

Installing enVision on the Symbol MC50

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Building a New Unit

Step 1: Acquiring enVision files

A new unit is a PDA for which a service tag (unique numeric ID) has never been created and the enVision software has never been installed. The first step in the build process is to connect the MC50 to the cradle and AC charger for 8 hours prior to building. This will ensure that the unit is fully charged when it is shipped to the user.



2. You will need an SD card. Reflexis will send you the files needed to build the unit. The files can also be found at www.Reflexis-University.com. Once logged in, click the BYOD tab at the top of the page, click Symbol MC50 and save the zipped folder to your desktop.

Reflexis-University enVision Build Files

Here you will be able to find the right enVision build for your device. Simply click on the device that you are building and download the zip file. Once downloaded, copy the files over to your device and install.

Please note that if you are using a MC50, you must copy the 4 folders in the zip file to a SD card. Then insert the SD card to your MC50 and run the script.

Current build files found below: (Division and Register files are not included)

2003 enVision build files:	WM5 enVision build files:	WM6 enVision build files:
•Envision: 4.3.0.69 •NetCF •Protocol	•Envision: 5.3.0.69 •NetCF •Protocol	•Envision: 5.3.0.70 •Protocol

ISS (Beacon Version)

- SYMBOL MC50
- POCKET PC 2003 DEVICES
- WINDOWS MOBILE 5.0 DEVICES
- WINDOWS MOBILE 6.0 DEVICES

File Download

Do you want to open or save this file?

Name: ISS_Symbol-MC50.zip
Type: Compressed (zipped) Folder, 2.28 MB
From: www.reflexis-university.com

Open Save Cancel

Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

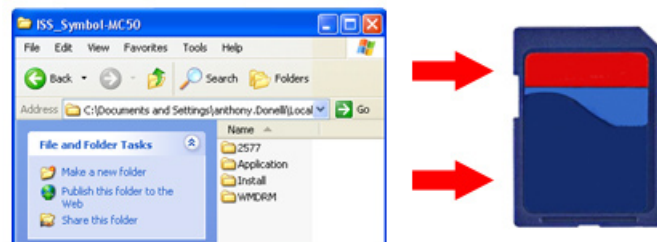
Building a New Unit

Step 1: Acquiring enVision files

3. Unzip the folder once the download is complete. Connect a device or SD card reader to your computer to access the SD card (make sure the card is unlocked).



4. Drag and drop the 4 folders inside the unzipped folder to the SD card and lock the SD card. The SD card is now ready for use.



Building a New Unit

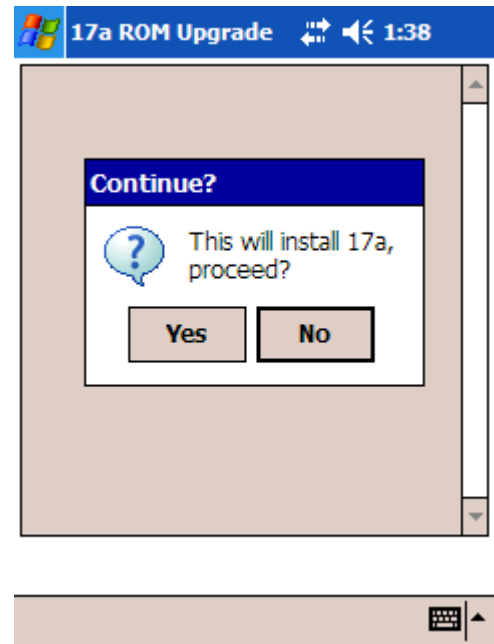
Step 2: Changing the Platform

New devices contain a platform version that is not certified with the enVision software. A non-certified platform version can cause issues when running the enVision software, therefore new devices must have the correct platform version installed. Reflexis has provided you with an SD card (downgrade card) that will install the correct platform version.



1. Place the device in the cradle and make sure the power cord is plugged into an electrical outlet.

2. Insert the “downgrade” SD card into the PDA. Tap yes to begin installing the correct platform version. The downgrade will take approximately 6-8 minutes.



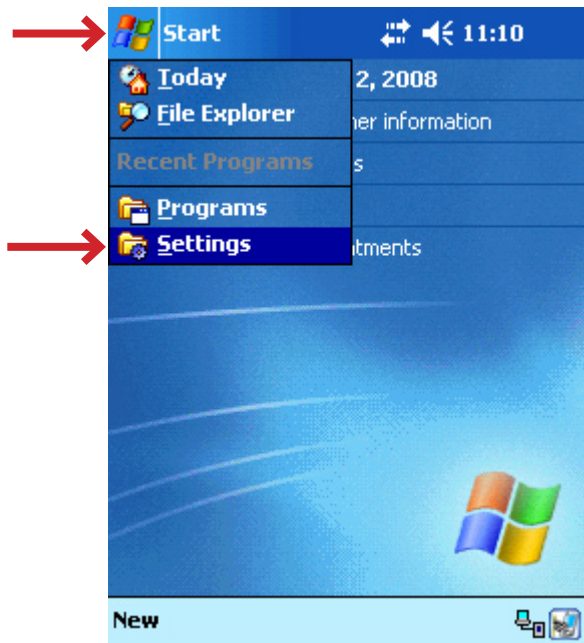
3. Post-installation the device will restart itself and return this screen. Tap the screen and follow the on-screen directions to completion.

Building a New Unit

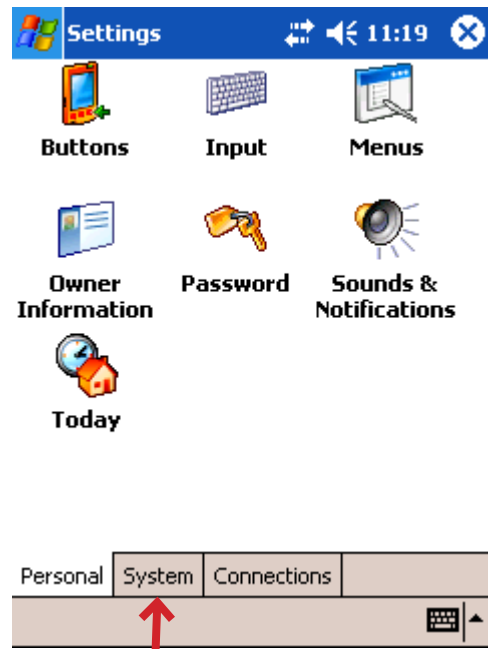
Step 3: Memory Setting

Verify the storage card setting is correct after the platform change. If the setting is not correct you will need to insert the “downgrade” SD card and repeat the downgrade platform process.

1. From this screen, Tap Start then Settings.



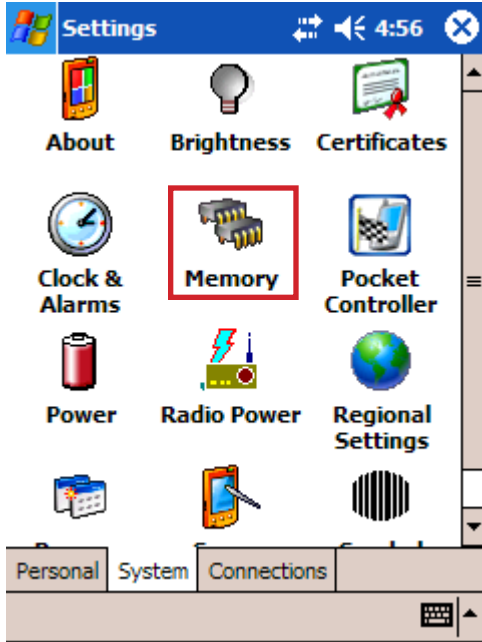
2. Tap System.



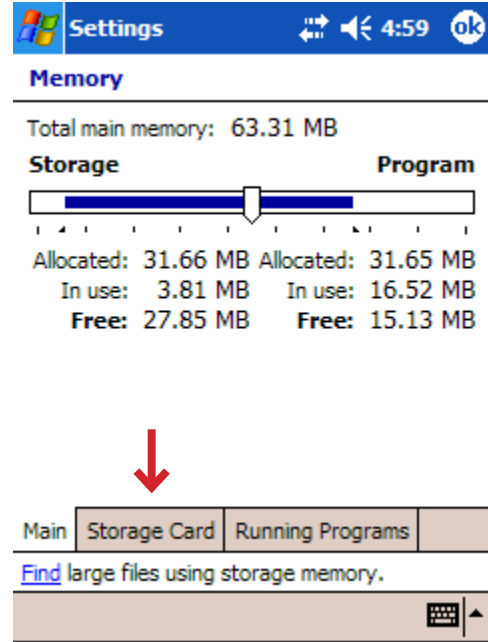
Building a New Unit

Step 3: Memory Setting

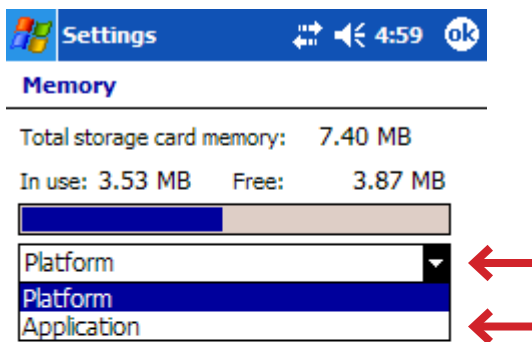
3. Tap Memory.



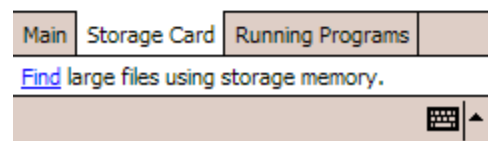
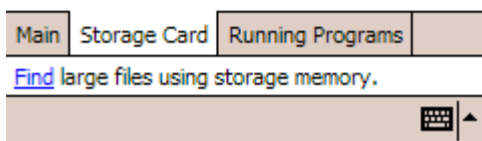
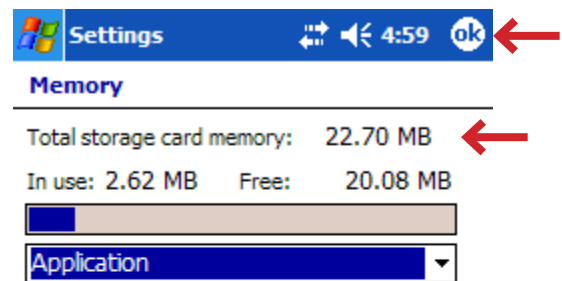
4. Tap Storage Card.



5. Tap the drop down arrow and select 'Application'.



6. Card memory should be greater than 20mb. Repeat the 'downgrade' process if memory is less than 20mb. Tap 'OK' to exit the screen.



Building a New Unit

Step 4: Installing files

With the device in the cradle and the power cord attached, insert the SD 'build card'. This will generate a script that will download the enVision software files into a recovery folder.

- 1. Tap Start.
- The files will begin to download.
- 2. Tap OK to continue the installation.

The image displays three sequential screenshots of a handheld device's Scriptor software interface during the installation of enVision software files.

