WORK DESCRIPTION FOR FIELD MEASURE

Code: 20P5499722   **Version: 2.0**

Perform Android software update in COMAND center rear tablet
Model 223

ⓘ ***The customer must be informed*** that the COMAND center rear (CCR) tablet will be ***reset to the factory settings*** ***after*** the software update and that the stored ***data must be backed up***, as the customer data ***may be lost*** after resetting to the factory settings.

ⓘ **Requirement** for carrying out the work procedure.
    ⓘ Ask the customer whether the COMAND center rear (CCR) tablet is locked.
       Should this be the case, have the COMAND center rear (CCR) tablet unlocked and deactivate the PIN settings in the "Settings."
       Ensure the **PIN is available or recorded** before starting the work procedure.
    ⓘ Ensure a stable WLAN connection in the workshop.
    ⓘ Secure the WLAN network password for the workshop.

Work procedure

1. Remove the COMAND center rear (CCR) tablet from the cradle.

2. Exit the MBUX user interface.

    2.1. Press "Exit MBUX" (Figure 1).

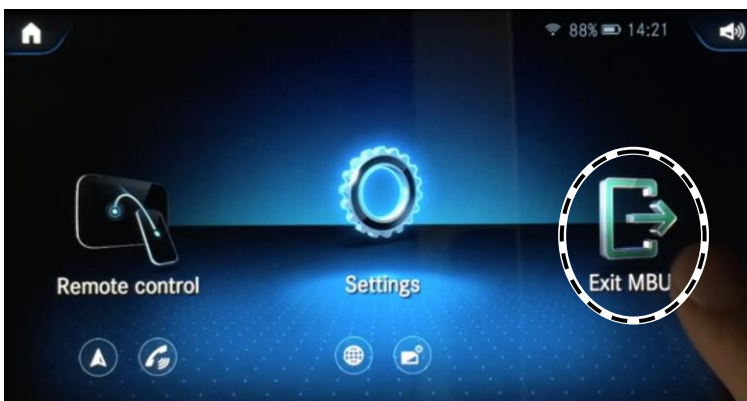   **2.2.** Confirm with "OK" (Figure 2).

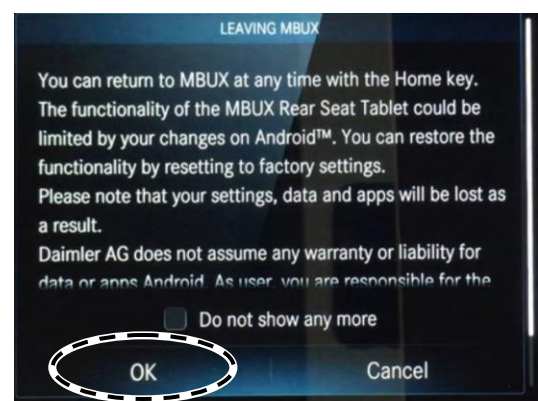**Figure 1**

Figure 2

2.3. Welcome screen after exiting MBUX; press on the arrow pointing to the right to start the process (Figures 3 and 4).
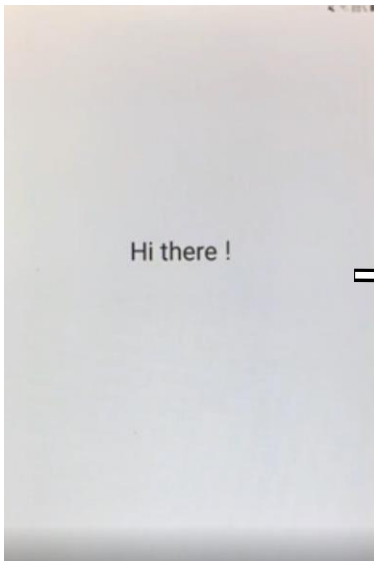

Figure 3   **Figure 4**

3. Prepare the settings for the update.

3.1. Deactivate WLAN (Figure 5).
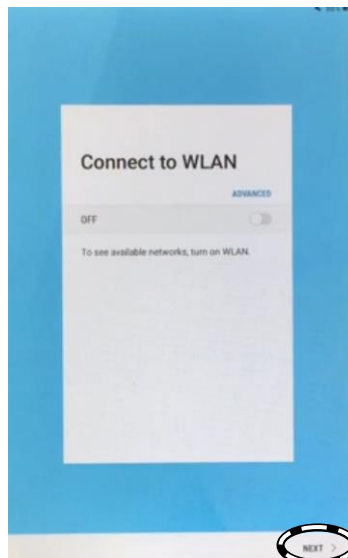
3.2. Press "Next" (Figure 6).

Figure 5   **Figure 6**

3.3. Under "Agree to the Terms and Conditions," press the downward arrow for the expanded view (Figure 7).

3.4. Agree to all the terms and conditions (Figure 8).
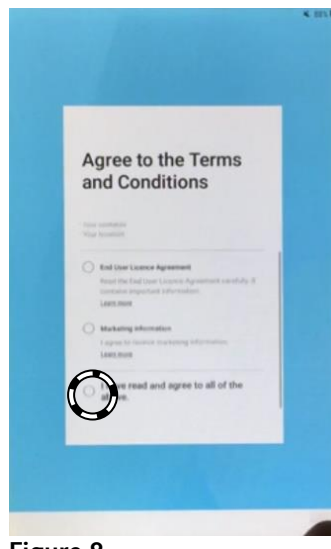
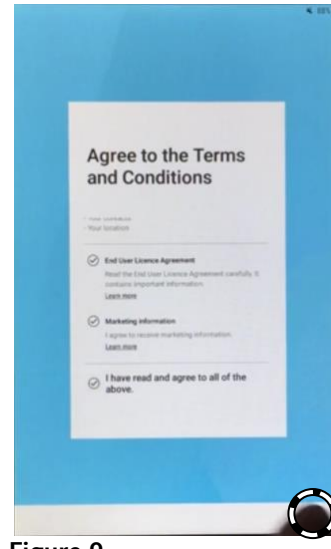**3.5.** Press "OK" (Figure 9).
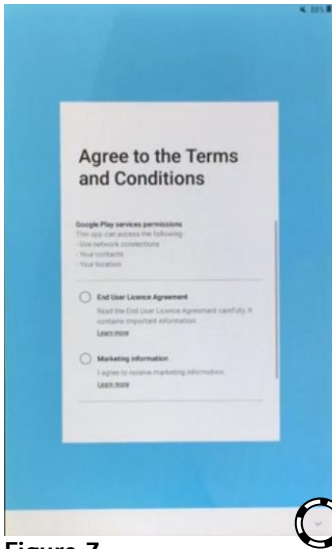
Figure 7   **Figure 8**   **Figure 9**

3.6. Skip signing in to the Samsung account (Figures 10–12).

    3.6.1. Press "Allow" (Figure 10).

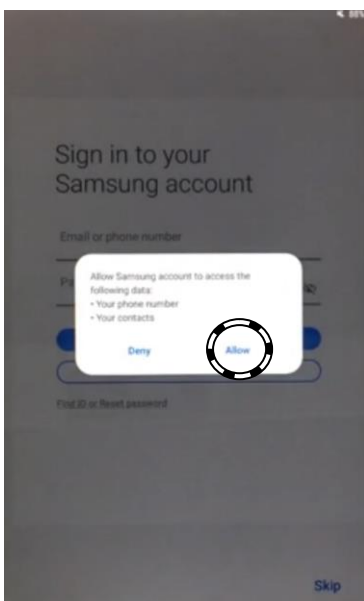   **3.6.2.** Press "Skip" (Figure 11).

