# SHC5000 Installing OS and Bios updates

How to install OS and Bios updates on the SHC5000 Windows 10 Field Controller

# SHC5000 Bios update instructions

**Step 1: Update the Bios Firmware**

Updating the firmware can take up to 20 minutes, and the tablet may restart several times during the process. After each restart, the firmware updater launches automatically.

To update the firmware,

1. Connect the SHC5000 Windows tablet to external power.

2. Close any open files or programs.

3. Back up all critical data.

4. Download the firmware file to the tablet.

5. Extract the executable file from the Zip folder.

# SHC5000 Bios update instructions

6. Remove any external storage device(s) attached to the SHC5000 tablet

7. Run the firmware updater (.exe file) by selecting Run as Administrator and follow the on-screen prompts. If the tablet has a PIN or password, you may need to enter it each time the tablet restarts.

8. After the installation is completed, verify that the latest firmware is installed in the Device Info utility.

# SHC5000 OS update instructions

**Step 2: Install the OS Patch**

1. Select **Start** > **Device Info** to see which OS patch is currently installed on the tablet.

2. Download and install the latest OS patch.

3. Download the firmware file to the tablet.

4. Extract the executable file from the Zip folder.

5. Remove any external storage device(s) attached to the SHC5000 tablet

6. Run the firmware updater (.exe file) by selecting Run as Administrator and follow the on-screen prompts. If the tablet has a PIN or password, you may need to enter it each time the tablet restarts.

7. After the installation is completed, verify that the latest firmware is installed in the Device Info utility.

# Troubleshooting

**Tablet Locks Up during Firmware Update**

If you are updating the tablet from EC version 1.21, a known minor issue may cause the tablet to get stuck during the update process. If this occurs, drain the tablet battery and try again. If the tablet has a removable battery, remove it to drain the system. If the tablet has an internal battery, leave the tablet running until the internal battery is drained.

If the error message **Failed: updating UEFI version** appears while attempting to update the firmware.

1. Restart the SHC5000 Windows Tablet.

2. Press Esc on the keypad.

3. From the Save & Exit tab, select Restore Defaults.

4. At the Load Optimized Defaults prompt, select Yes.

# Troubleshooting

5.  From the Security tab, select Secure Boot.

6.  Change the Secure Boot Disabled.

7.  Press F4 to save and exit.

8.  After the tablet reboots, delete the config file in the location the file was stored.

9.  Run the update again.