- First Screenshot (8:47):** Shows the Scriptor 1.0.0.3 application window. The text reads: "Scriptor 1.0.0.3", "Device Model: SYMBOL MC50", "Device Platform: ARMV4", and "Press START to begin script." At the bottom, a keyboard icon is visible, and the "Start" button is highlighted with a red box.
- Second Screenshot (8:48):** Shows the Scriptor 1.0.0.3 application window. The text reads: "Scriptor 1.0.0.3", "Device Model: SYMBOL MC50", "Device Platform: ARMV4", "Press START to begin script.", "Script Starting", and a list of files: "\Application\notwelcome.reg", "\Application\PaqeSymbol.reg", "\Application\SDI...ck.reg", "\Application\Prot...THD.ARMV4.C", and "\Application\netcf.all.wce4.ARMV4.c".
- Third Screenshot (8:49):** Shows the "Installing Symbol T..." application window. It features the "enfo trust NETWORKS" logo, a blue banner with the text "**READ ENTIRE MESSAGE BEFORE TAPPING**", another blue banner with "TAP 'OK' at bottom of screen", and a third blue banner with "RESET DEVICE BEFORE GOING INTO PACE!!!". At the bottom, there is an "OK" button with a red arrow pointing to it.

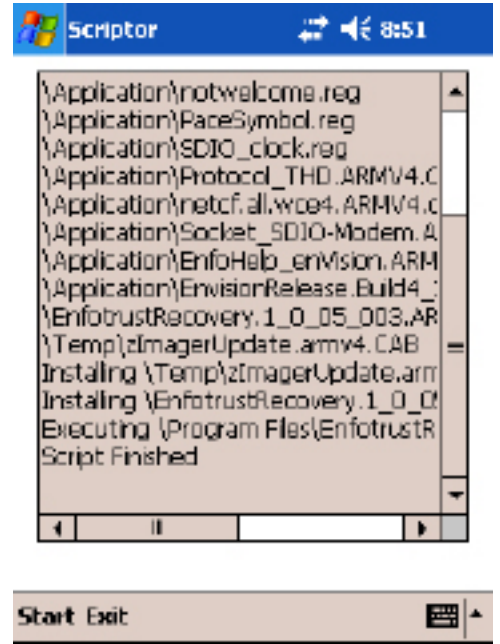
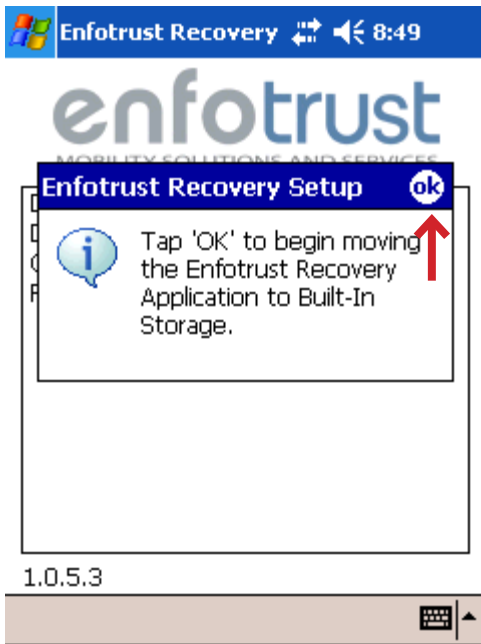
Building a New Unit

Step 4: Installing files

3. Tap OK.

4. Tap OK.

5. The script is complete and the files have been installed. Remove the device from the cradle. Do not remove the SD card.



Building a New Unit Step 4: Installing files

6. Your device will need to be hard reset.
Press all 3 of the buttons simultaneously to
perform a hard reset.



Building a New Unit

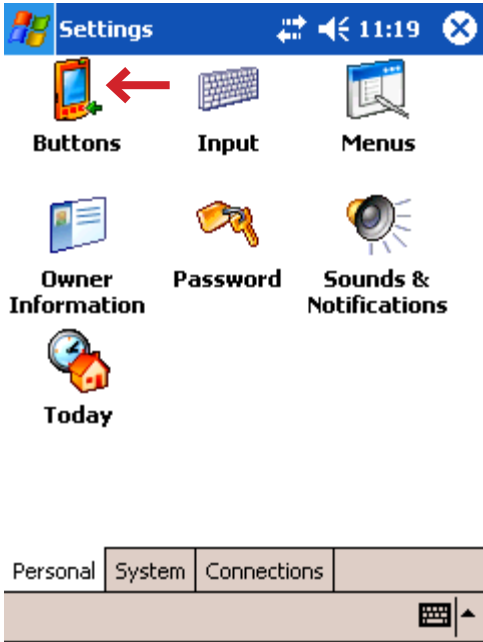
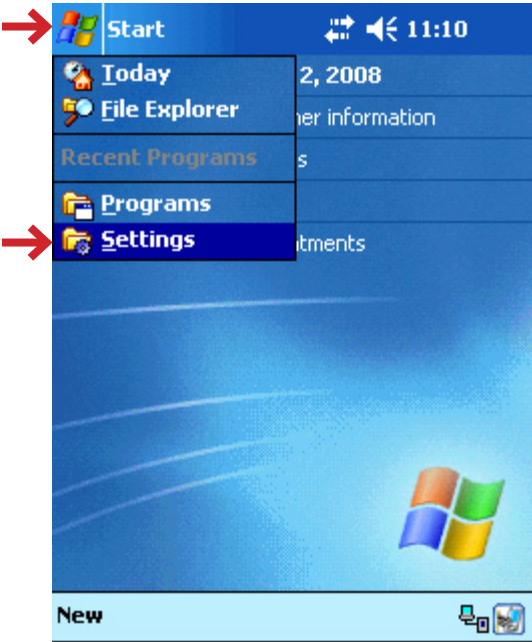
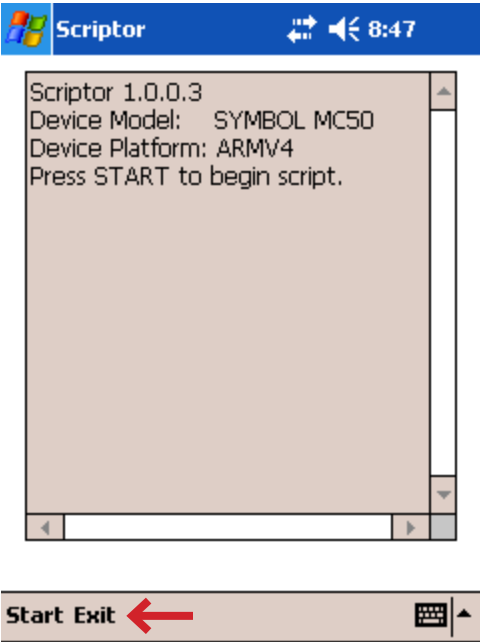
Step 5: Configure Device Settings

Devices being sent to the field need to function in a similar fashion and to ensure this, settings are made uniform.

After the hard reset the script screen will appear. Tap 'Exit' to leave the screen.

1. From this screen, Tap Start then Settings.

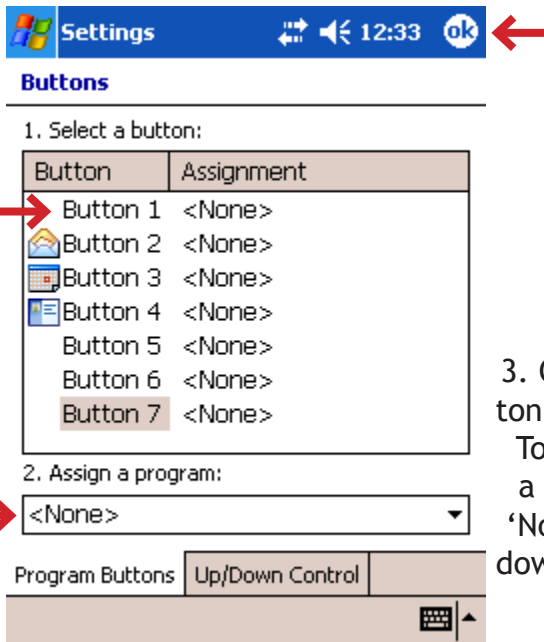
2. Tap Buttons.



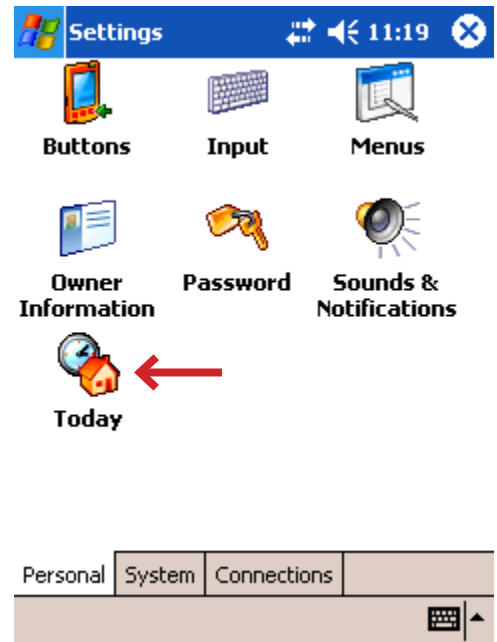
Building a New Unit

Step 5: Configure Device Settings

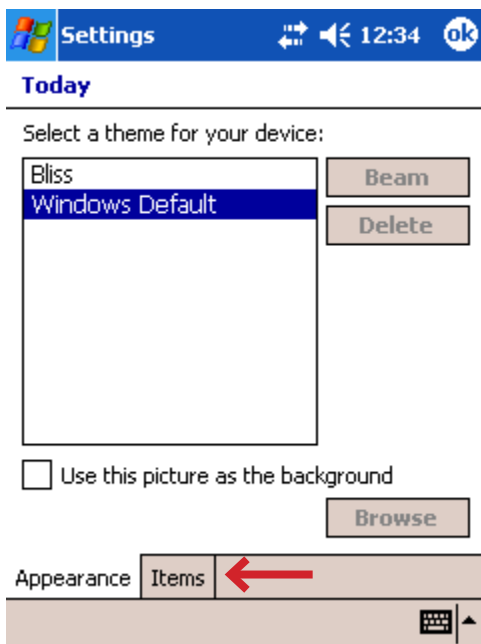
4. Tap Today.



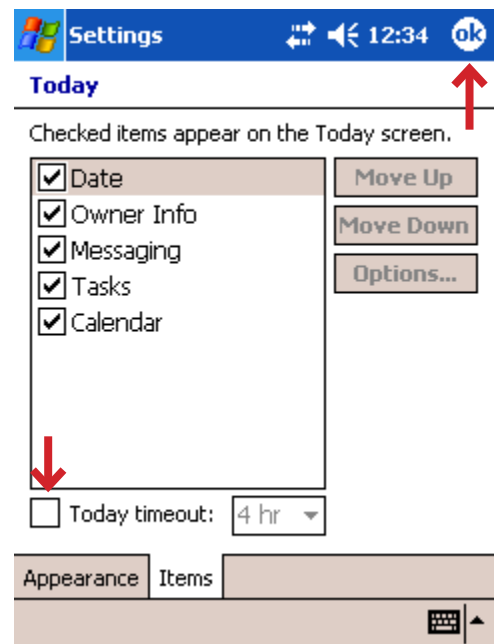
3. Change all the button settings to 'None'. To do this, highlight a button and select 'None' from the drop down menu. Tap OK to continue.



