



We know you are excited to get your hands on our Ness Smartbell firmware (as you should be), but there are some important things you need to do first.

1. Make sure you have the latest firmware files.
2. Make sure to check out all our training videos on our YouTube channel (www.youtube.com/nesscorporation) as there might be features the Ness Smartbell can do that you didn't know about.
3. Once the firmware in the 10" Touch screen has been updated, it will then only work with the Ness Smartbell eGateway firmware, Outdoor Phone Station firmware and Smartbell App.
4. Make sure you have copy any files, or settings from the 10" touch screen as it may delete the settings during the update.
5. Updating the firmware on the 10" Touch screen must be updated in the exact order shown in this guide.
6. Ensure you have read and understand the following pages before updating the firmware.

How to update the 10" Smartbell Touch Screen

BEFORE YOU BEGIN

- Ensure you have the latest firmware files on your computer

BEFORE YOU UPDATE THE FILE

Before you can copy the new file you must first delete the app from your device.

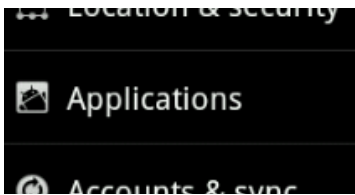
Step 1:

Tap on the settings button from the home screen on the 10" Indoor phone touch screen.



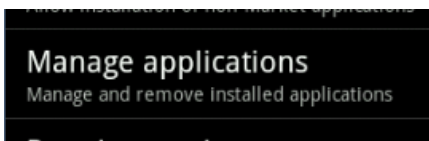
Step 2:

Tap on the **Applications** from the list.



Step 3:

Tap on **Manage Applications** from the list.



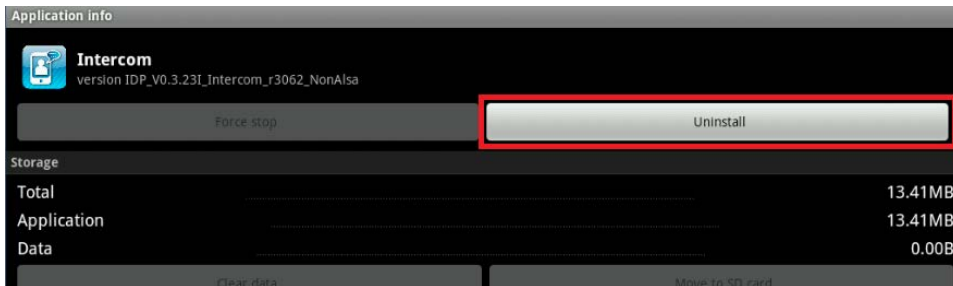
Step 4:

Now you need to tap on **Intercom** from the list.

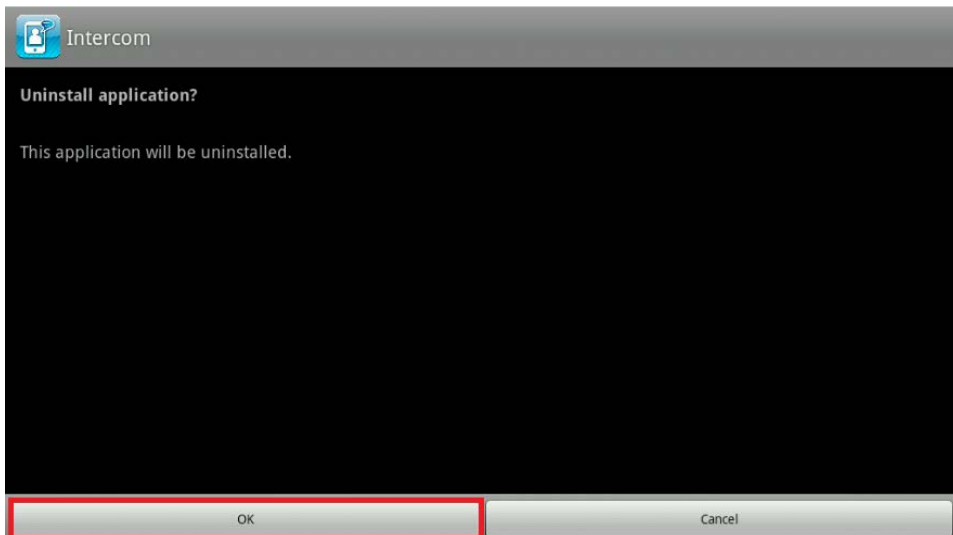


Step 5:

Now you need to tap on the **Uninstall button** this will delete the app from your 10 inch device. No need to panic, we will be installing the new version later.



Then tap on the **OK** button.



Now you need to follow the steps in [How to update the 10" touch Screen firmware](#) on the next page.

HOW TO UPDATE THE 10" TOUCH SCREEN FIRMWARE

Step 1:

Direct connect your computer to the **LAN1** port on the eGateway.



Step 2:

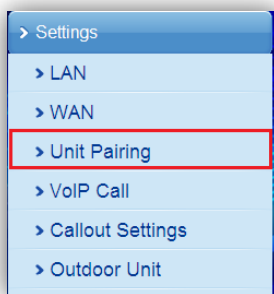
Open the web browser and type in the LAN IP address of your eGateway.

When prompted for the username and password enter in admin for both fields.

Note: If you don't know your LAN IP address of the eGateway, you will need to login using the WAN IP address and select Settings > LAN to see what it is set to then plug the LAN cable back into LAN1.

Step 3:

Select on **Settings > Unit Pairing** from the menu on the left



Step 4:

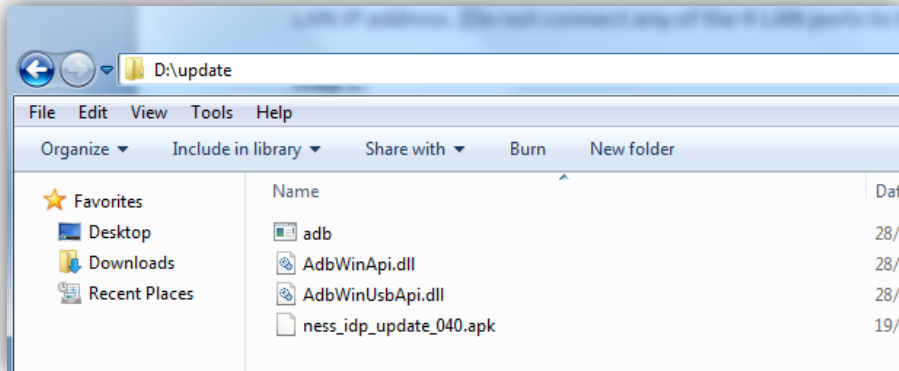
Note down the IP address of your Indoor Phone Station, you will need this for later on.



Step 5:

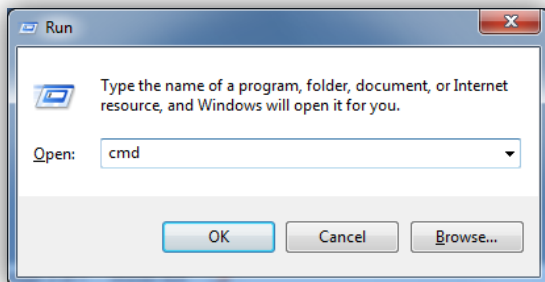
Extract the ZIP file that contains the adb.exe, AdbWinApi.dll, AdbWinUsbApi.dll and the apk file to a folder on your computer such as D drive.

