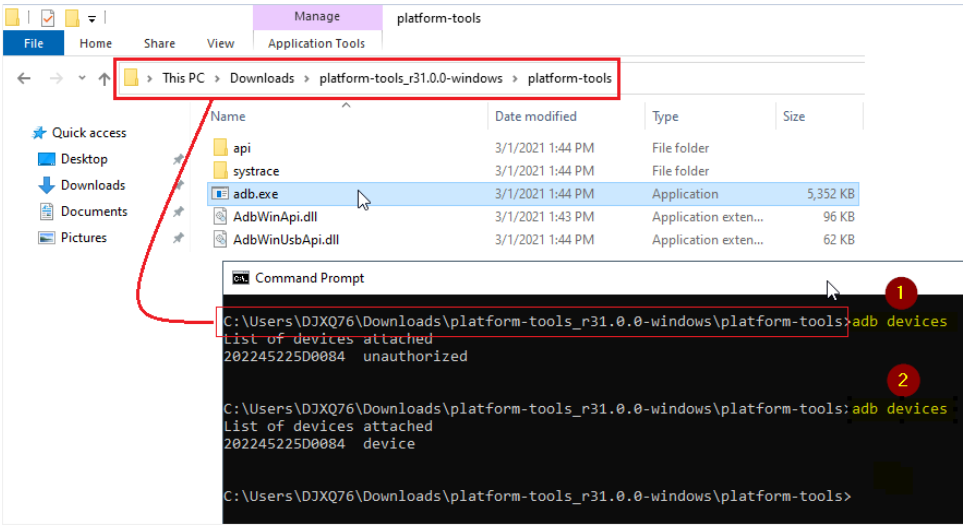
8. The device will prompt for authorization (**Allow USB debugging?**). Tap **Allow** to enable the access.

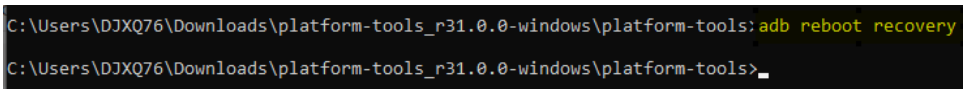


9. Once it is authorized, type in **adb devices**. It will display the **<Serial Number> device**. See type label on the TC77ex-NI.
   The following displays:
   **List of devices attached**
   **XXXXXXXXXXXXXX device** (where XXXXXXXXXXXXXX is the device number).

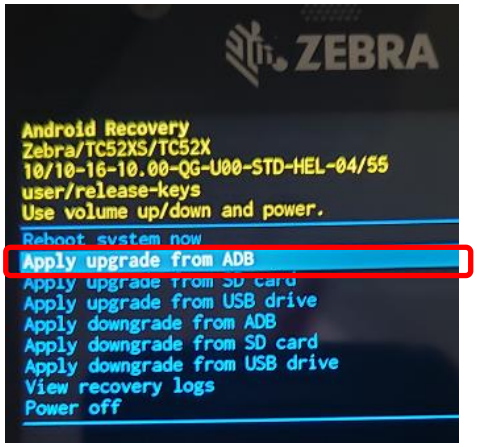
   If device number does not appear, ensure that ADB drivers are installed properly.




10. Type in the following command:
    **adb reboot recovery**
    Your device will reboot to the **Android Recovery** screen.

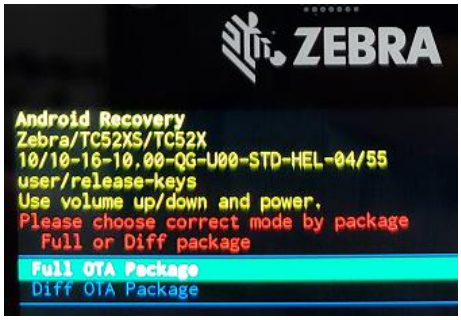



11. Press **Enter**. The System Recovery screen appears.
12. If your device is locked or unable to go to the **Settings**, you can enter the **Android Recovery** screen by following these steps:
    a) **Restart** the device.
    b) **Press and hold** the Push-To-Talk button until the device vibrates.
    c) The **Android Recovery** screen appears.
13. Press the Volume Up and Down buttons to navigate to **Apply upgrade from adb**.

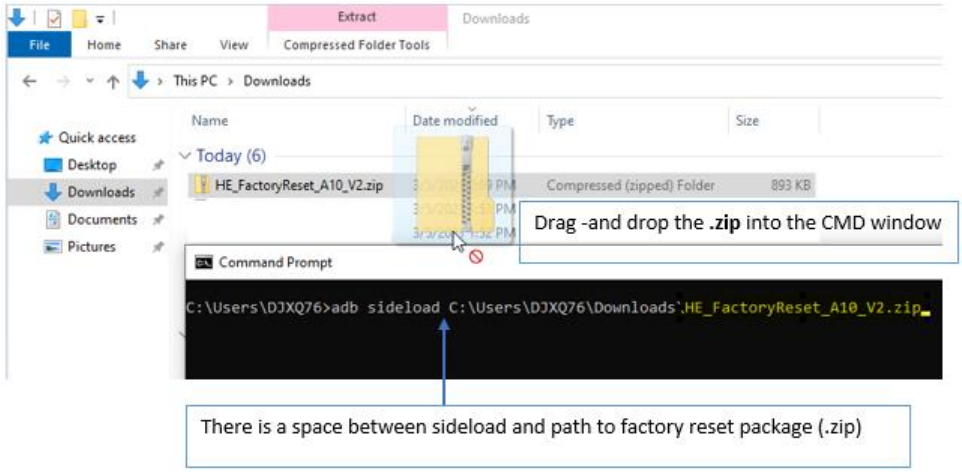



14. Press **Power On/Off** button.

15. Use the Volume Up and Down buttons to navigate to **Full OTA Package**.




16. Press **Power On/Off** button.
17. On the host computer command prompt window type:
    **adb sideload <file>**
    where: <file> = the path and filename of the zip file.




*The picture is created as an example with factory reset file.*

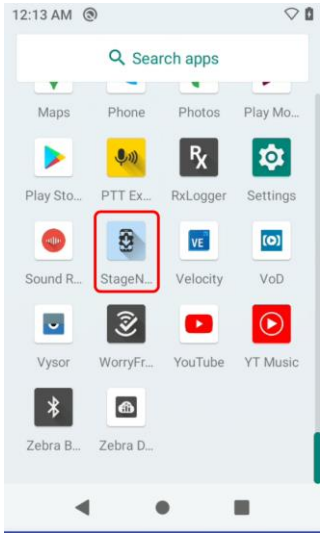
18. Press **Enter** key twice. The “Factory Reset” package installs and then the Recovery screen appears.
19. Once the factory reset is complete, (device-side message at the bottom reads **'Install from ADB complete'** the device returns to the Android Recovery screen.
20. Make sure that **Reboot system now** is selected
21. Press the **Power On/Off** button to reboot the device.

## 6.5 Using StageNow

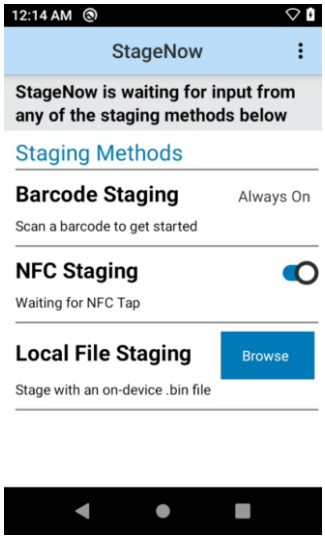
To perform a “Factory Reset” using “StageNow”:

“StageNow” is a Zebra freeware tool that is pre-installed on all TC77ex-NI series.