5. Tap Items.



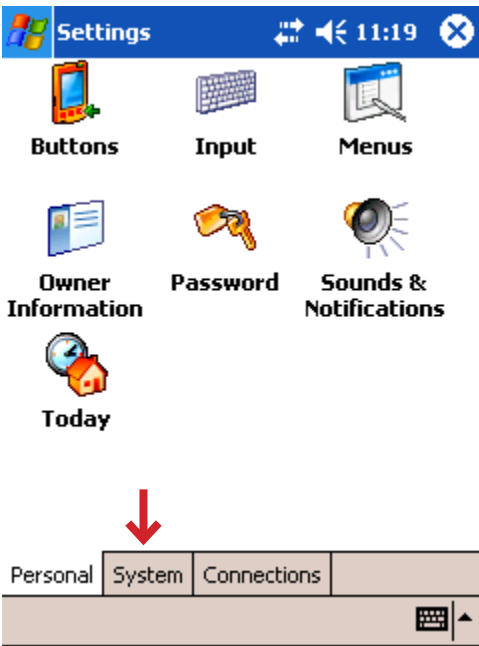
6. Uncheck the 'Today Timeout' box and tap OK.



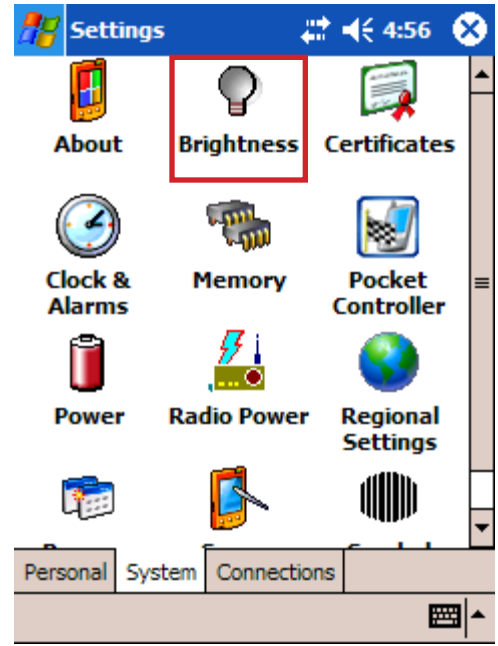
Building a New Unit

Step 5: Configure Device Settings

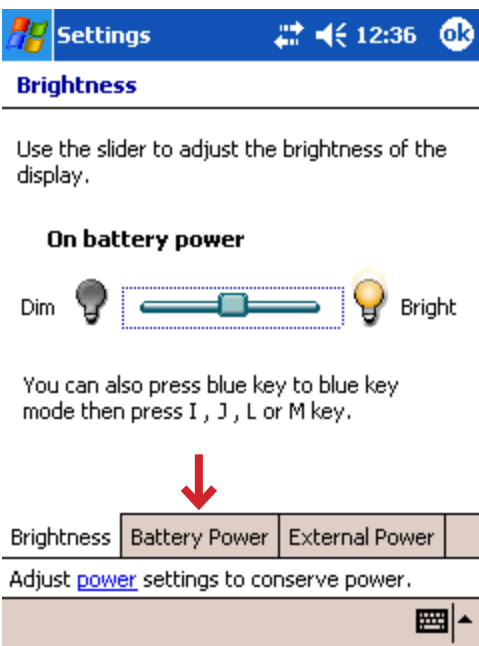
7. Tap System.



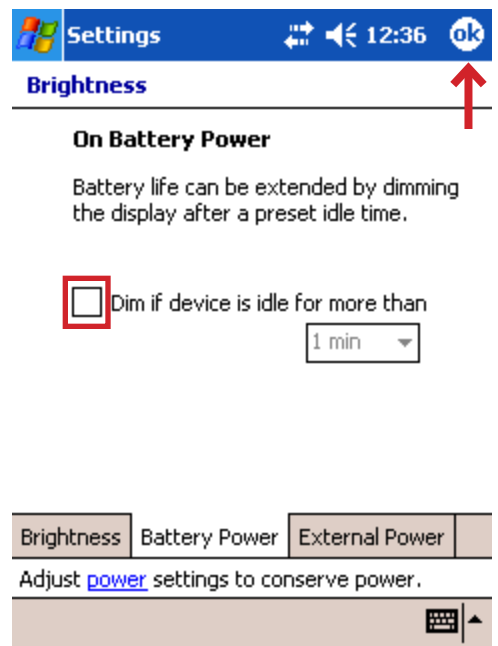
8. Tap Brightness.



9. Tap Battery Power.



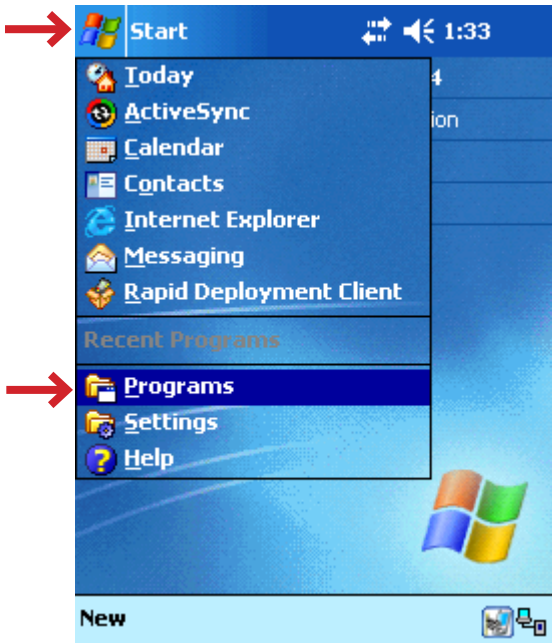
10. Uncheck the Dim box and tap OK.



Building a New Unit

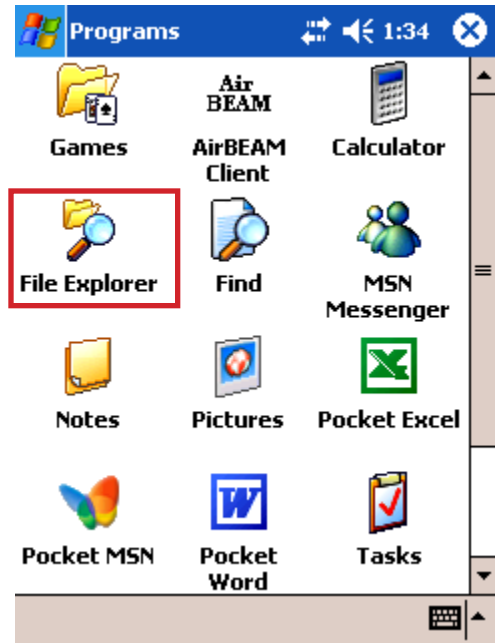
Step 6: Running the Recovery

1. Tap Start then Programs.

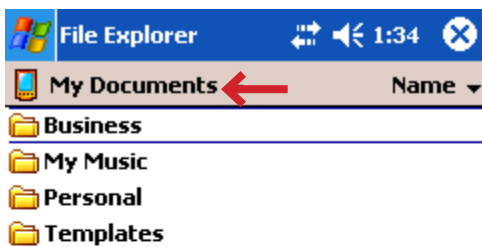


Now that the enVision files have been placed in the 'Recovery' folder, they are ready to be installed. This step is known as 'Running the Recovery'.

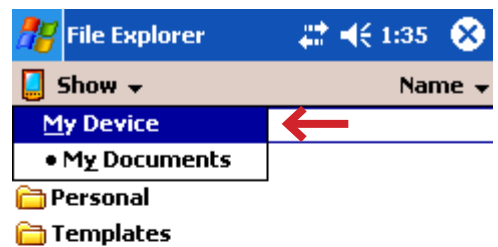
2. Tap File Explorer.



3. Tap My Documents.



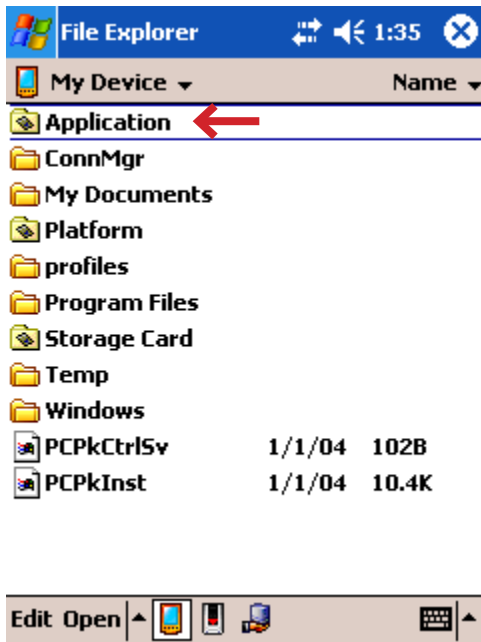
4. Tap My Device.



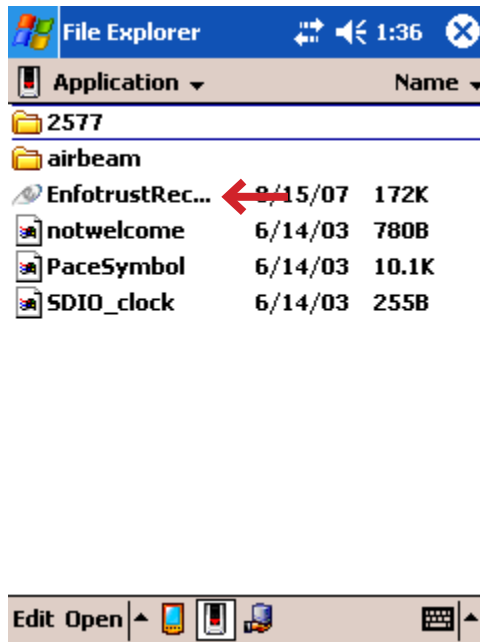
Building a New Unit

Step 6: Running the Recovery

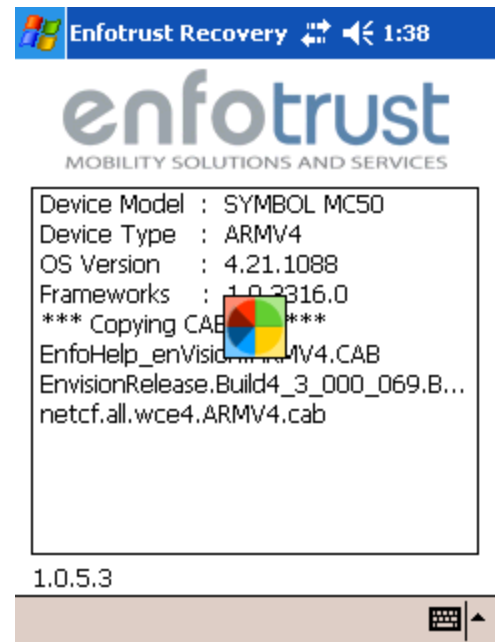
5. Tap Application.



6. Tap EnfotrustRec...



The files will begin to install.



