



No.: 19 TL-24
Dec 23, 2019

TO: Service Locations

FROM: Aftermarket Service Diagnostics & Tools

SUBJECT: **Setting Default APP for BCT-460DTNA PowerNet Assessment Tool, After Samsung Software Sunset**

GENERAL INFORMATION

The BCT-460DTNA tester uses a Samsung tablet for the control module. In order to provide a stable computing environment, the tablet operates in single use “Kiosk” mode, which is controlled by AutoMeter’s custom app the BCT-460. This is referred to as “Tester Mode”.

This guide illustrates how to restore a tablet to Tester Mode by choosing the AutoMeter app.

AUTOMETER CUSTOM BCT-460 APP ICON



BCT-460

BACKGROUND INFORMATION

The first revision of the tablet tester required special software to lock the device into Kiosk mode. Samsung refers to it as KNOX Premium. This software will cease operation on 12/29/2019. When this occurs, some testers, without the latest version of the AutoMeter Tester app, may allow access to the standard Android home screen in two scenarios detailed below. The solution to correct this can be performed in the field by the customer.

Note: AutoMeter stopped using KNOX Premium on 460 series testers in September of 2019.

SOLUTION

Install and launch the latest version of the AutoMeter BCT-460DTNA app for Android. It is available for download by running the current app and then choosing “Check for Update” from the drop-down menu on the main screen. Choose “Control Module” and follow all of the default prompts. Then choose “Open” at the end of the update.