1. On the device, swipe down and select the **StageNow** application.

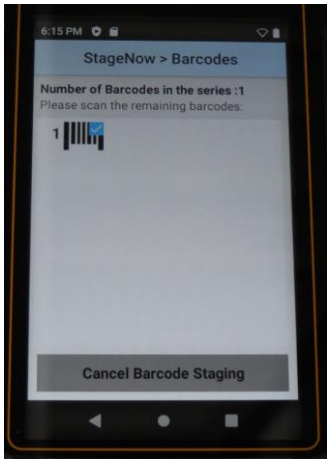


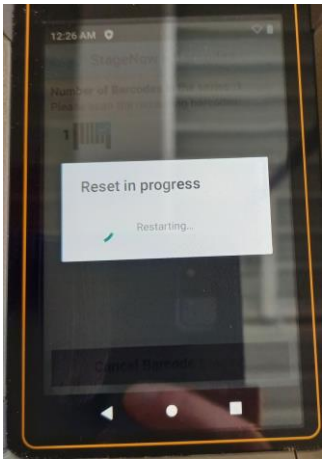

2. If **StageNow** is opened, you can use the scanner to scan the **Factory Reset** barcode under step 3.




3. Scan the Factory Reset barcode.

4. Device reboots and perform a factory reset.



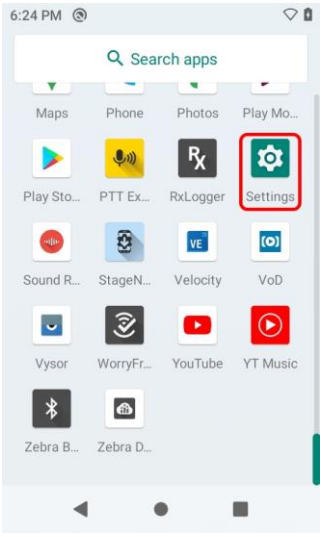
# 7. Android reset options

Reset options available via Google Android operation system.

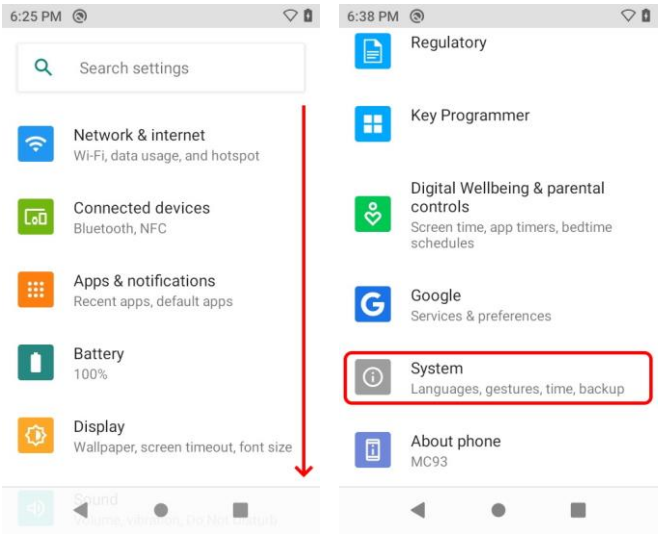
- Wi-Fi & Bluetooth
- App preferences
- Erase all data (enterprise reset)

You can find the reset options in following sub menu.

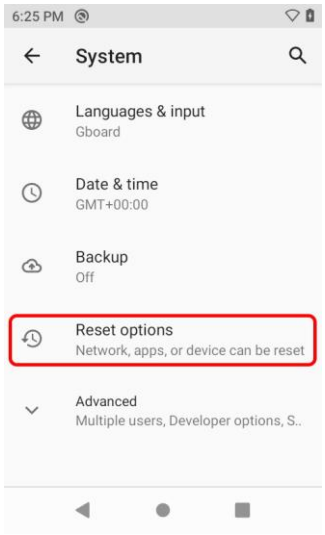
1. On the device, swipe down and select the **Settings** menu.



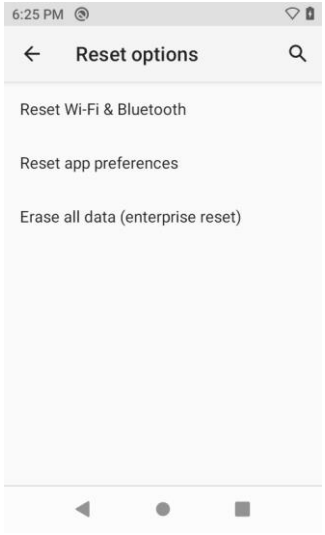

2. In “Settings” menu scroll down and select **System** menu.



3. In “System” menu, select **Reset options**.



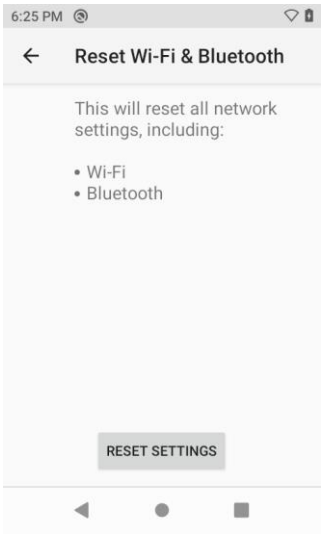

4. Now the reset options are available.



## 7.1 Reset Wi-Fi & Bluetooth

This menu option will reset all network settings, including:

- Wi-Fi
- Bluetooth

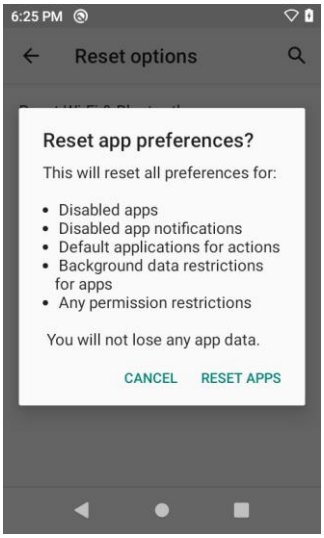



## 7.2 Reset app preferences

This menu option will reset all preferences for apps what are:

- Disabled apps
- Disabled app notifications
- Default applications for actions
- Background data restrictions for apps
- Ay permission restrictions

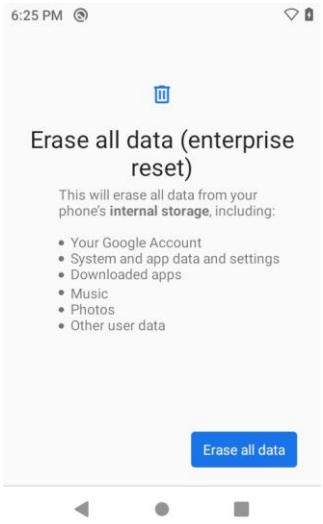
You will not loss any app data.



## 7.3 Erase all data (enterprise reset)

This menu option will reset/erase all data from internal storage including:

- Your Google Account
- System and app data and settings
- Downloaded apps
- Music
- Photos
- Other user data



# 8. Google reset options

In general different reset options available via Google Android operation system.

Detailed information can be found on the Google support pages for Android and their utilities and applications.

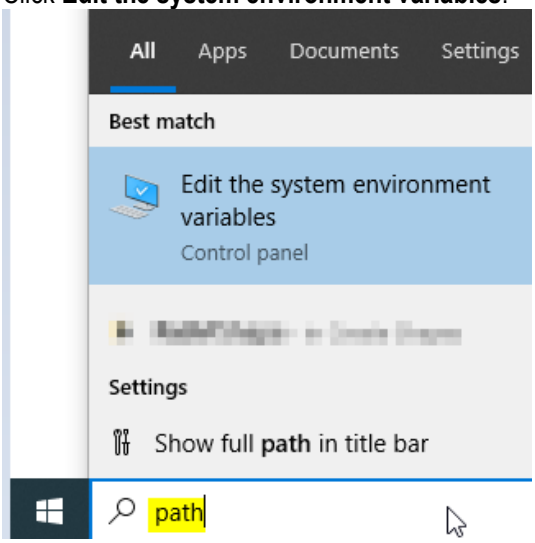
https://support.google.com/

Descriptions about device wipe, factory reset and other topics to remove accounts or users can be found under:

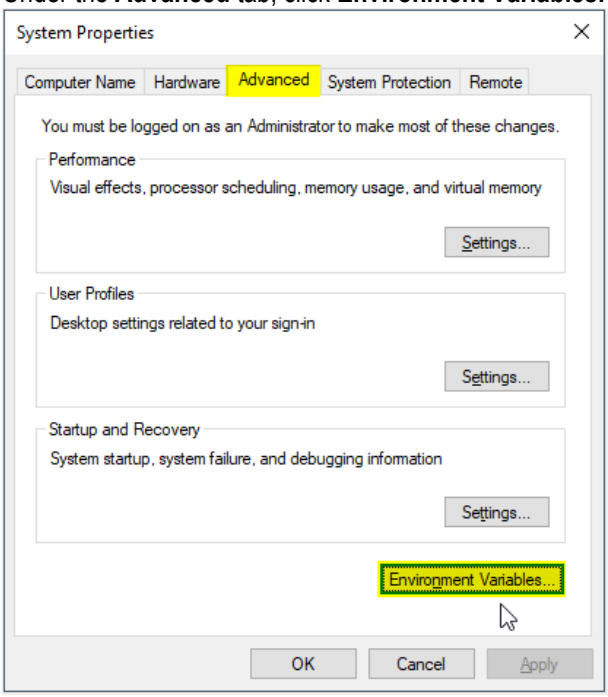
https://support.google.com/a/answer/6328708#dev_factory_reset_protect&zippy=%2Cfactory-reset-protection