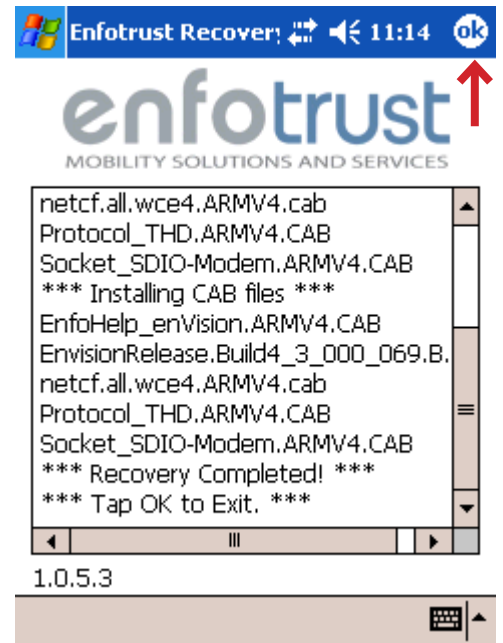
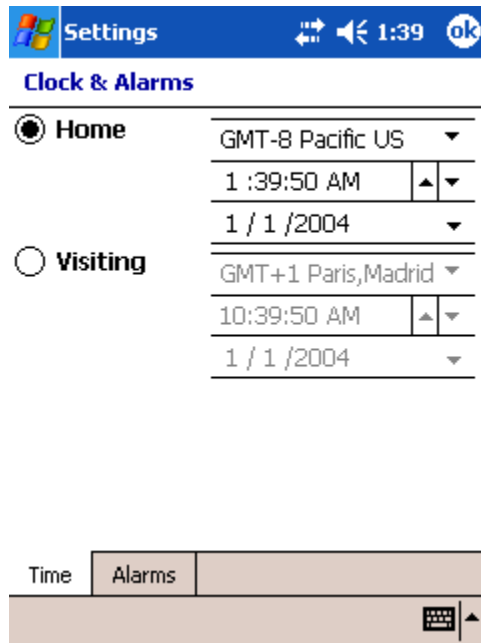
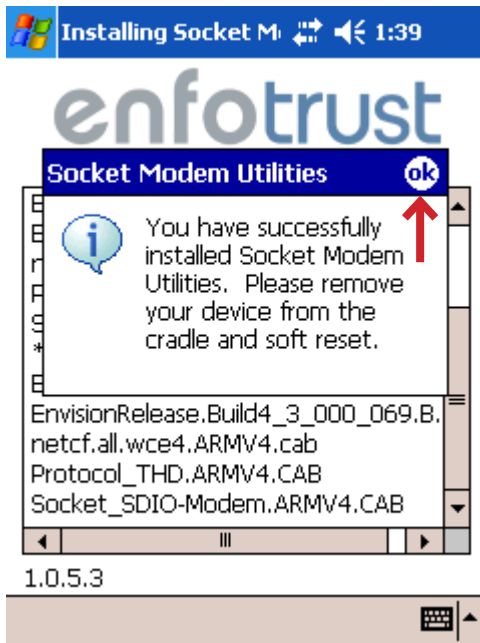
Building a New Unit

Step 6: Running the Recovery

7. Tap OK.

8. Set the time and date.

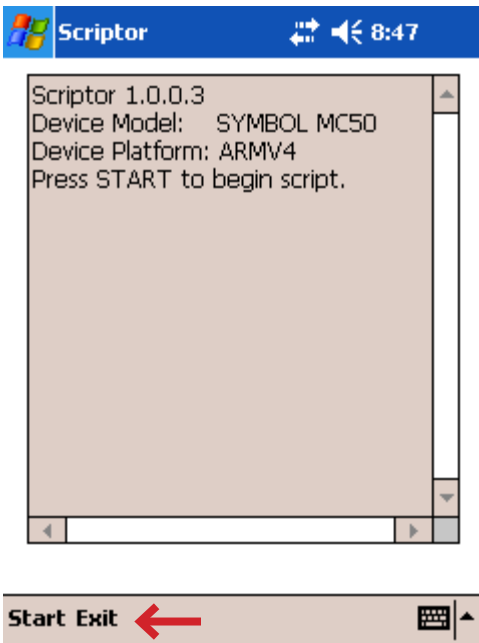
9. Tap OK. Soft reset the PDA.
 Do not remove the SD card.



Building a New Unit

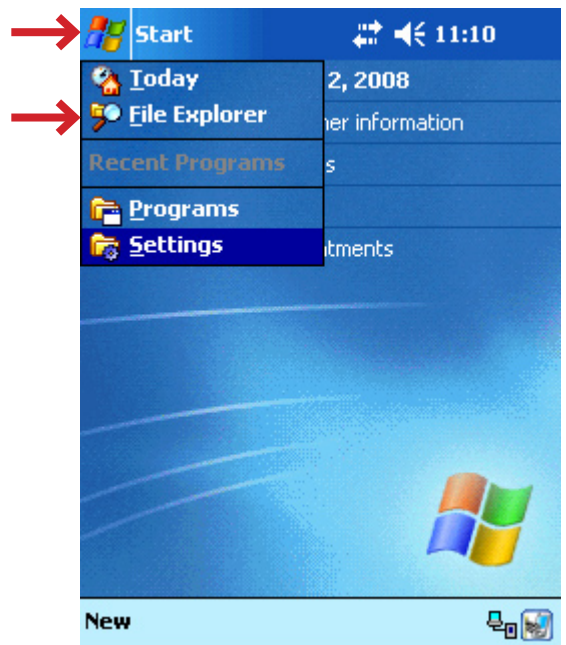
Step 6: Running the Recovery

If the script screen will appears
 Tap 'Exit'.

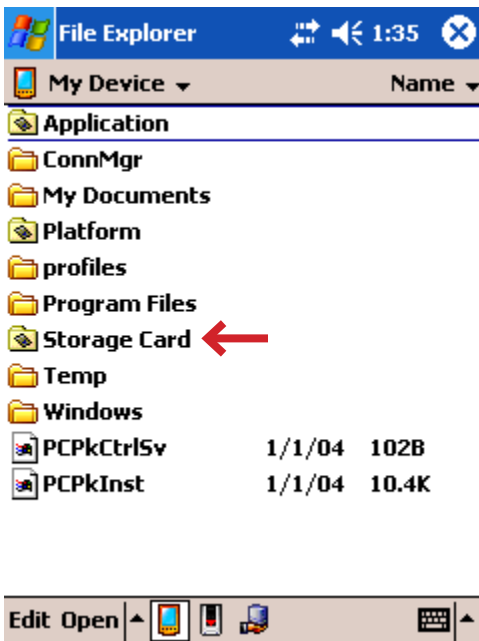


You will now install the
 Division and Register
 files.

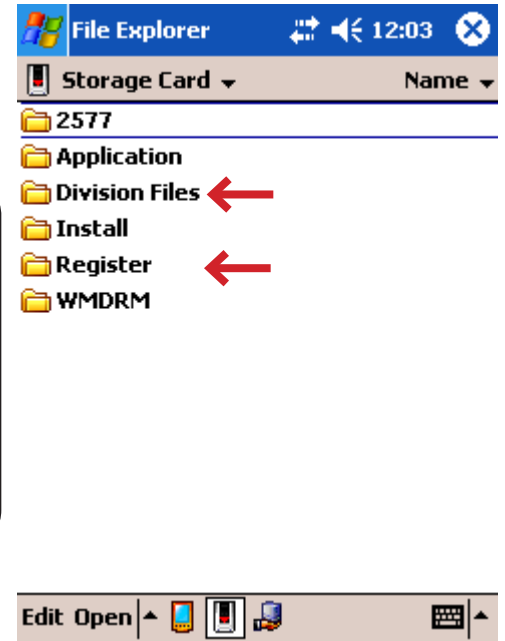
10. From this screen, Tap Start
 then File Explorer.



11. Tap Storage Card.



12. Open the Division file folder
 and locate the division of the
 user to whom the PDA is going
 to be assigned. Tap the division
 with your stylus to install the
 file. Open the Register folder
 and tap the register file to
 install.



Building a New Unit

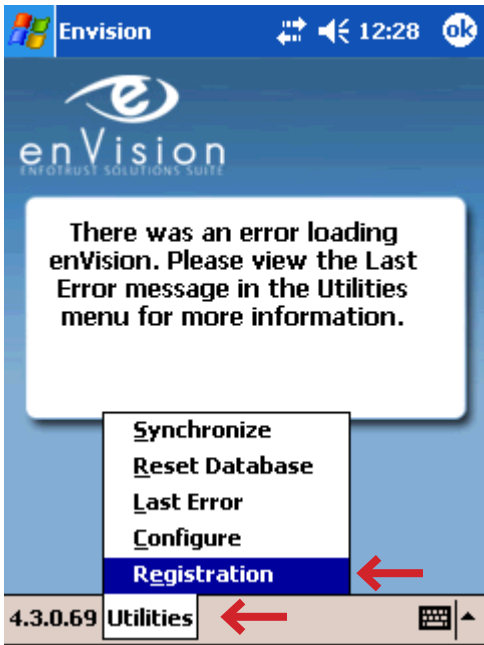
Step 7: Register the Device

1. Tap Start and enVision.

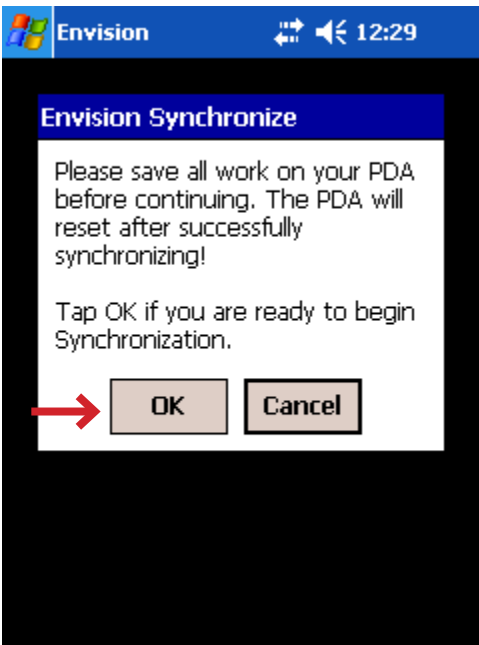


The enVision software has been installed and the device is ready for registration. Registration creates a unique numeric ID for the device and places that ID on the VPM Central website. The device must have an internet connection for the Registration process.

2. Tap Utilities and Registration.



3. Tap OK.



4. Tap OK.



Building a New Unit

Step 8: Reset Database

Assign Devices To Reps

Division:

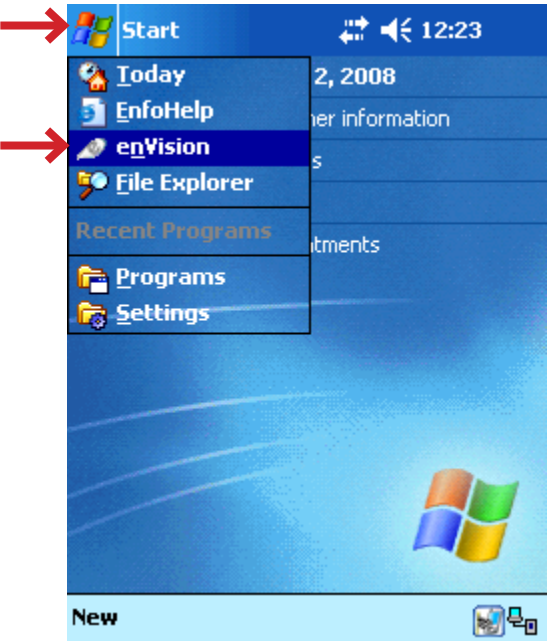
Device Service Tag Number:

Rep:

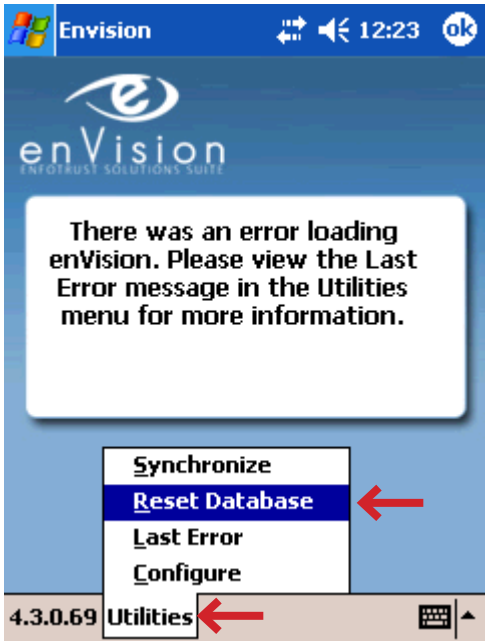
After registration, log onto the VPM Central website and assign the device to a user. Under the “Device Service Tag Number’ heading you will find the service tag for the device you registered. Select the Reps name that will be using the device. Complete the assignment process and return to the PDA.