    3.6.3. Press "Skip" (Figure 12).

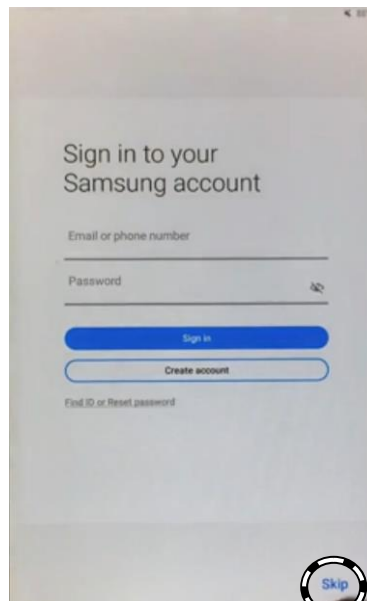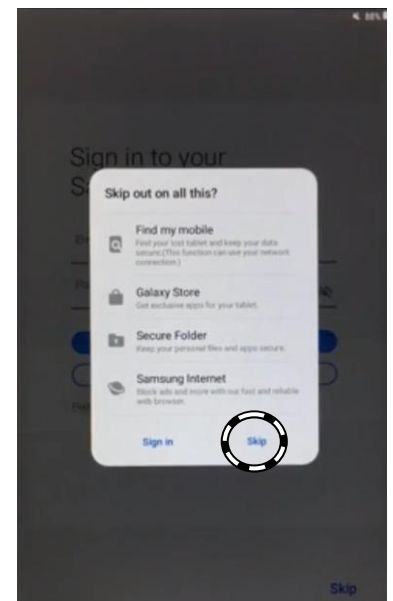**Figure 10**   **Figure 11**   **Figure 12**

3.7. Switch off the PIN query (Figures 13–14).

    3.7.1. Remove the check mark for "Set up PIN" (Figure 13).
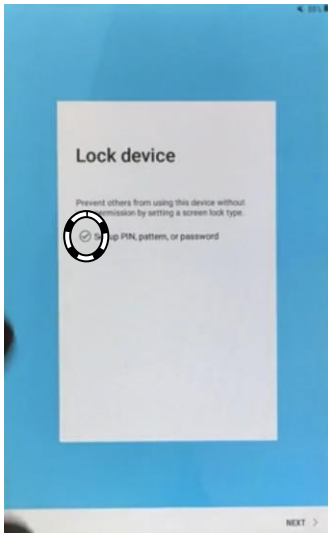
    3.7.2. Press "Next" (Figure 14).
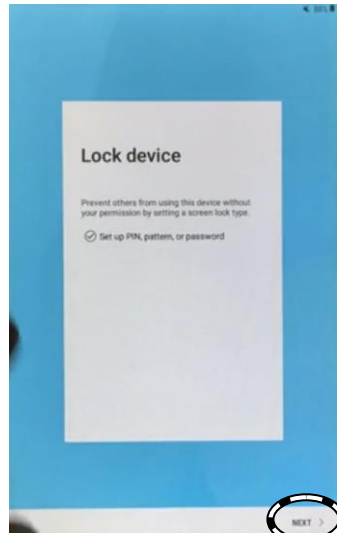

Figure 13

Figure 14

3.8. Confirm the selected features (Figures 15–16).

    3.8.1. Press on the downward arrow (Figure 15).

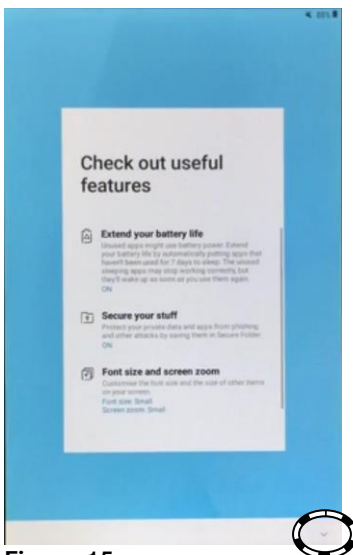   **3.8.2.** The confirmation screen appears (Figure 16).