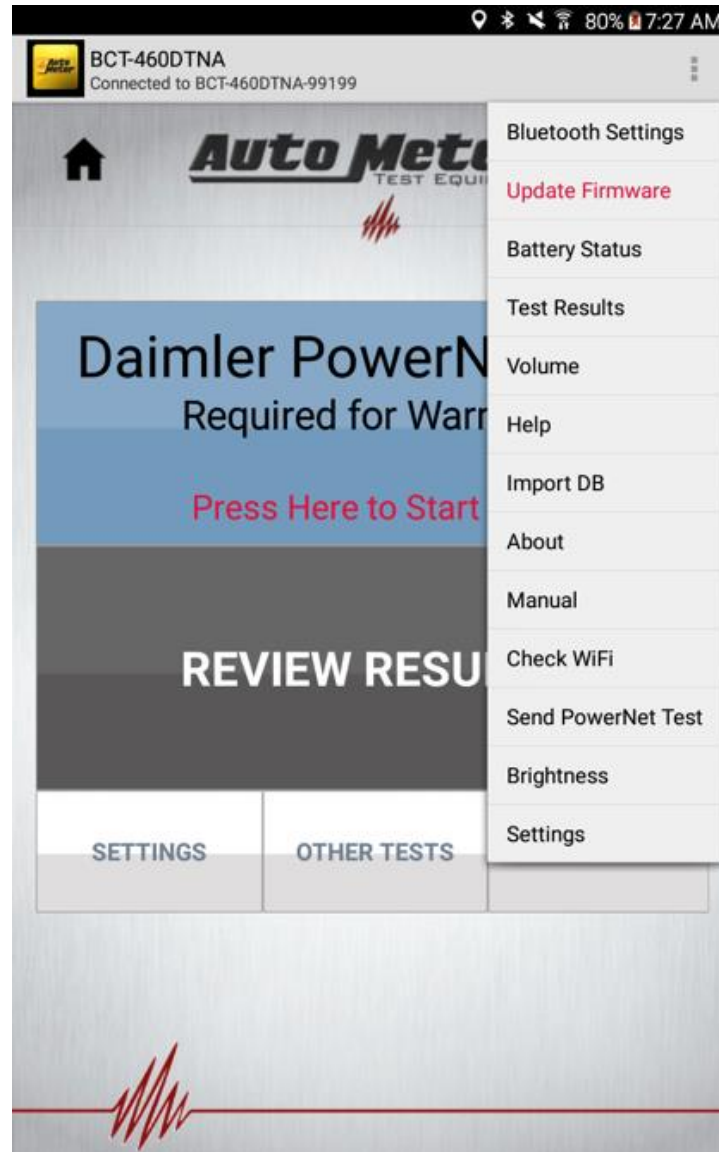
ADDITIONAL DOCUMENTATION/ INSTRUCTIONS

DTNAConnect Chassis Tool page path

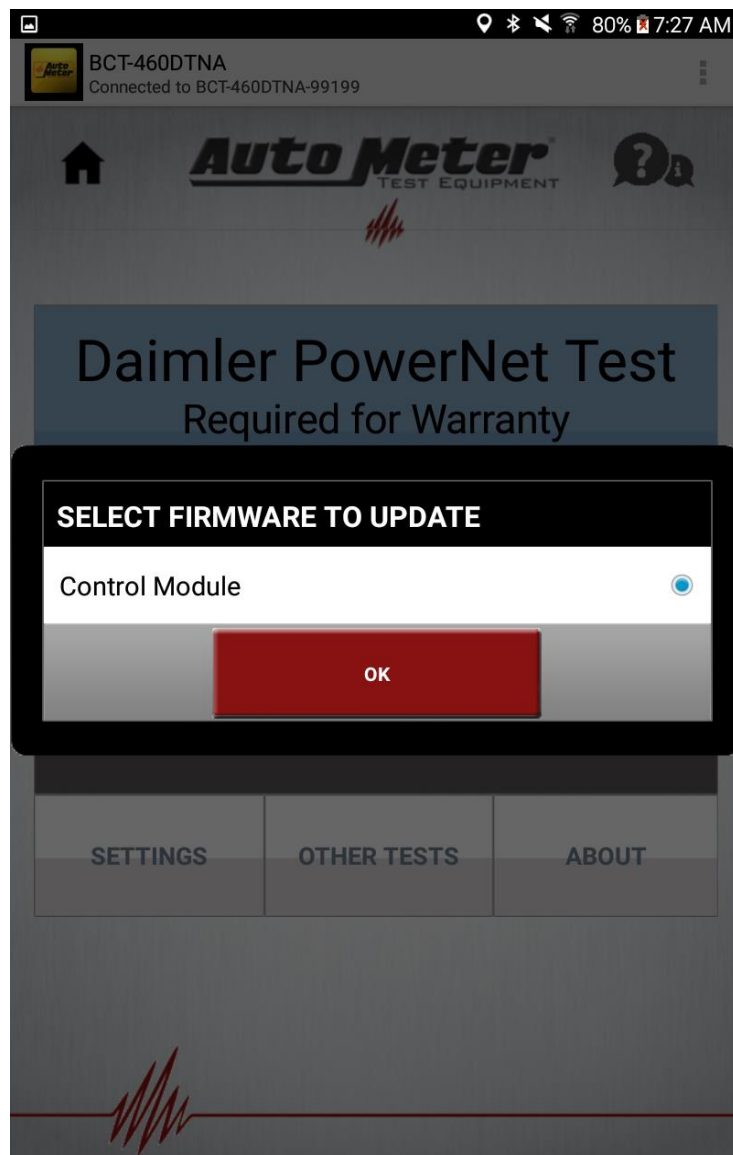
DTNAConnect - Service Diagnostics and Tools - Specialty Tools - Chassis Tools - BCT-460DTNA PowerNet Assessment Tool