1. Tap Start and enVision.

2. Tap Utilities and Reset Database.



A Reset Database will deliver profile, sheet and configuration information to the PDA. This process can run for several minutes.

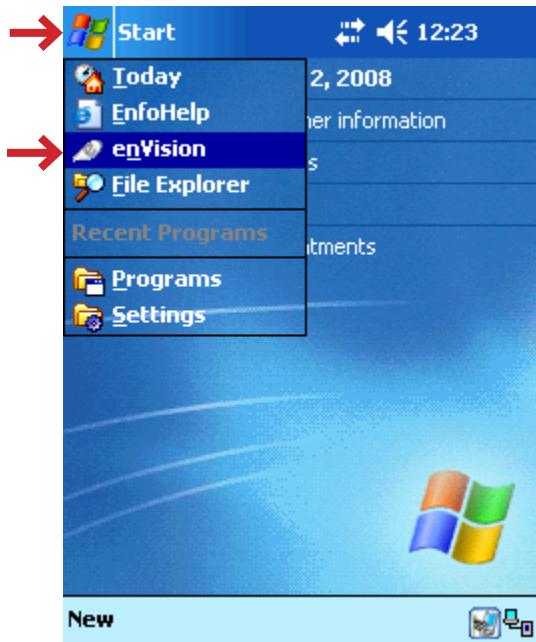


Building a New Unit

Step 8: Reset Database

After the database has been reset the device will automatically perform a soft reset and return you to the Today screen.

1. Tap Start and enVision.



The Reps name should now be visible in the name field. If this screen does not appear:

- Make sure the device is assigned to the rep.
- Save and publish the reps profile on the VPM website again.
- Reset the database.



Building a New Unit

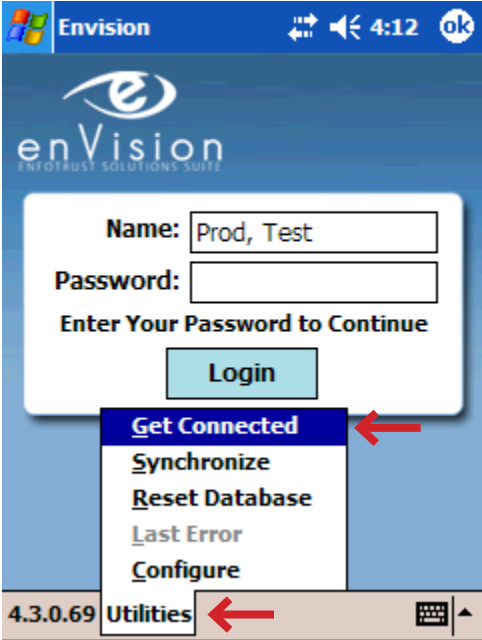
Step 9: Configuring Connections

A dialup connection must be created on the device for the purpose of synchronizing. This is the final stop in the build process.

1. Insert the modem.



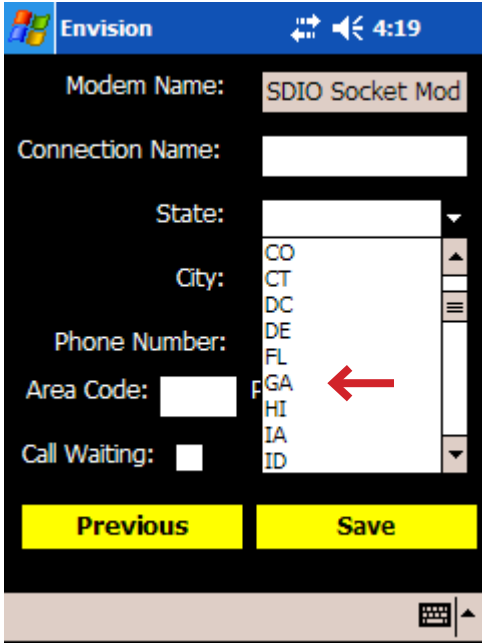
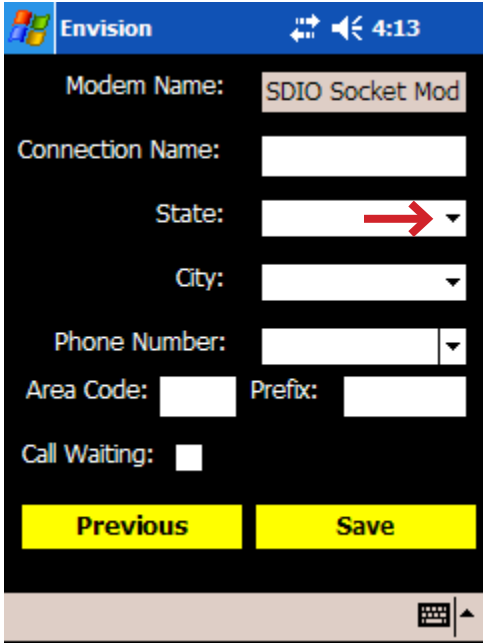
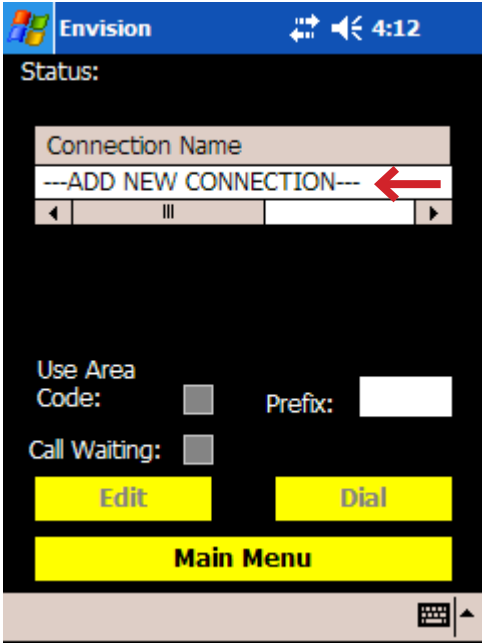
2. Select 'Utilities'.
Select 'Get Connected'.



Building a New Unit

Step 9: Configuring Connections

- 3. Select 'Add New Connection'.
- 4. Select the drop down arrow.
- 5. Choose the state in which the user will be working.



Building a New Unit

Step 9: Configuring Connections

6. Choose the Reps city or a nearby city.

Modem Name: SDIO Socket Mod
 Connection Name:
 State: GA
 City:
 Phone Number:
 Area Code: Prefix:
 Call Waiting:

Previous

7. Choose a connection number. The 'Connection name' field will auto-populate. Enable the 'Call Waiting' and Prefix fields if applicable and Save.

Modem Name: SDIO Socket Mod
 Connection Name: AtlantaGA
 State: GA
 City: Atlanta
 Phone Number: 529-9249
 Area Code: 404 Prefix:
 Call Waiting:

Previous Save

8. Tap OK.

Modem Name: SDIO Socket Mod
 Connection Name: AtlantaGA
 Area Code: 404 Prefix:
 Call Waiting:

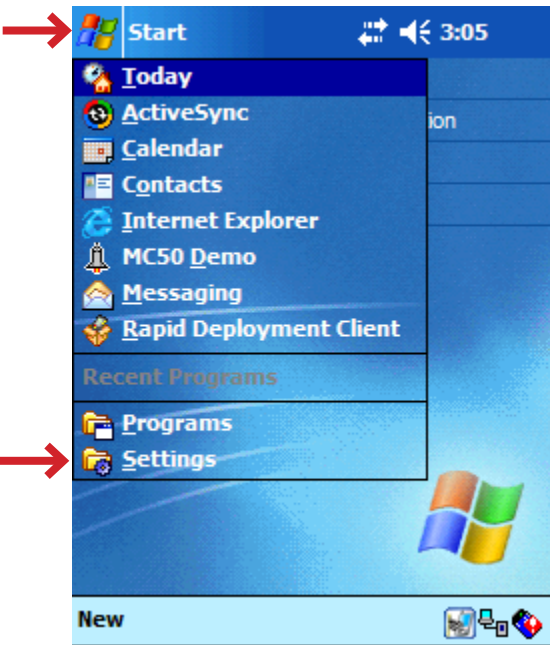
Previous Save

The new connection name is available.

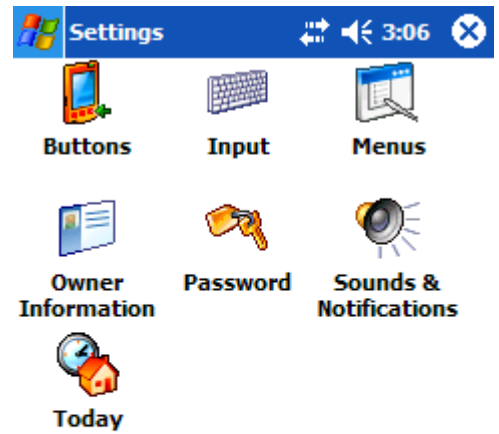
Status:
 Connection Name
 AtlantaGA
 ---ADD NEW CONNECTION---
 Use Area Code: Prefix:
 Call Waiting:
 Edit Dial
 Main Menu

Restoring a Device Verify the Platform

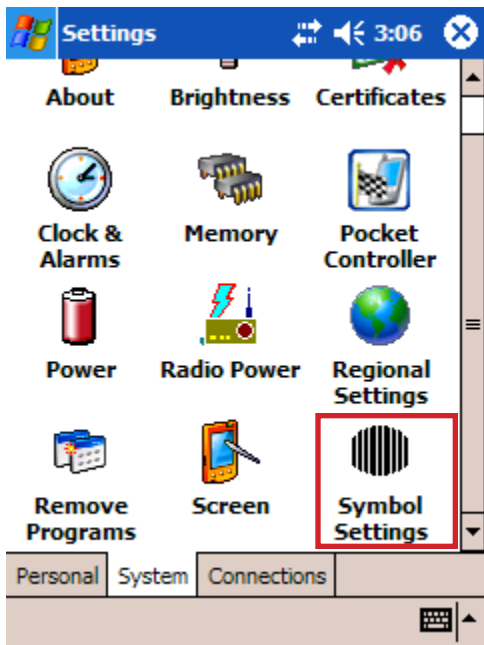
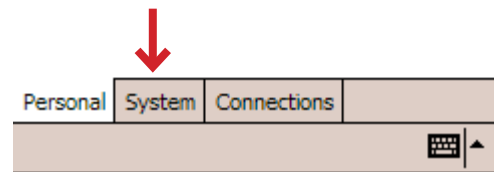
You will encounter devices being returned from Stratix, post-repair, or devices being returned to you by users that no longer require a device. In such scenarios the devices have had the enVision software installed and do not fit the criteria of being a new device. These devices can be restored. The first step in restoring these devices is to verify the platform version.