Figure 15

Figure 16

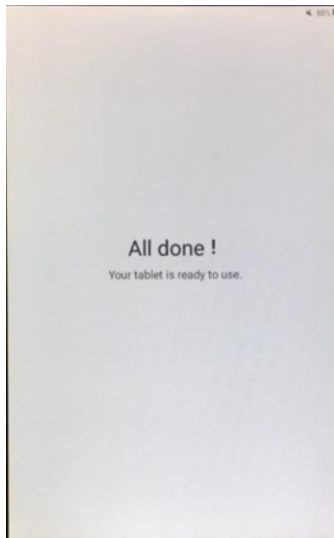**4.** The devices restarts.

[i] The schematic sequence of the restart is shown in Figures 17 to 20.

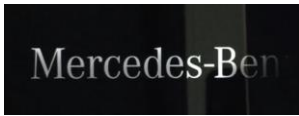**Figure 17**   **Figure 18**   **Figure 19**   **Figure 20**
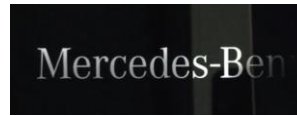
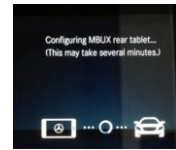**5.** After the restart, exit the MBUX environment.

    5.1. Press "Exit MBUX" (Figure 21).

    5.2. Confirm with "OK" (Figure 22).

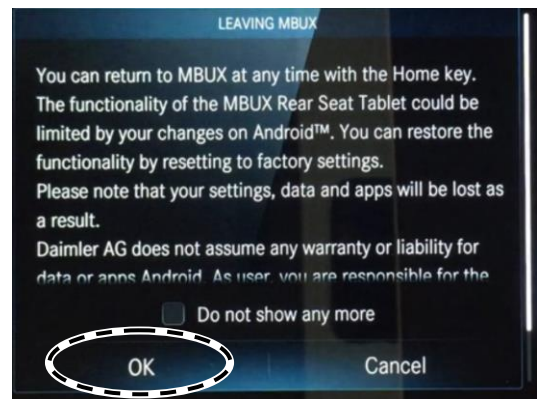**Figure 21**   **Figure 22**

6. Connect COMAND center rear (CCR) with the workshop WLAN.

    6.1. Swipe up (Figure 23).

    6.2. Press "Settings" (Figure 24).
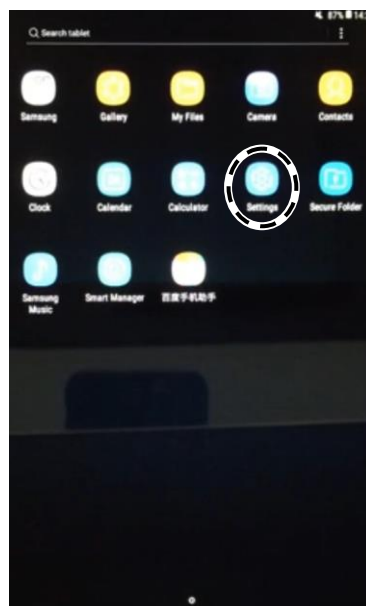
    6.3. Press "Connections" (Figure 25).

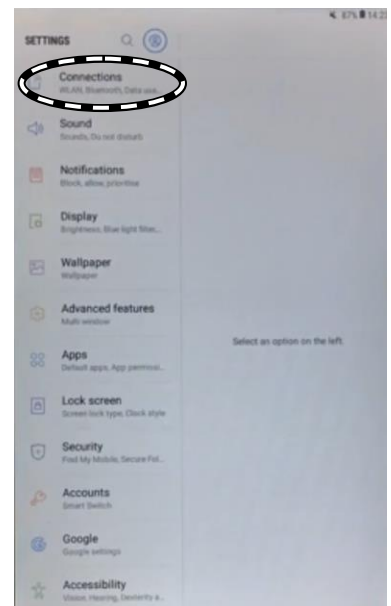**Figure 23**   **Figure 24**   **Figure 25**