# 9. Edit ADB system path variables

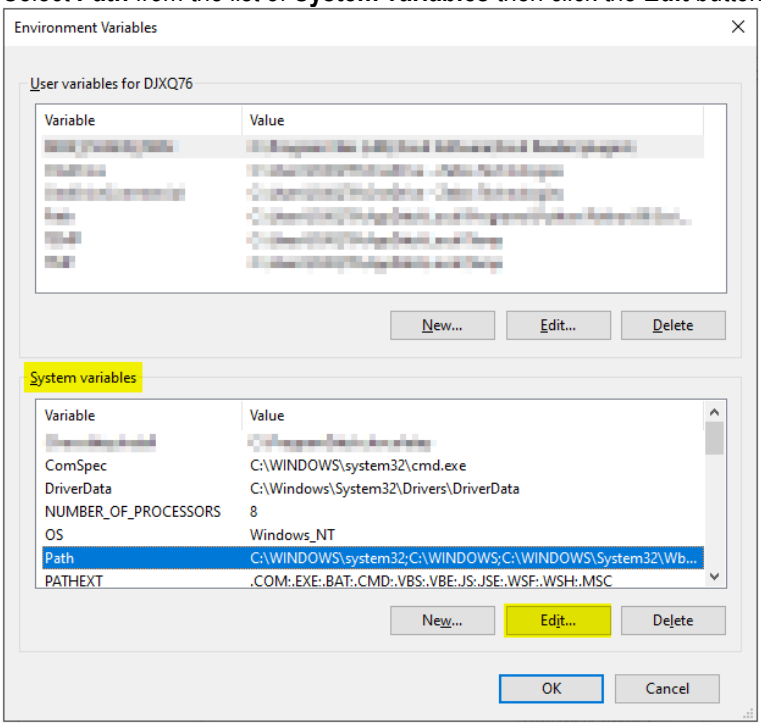
1. Type **path** in the Windows 10 search box.
2. Click **Edit the system environment variables**.

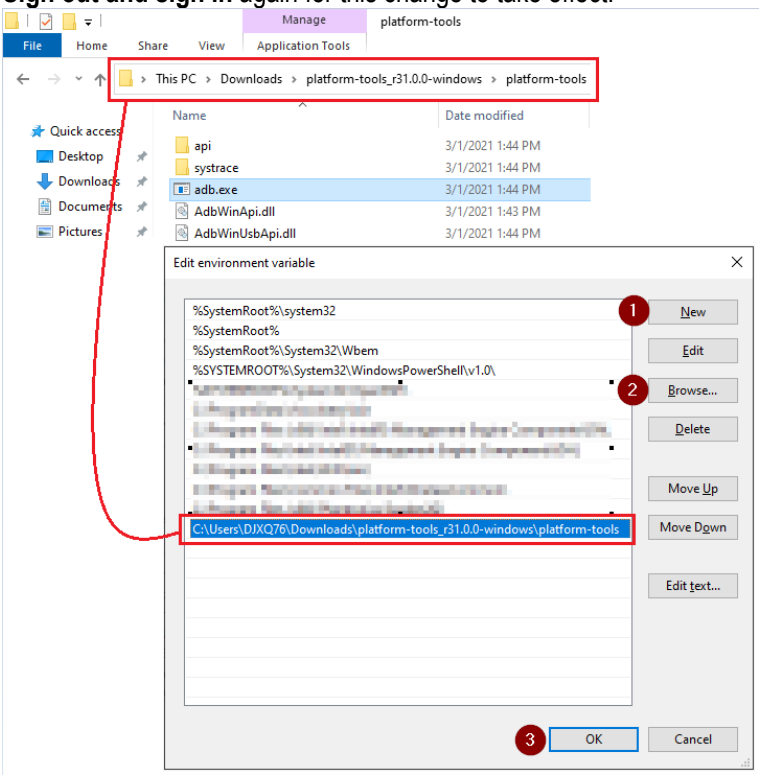


3. Under the **Advanced** tab, click **Environment Variables.**




4. Select **Path** from the list of **System variables** then click the E**dit** button.




5. Click the **New** button to create a new entry in the path then click the **Browse** button to add the **ADB** folder.
6. Click **OK** to close the editor then close **System Properties**.

7. **Sign out and sign in** again for this change to take effect.