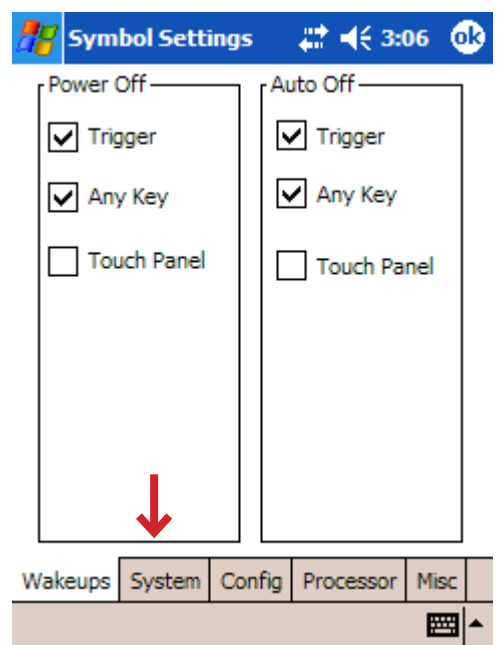
1. Connect the MC50 to the cradle and AC charger. Tap Start and Settings.



2. Tap System.

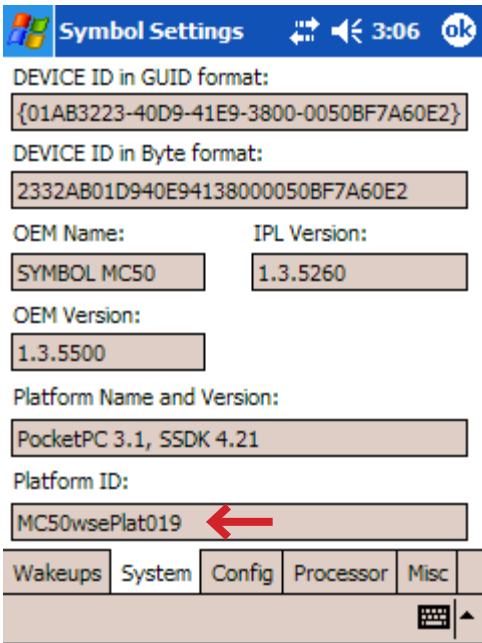


3. Tap Symbol Settings.

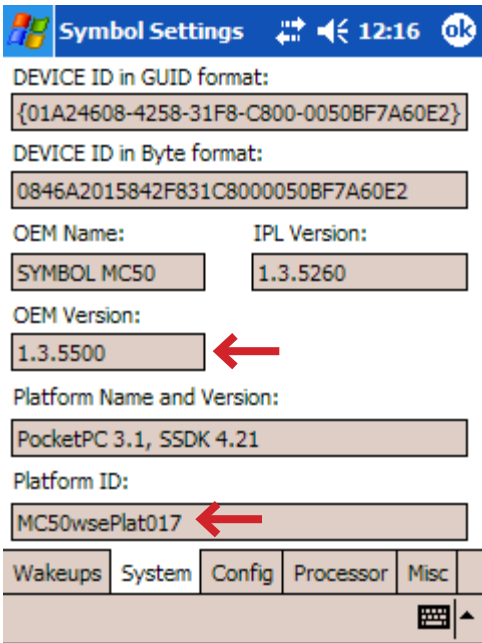


4. Tap System.

Restoring a Device Verify the Platform



If the Platform ID ends in 017, check the OEM version. An OEM version other than 1.3.5500 will require you to downgrade the platform via the supplied 'downgrade' SD card. See step #2.

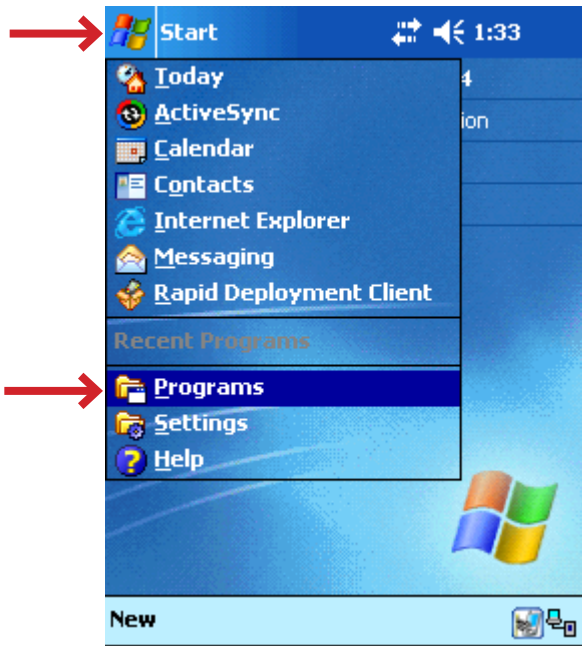


Platform ID's ending in 019, 011 are not enVision certified and need to be downgraded via the supplied SD 'downgrade' card. See step #2.

Platform ID's ending in 17A or 17-2 are enVision certified. Continue with the restoration.

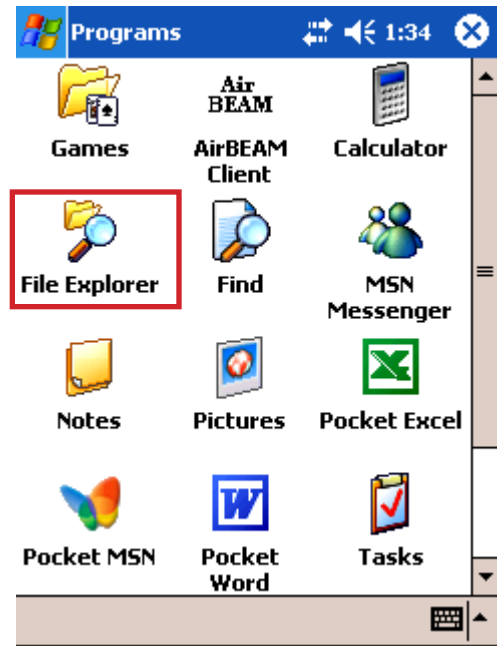
Restoring a Device Running the Recovery

1. Tap Start then Programs.

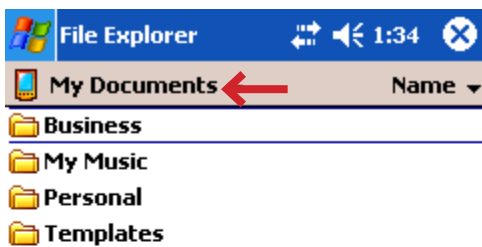


The enVision files can be restored via the 'Recovery' folder. This step is known as 'Running the Recovery'.

2. Tap File Explorer.



3. Tap My Documents.

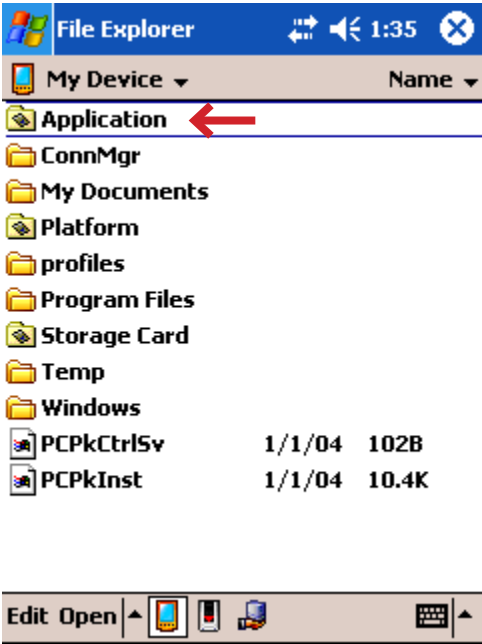


4. Tap My Device.



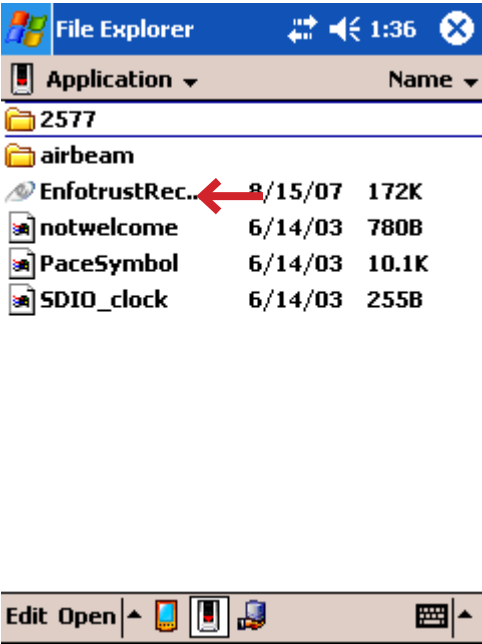
Restoring a Device Running the Recovery

5. Tap Application.

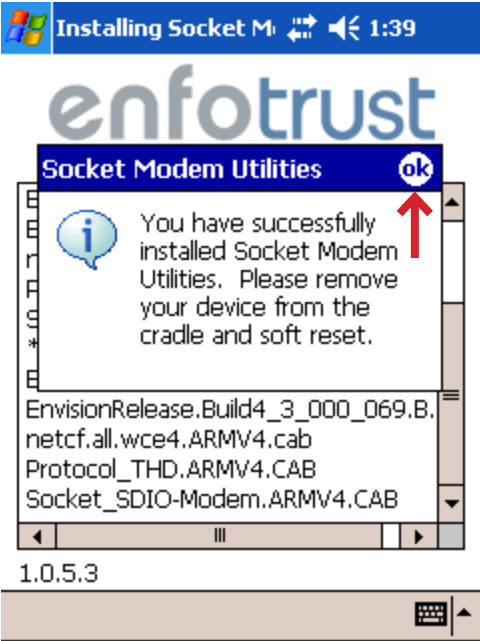


If the EnfotrustRecovery file is not available you will need to 'build' the device. Return to step #3. If the file is present, proceed with the installation.

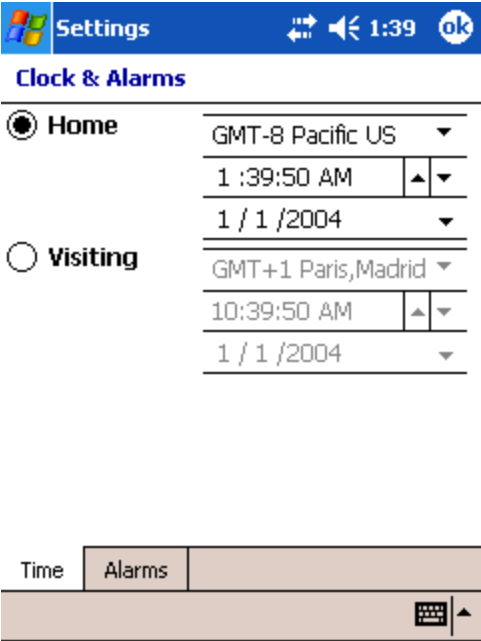
6. Tap EnfotrustRec...