6.4. Activate WLAN (Figures 26–27).

6.5. Select the workshop WLAN (Figure 28).
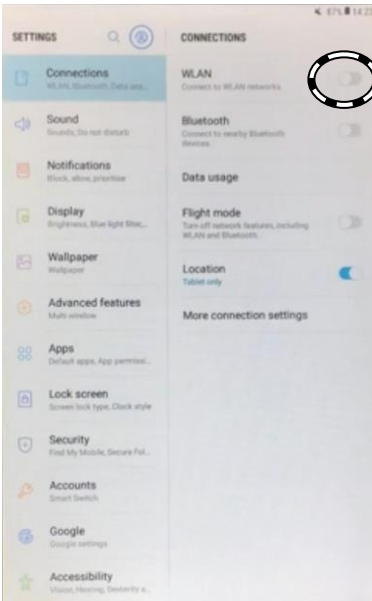

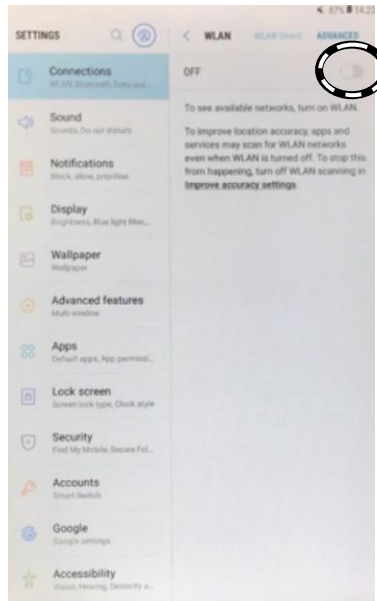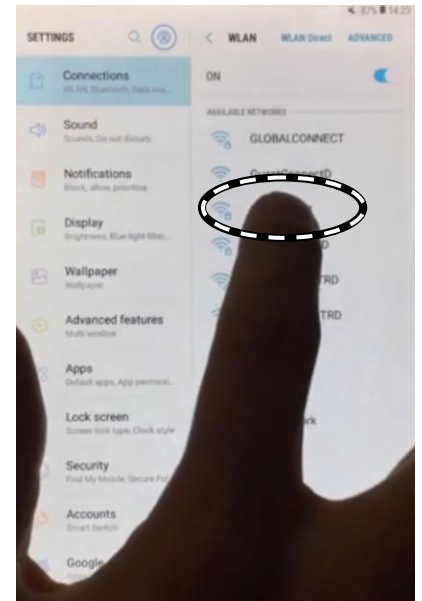Figure 26   Figure 27   Figure 28

6.6. Activate the keyboard to enter the network password (Figures 29 to 31).

    6.6.1. Press "Next" (Figure 29).

    6.6.2. Press "Next" (Figure 30).

    6.6.3. Enter the network password (Figure 31).
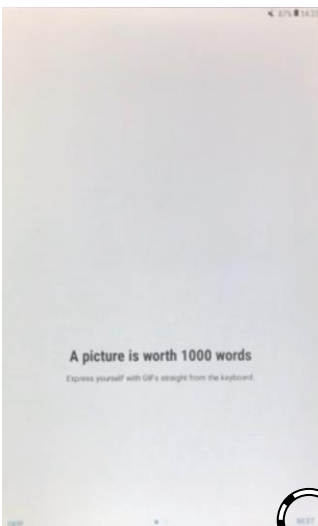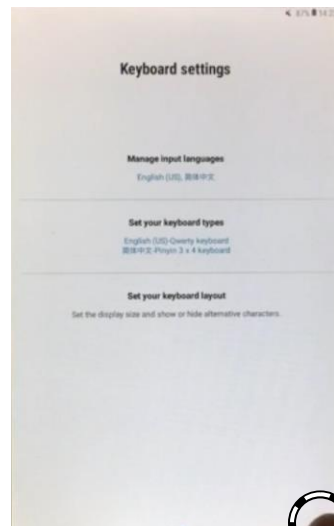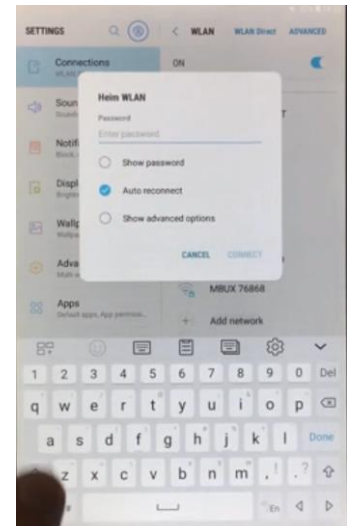