UPDATING THE BCT-460DTNA POWERNET ASSESSMENT TOOL FIRMWARE

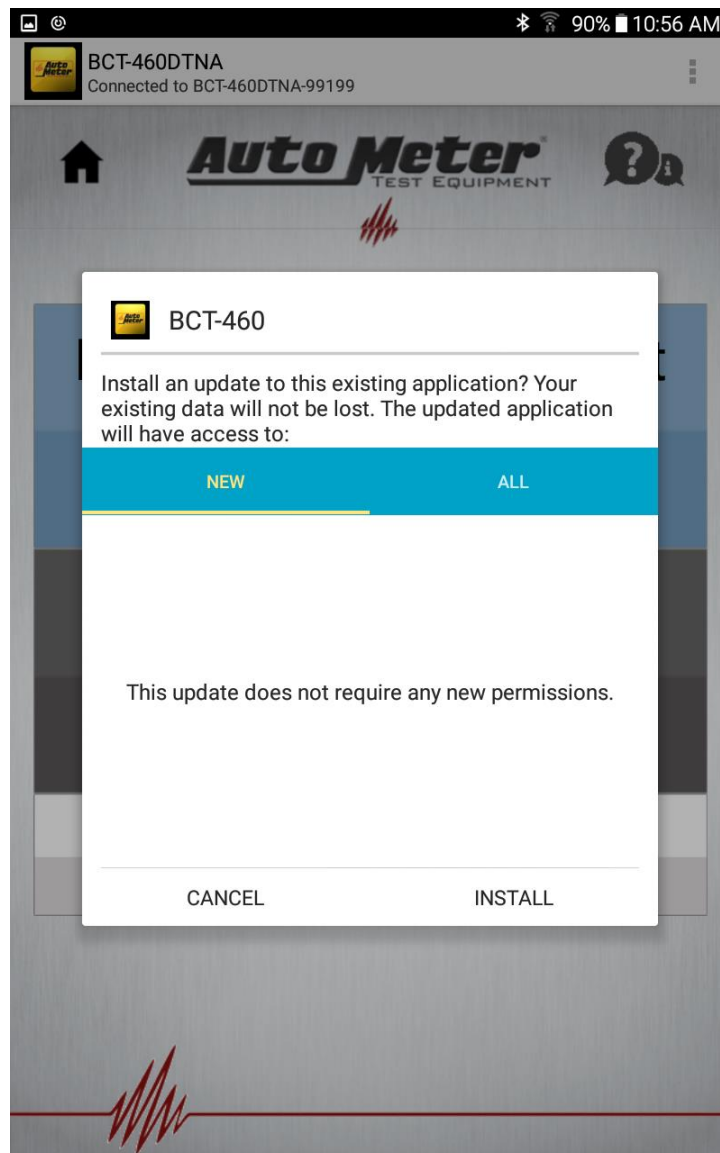
1. Select "Check for Update" or "Update Firmware" from drop-down menu on the Main screen.



2. Choose "Control Module" when prompted.



3. Choose "Install" and any default prompts that may appear.



4. At the end of the install, choose “Open” to return back to Tester Mode.



SCENARIO 1 – SELECT LAUNCHER SCREEN

Issue: After KNOX Premium software is removed, the customer may encounter this screen immediately or after a reboot, prompting them to “Select launcher”. This is known as the “Select Launcher” screen.

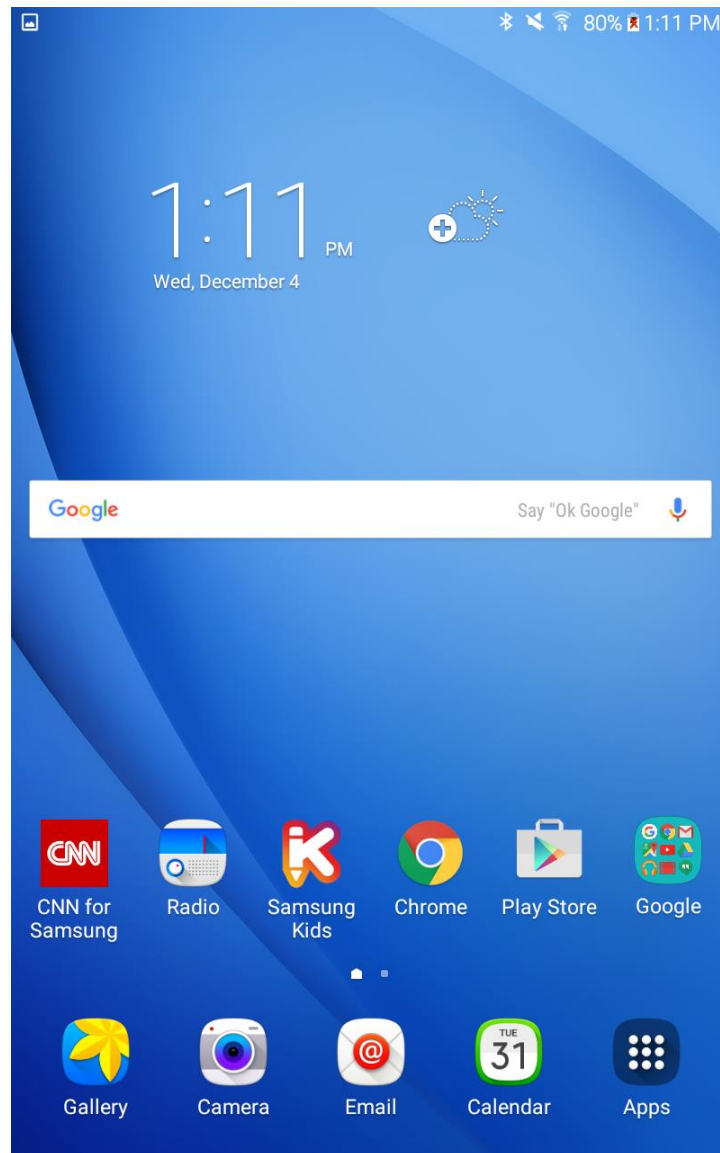


Solution: Select the AutoMeter app by touching the screen to select the icon with the image of AutoMeter and name of BCT-460. Once the app is running, the tablet will be back in “Tester Mode”.