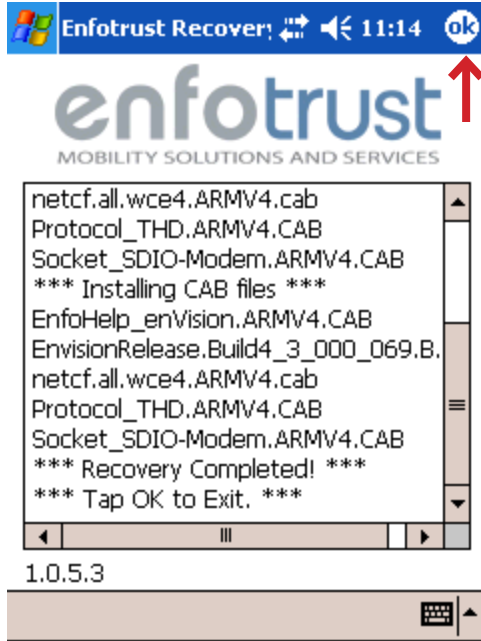
7. Tap OK.



8. Set the time and date.

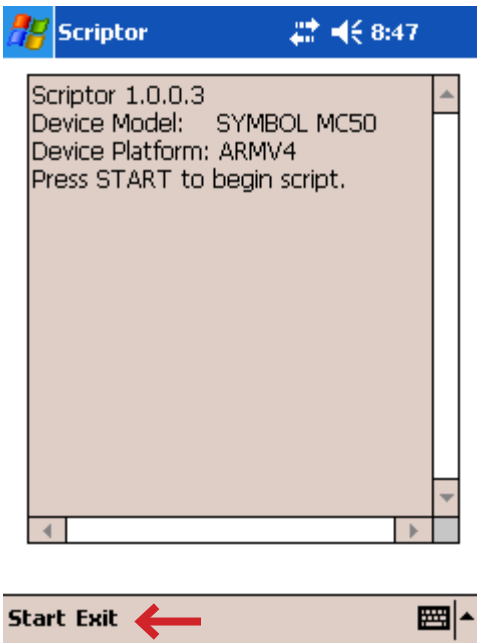


9. Tap OK. Soft reset the PDA.



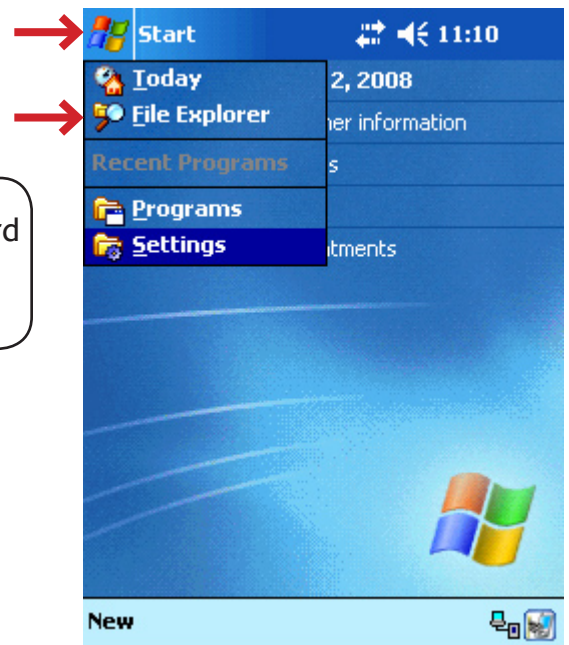
Restoring a Device Running the Recovery

If the script screen will appears
 Tap 'Exit'.

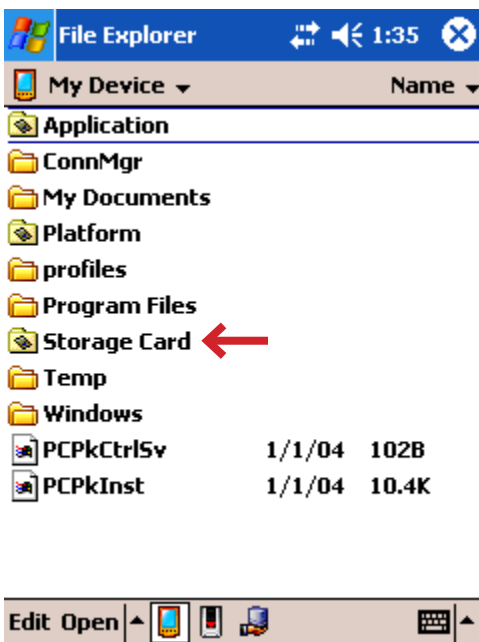


Insert your SD 'build' card
 and install the Division
 and Register files.

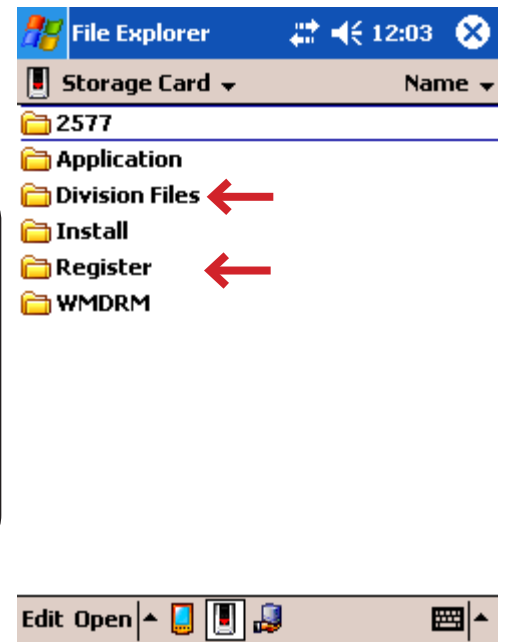
10. From this screen, Tap Start
 then File Explorer.



11. Tap Storage Card.

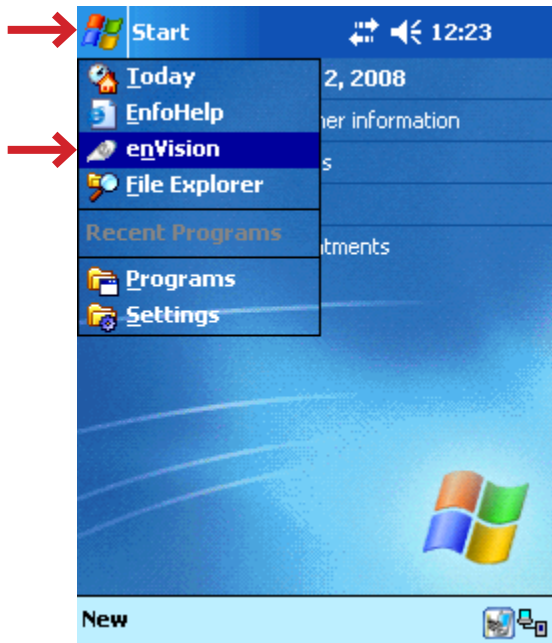


12. Open the Division file folder
 and locate the division of the
 user to whom the PDA is going
 to be assigned. Tap the division
 with your stylus to install the
 file. Open the Register folder
 and tap the register file to
 install.



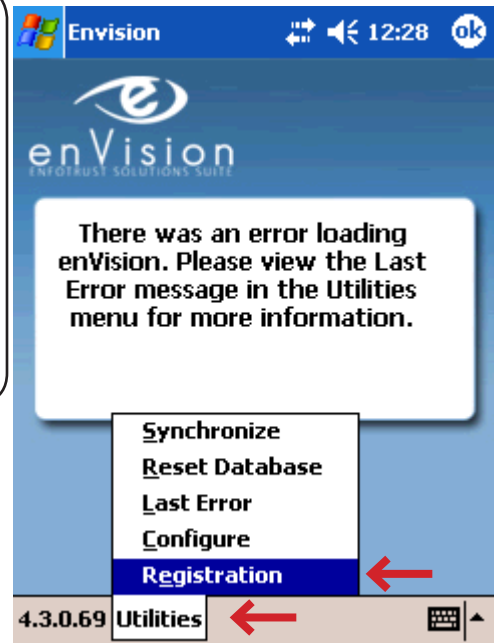
Restoring a Device Register the Device

1. Tap Start and enVision.

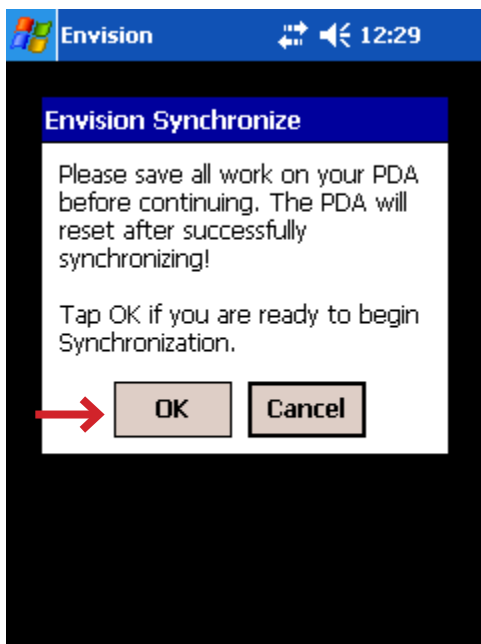


The enVision software has been installed and the device is ready for registration. Registration creates a unique numeric ID for the device and places that ID on the VPM Central website. The device must have an internet connection for the Registration process.

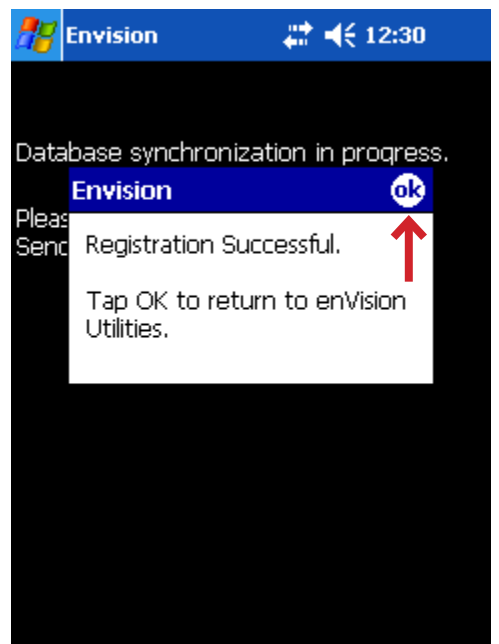
2. Tap Utilities and Registration.