Figure 29   Figure 30   Figure 31

7. Perform the Android software update in the COMAND center rear tablet.

> **7.1.** Scroll down on the left-hand bar (Figure 32).
>
> **7.2.** Press "Software update" (Figure 33).
>
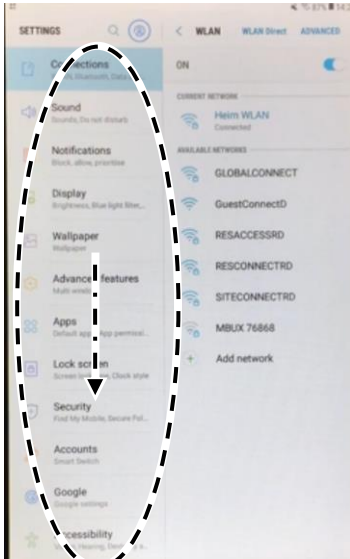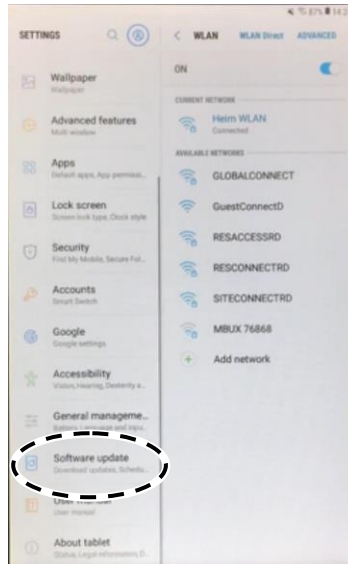> **7.3.** Press "Download updates manually" (Figure 34).

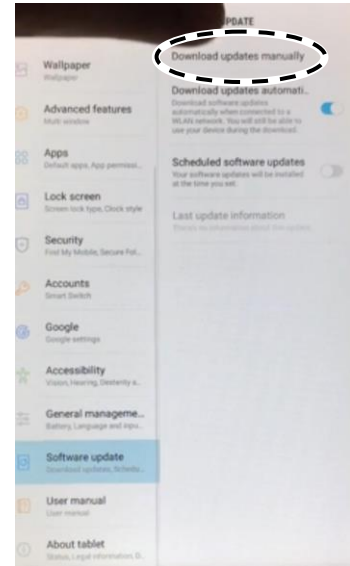**Figure 32**

Figure 33

Figure 34

> **7.4.** The software download is started (Figure 35).
>
> **7.5.** After the software download, press "Install Now" (Figure 36).
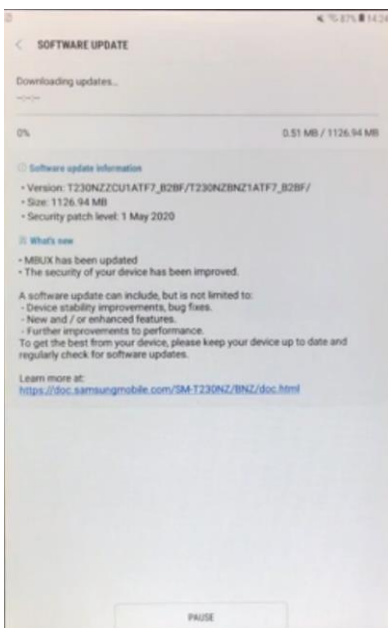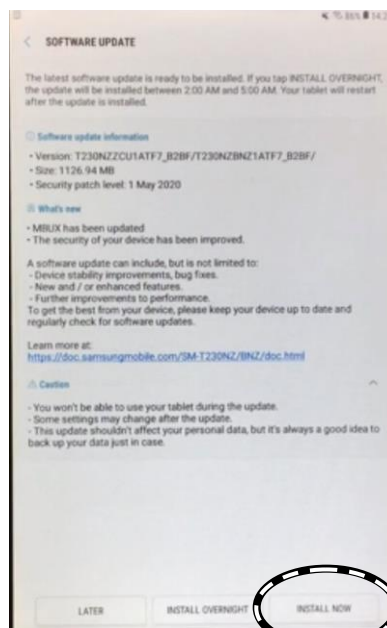