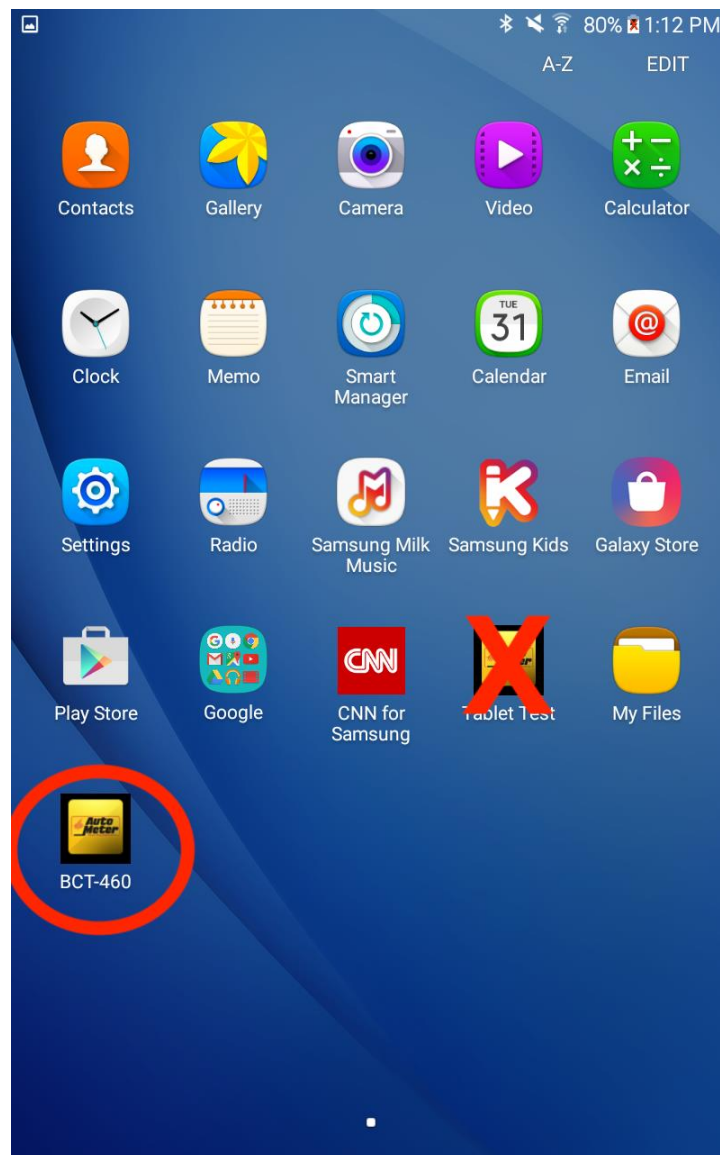
Immediately connect to Wi-Fi and verify that the Control Module firmware is up-to-date by following the steps in **UPDATING THE BCT-460DTNA POWERNET ASSESSMENT TOOL FIRMWARE** of this letter.

SCENARIO 2 – ANDROID HOME SCREEN

Issue: The tester's Control Module (aka. Tablet) is at the Android home screen. This can occur if the customer did not select the AutoMeter app when presented the "Select Launcher" screen. Instead, they chose Touch Wiz. The latest version of the AutoMeter app prevents this from occurring.



Solution: Navigate the Android home screen to locate the AutoMeter app.



Select the AutoMeter app by touching the screen to select the icon with the image of AutoMeter and name of BCT-460. Once the app is running, the tablet will be back in “Tester Mode”. Immediately connect to Wi-Fi and verify that the Control Module firmware is up to date by following the steps in **UPDATING THE BCT-460DTNA POWERNET ASSESSMENT TOOL FIRMWARE**, of this letter.

REQUIRED ACTION

Update firmware in CM to the latest available.

CONTACT INFORMATION

Please contact AutoMeter at 866-248-6357 then option 5 for test equipment support.