3. Tap OK.



4. Tap OK.



Restoring a Device Reset Database

Assign Devices To Reps

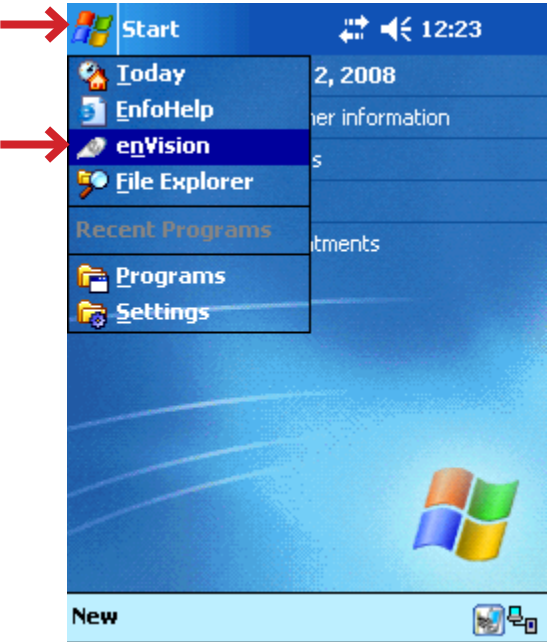
Division:

Device Service Tag Number:

Rep:

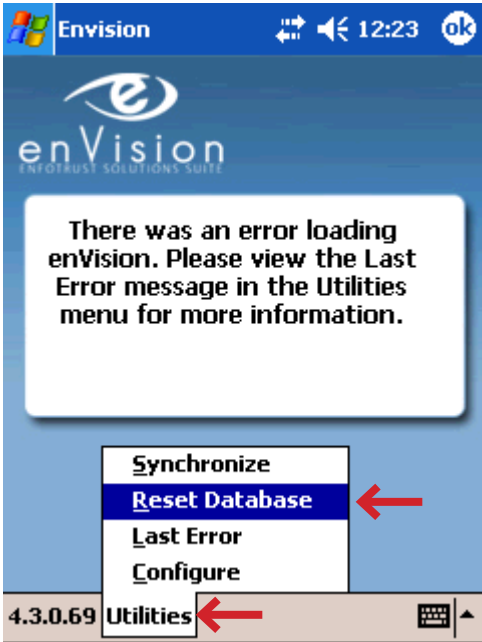
After registration, log onto the VPM Central website and assign the device to a user. Under the “Device Service Tag Number’ heading you will find the service tag for the device you registered. Select the Reps name that will be using the device. Complete the assignment process and return to the PDA.

1. Tap Start and enVision.



A Reset Database will deliver to the PDA all profile, sheet and configuration information. This process can run for several minutes.

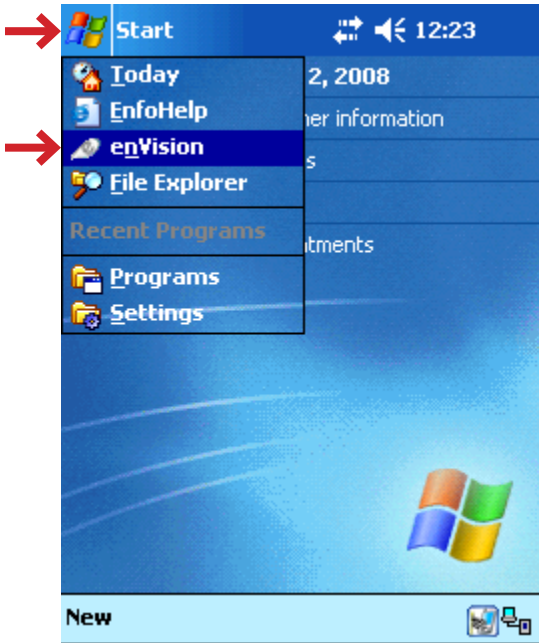
2. Tap Utilities and Reset Database.



Restoring a Device Reset Database

After the database has been reset the device will automatically perform a soft reset and return you to the Today screen.

1. Tap Start and enVision.



The Reps name should now be visible in the name field. If this screen does not appear:

- Make sure the device is assigned to the rep.
- Save and publish the reps profile on the VPM website again.
- Reset the database.



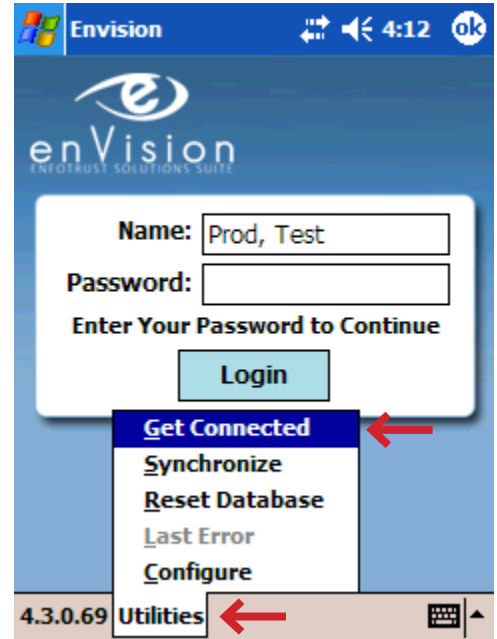
Restoring a Device Configuring Connections

1. Insert the modem.



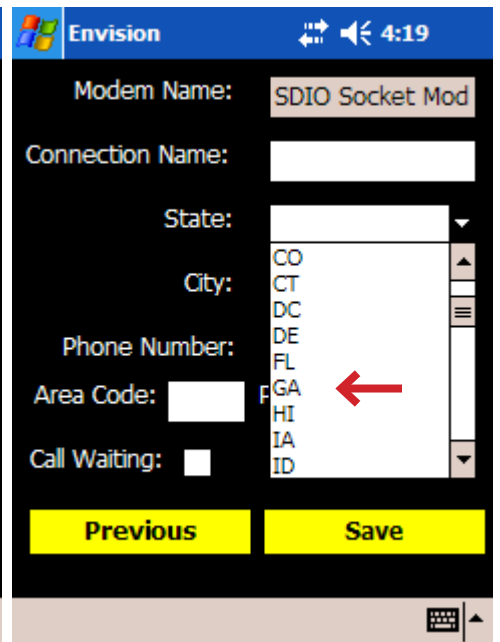
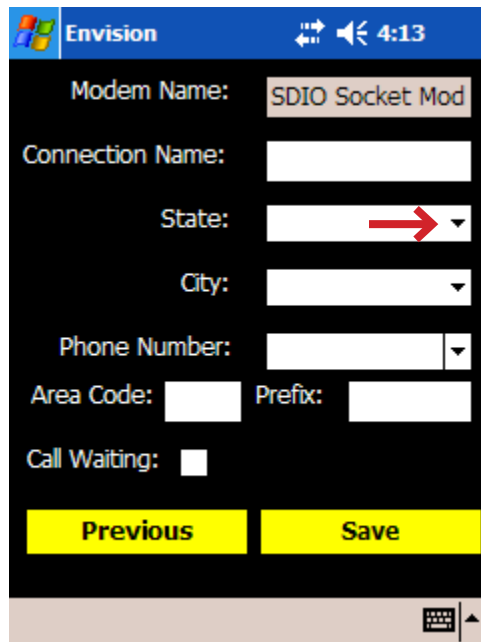
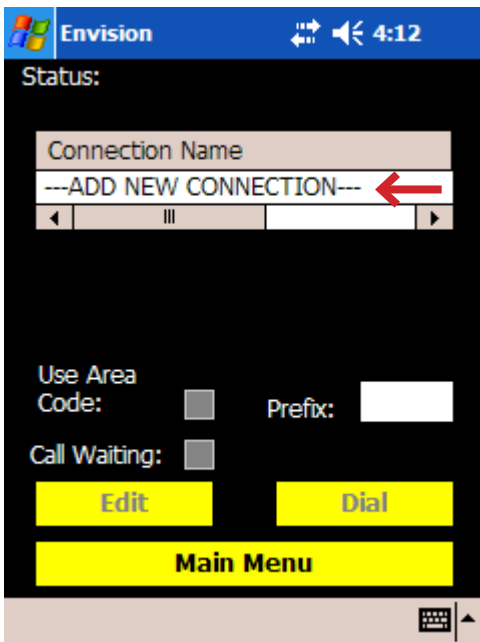
A dialup connection must be created on the device for the purpose of synchronizing. This is the final stop in the restoring process.

2. Select 'Utilities'.
Select 'Get Connected'.



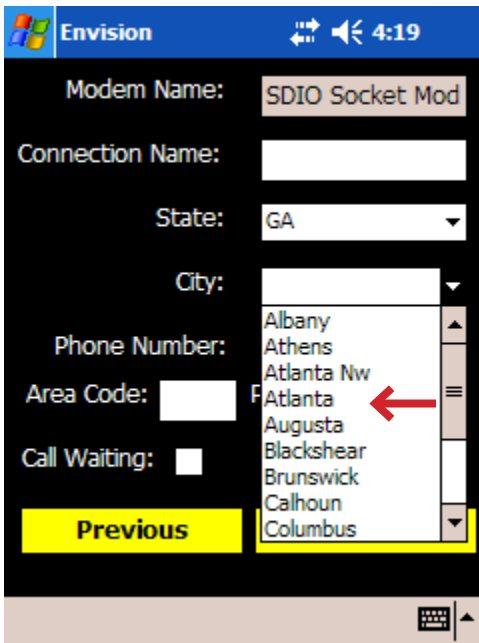
Restoring a Device Configuring Connections

3. Select 'Add New Connection'. 4. Select the drop down arrow. 5. Choose the state in which the user will be working.

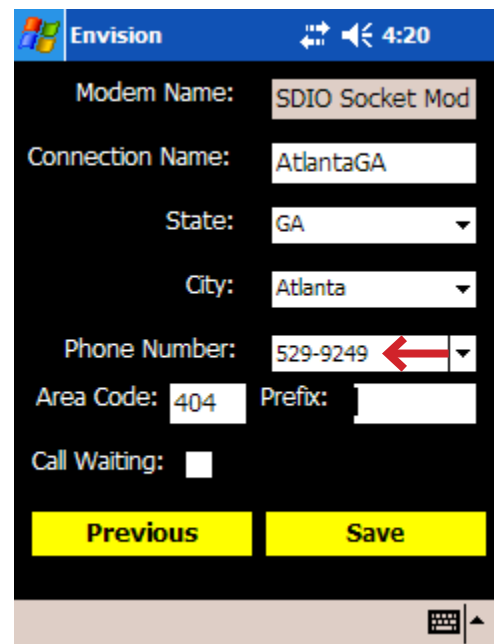


Restoring a Device Configuring Connections

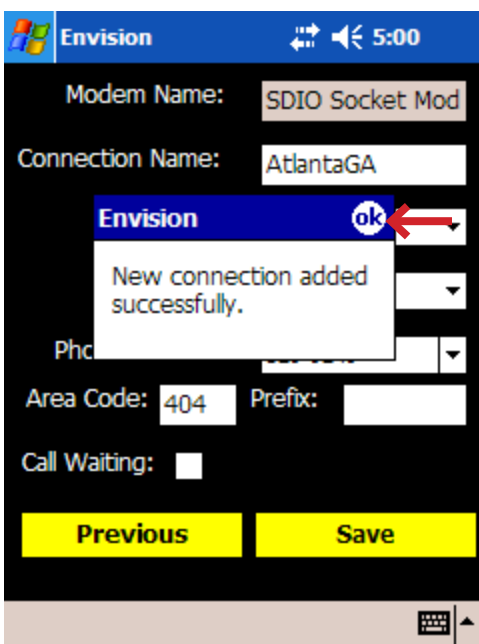
6. Choose the users city. If the exact city is not present, choose a nearby city.



7. Choose a connection number. The 'Connection name' field will auto-populate. Enable the 'Call Waiting' and Prefix fields if applicable and Save.



8. Tap OK.



The new connection name is available.