In my example, I will be extracting the ZIP file to **D:\update**

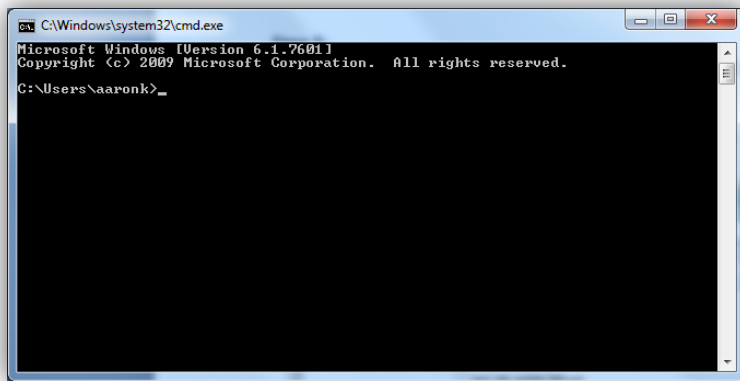


Step 6:

Open the command prompt dialog box by pressing **Windows Key + R** (or, press the Start button and type in CMD and press enter)



A dialog like below should appear..

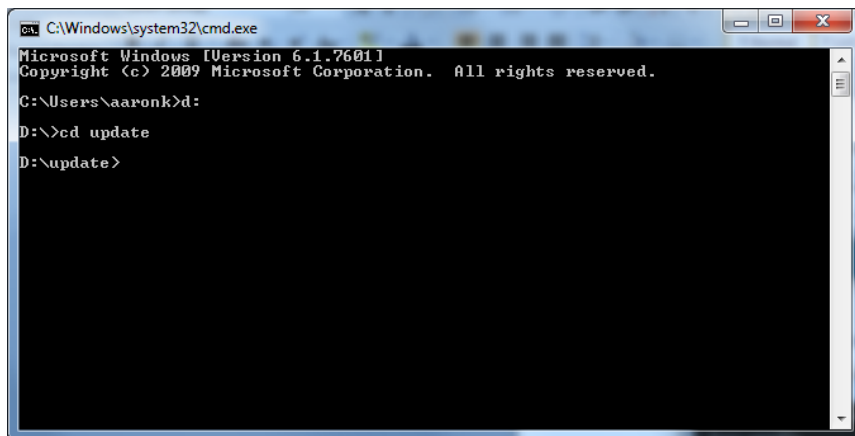


Step 6:

In the command prompt dialog you need to change the path to where you saved the files from step 5.

As per my example you can do the following to move it to D:\update

- d:** This will change it from C Drive to D Drive
- cd update** This will move it to the update directory



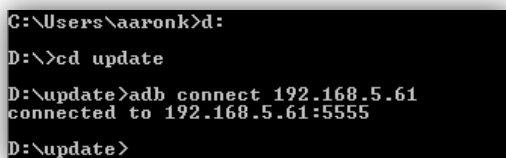
Step 7:

Now you need type in the adb command to connect to your Indoor Phone station.

Type in: **adb connect** followed by a space then your IP address from step 4.

For Example: My Indoor phone has the IP of 192.168.5.61 so I would type:

adb connect 192.168.5.61



It then should say you are connected to the IP address.

Step 8:

You now need to type in: **adb devices**
Then press enter.

```
D:\update>adb devices
List of devices attached
192.168.5.61:5555    device
```

Step 9:

You now need to type in: **adb install ness_idp_update.apk**
Then press enter.

```
D:\update>adb install ness_idp_update.apk
```

This will then send the update file to your Indoor 10 Inch tablet.

Once completed it should say Success and it will be ready to pair into your eGateway.

```
D:\update>adb install ness_idp_update.apk
555 KB/s (10326128 bytes in 18.169s)
  pkg: /data/local/tmp/ness_idp_update.apk
Success
```

RESOURCES

Should you have any questions or run into issues, here are some resources that may be of assistance:

National Technical Support:

1300 551 991

Monday – Friday (8:30AM – 5:00PM)

Email:

customerservice@ness.com.au

Ness Forum:

www.nesscorporation.com/nessforum

Ness YouTube Channel:

www.youtube.com/nesscorporation