Figure 35

Figure 36

8. After the software update has been completed, reset the COMAND center rear (CCR) tablet to the factory settings.

  8.1. Go to "Settings" (Figure 37).

  8.2. On the left-hand bar, press "General management" (Figure 38).

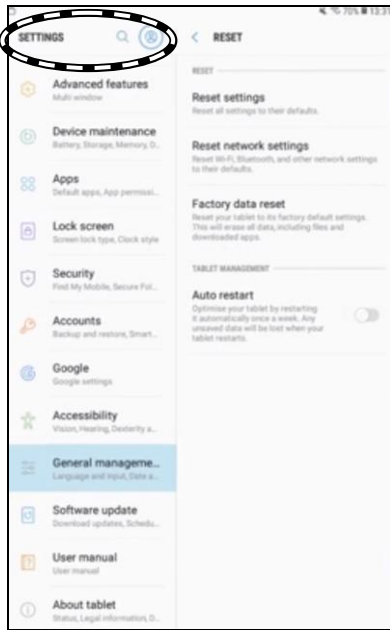 **8.3.** On the right-hand bar, press "Factory data reset" (Figure 39).

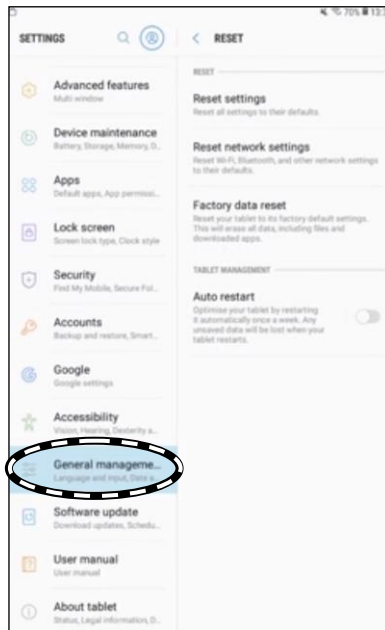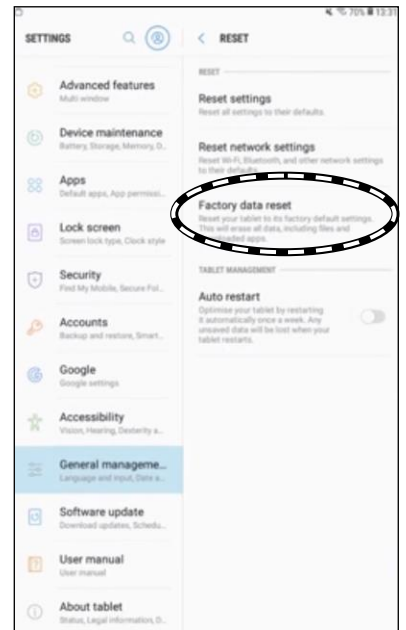**Figure 37**   **Figure 38**   **Figure 39**

9. Reinstall the COMAND center rear (CCR) tablet in the vehicle.
  ⓘ The customer must reconnect the COMAND center rear (CCR) tablet with the vehicle or their private settings.

Operation text and flat rate

Operation no.	Operation text	Flat rate	Accounting no./ damage code
02-1839	Perform Android software update in COMAND center rear tablet	ZM	54 997 22

Mercedes-Benz
Global Service & Parts