



IMPORTANT TECHNICAL INFORMATION

Products Affected: **LDX10, TDX20**

Regarding: **Important Update to LDX10/TDX20 USB Communication Mode.**

Due to the instability and eventual phasing out of Windows Mobile Device Center (WMDC), we are no longer using WMDC as our primary means to communicate with our devices. Our latest DC Software utilizes Serial over USB protocol, which improves connection stability and is more than twice as fast. The enclosed device(s) have already been set to communicate using Serial over USB and not WMDC.

The current version (v3.60 or higher) of DC Console or DC Sync application is required to support the latest USB Serial communications method. It can be downloaded from the following link: <https://www.amltd.com/Software/DC-Software/>

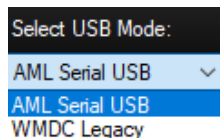
Important: Install and open the updated version prior to connecting the enclosed device(s) to your PC.

Steps to get the enclosed device(s) communicating with DC Console/DC Sync.

NOTE: Steps 1-4 are only required one time for each PC that is being used.

1. Disconnect any AML devices plugged into the PC
2. Update DC Console/Sync to v3.60 or higher if not already (link above)
3. Run DC Console/Sync and click on the Sync tab at the top menu
4. At the bottom of the Sync tab, make sure "AML Serial USB" is selected in the "Select USB Mode" section (Figure 1.1)
5. Plug the device into the PC and wait for DC Console/DC Sync to show Connected. The environment is now set up to communicate with the device using Serial over USB and not Windows Mobile Device Center.

Fig 1.1



Steps to update other devices running an **older** version of DC Suite:

NOTE: Steps 1-5 are only required one time for each PC that is being used.

1. Disconnect any AML devices plugged into the PC
2. Update DC Console/Sync to v3.60 or higher if not already (link above)
3. Run DC Console/Sync and click on the Sync tab at the top menu
4. At the bottom of the Sync tab, make sure "Support Updating DC Suite" is checked (Figure 2.1)
5. At the bottom of the Sync tab, make sure "AML Serial USB" is selected in the "Select USB Mode" section (Figure 1.1)
6. Plug the device into the PC and wait for DC Console/Sync to show Connected.

7. Once connected, a prompt will appear to update DC Suite on the device to v3.60. Click Yes to begin the update.
8. After the update is finished there will be a prompt to reboot the device (Figure 2.2). Click Yes to initiate reboot. DC Console/Sync will reboot the device. Leave the device plugged in and DC Console/Sync running until the reboot completes and the DC Console/Sync status icon shows Connected.

Figure 2.1

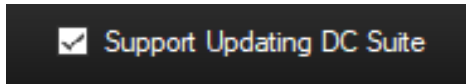
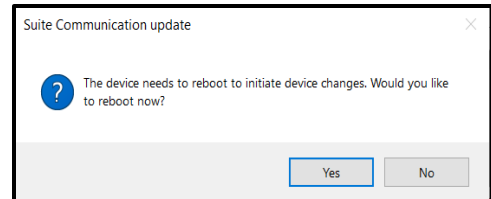


Figure 2.2



Steps to revert device to WMDC Legacy Mode (not recommended)

NOTE: Steps 1-3 are only required one time for each PC that is being used.

1. Disconnect the device if plugged into the PC
2. Run DC Console/Sync and click on the Sync tab at the top menu
3. At the bottom of the Sync tab, make sure "WMDC Legacy" is selected in the "Select USB Mode" section (Figure 1.0)
4. Exit DC Suite on the device by tapping Settings and selecting the exit option.
5. Double tap on "My Device" from the device desktop
6. Double tap on the "Windows" folder
7. Double tap on the "Startup" folder
8. In the Startup folder, delete the SuiteCommunication shortcut icon (Figure 3.3)
9. Exit out of the file system
10. Run DC Suite on the device
11. After DC Suite is started, plug the device into the PC and wait for DC Console/Sync to show Connected. The device is now communicating using Windows Mobile Device Center and not Serial over USB.

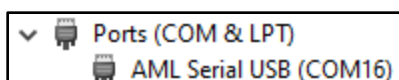
Figure 3.3



Determining the communication mode of a connected device:

Connect the device to the computer and open Windows Device Manager (devmgmt.msc) and see how the device has been detected.

This device is using **AML Serial USB** mode:



This device is using **WMDC Legacy** mode:

