



1. Download the appropriate version of firmware from our website:

[Firmware Downloads](#)

Note: There are two different versions of firmware for the LDX10, depending on the number of characters in its serial number (7 or 8). Be sure to use the correct one for your device(s).

2. Extract the three (3) files from the downloaded .Zip file and copy them directly into the root directory ("") of a microSD card (**card capacity must be 32GB or less*). 'Eject' the microSD card before disconnecting it from the computer.
3. If there is existing data on the device that needs to be saved, and the device will power on, then perform the following:
 - a. Insert the microSD card (contact-pins facing up). The card will *click* when properly seated.
 - b. Exit DCSuite on the device by taping on *Settings* and selecting *Exit*.
 - c. Tap on the "My Device" icon found at the top left corner of the Desktop.
 - d. Tap on "Program Files" and then tap and hold on the DCSuite folder, then select *Copy*.
 - e. Tap the small left arrow at the bottom of the menu bar and double tap on "Ext SD Card".
 - f. Select Edit from the menu bar and then tap on Paste.
4. Using the tip of a paper clip, carefully press the internal reset button (located above the microSD card on the side of the unit).
5. If not already inserted, insert the microSD card (contact-pins facing up). The card will *click* when properly seated.
6. Connect the device to an appropriate wall charger (1A output or greater) and quickly depress the device's red power button.
7. The LDX10/TDX20 should now update the system. The top-right LED's will be solid yellow and green as the firmware is being loaded onto the device (45-60 seconds).

8. The LDX10/TDX20 should boot to the WinCE desktop instead of running DC Suite. This affirms a successful firmware reload. If the DCSuite folder was saved to the microSD card in step 3, then perform the following
 - a. Reverse the process from step 3 to place the DCSuite folder back into the "\Program Files" folder on the device.
 - b. Connect the device to a computer with DC Console already running.
 - c. Once the device shows connected, sync your data off of it using your normal methods.
 - d. Once done, disconnect it from the computer and delete the "\Program Files\DCSuite" folder off of the device.
9. Remove the microSD Card from the device and reconnect it to the computer.
10. Launch DC Console on the computer. It will prompt if you wish to load DCSuite back onto the device. Allow this operation.

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