
Subject: SmartX Advanced Display Android 8 Compatibility
Product: SmartX Advanced Display
Originator: Product Support Services - Lund TPA-EBO-19-0002.00
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SmartX Advanced Display and Android 8 Compatibility

Due to changes in Android 8 and Samsung's firmware, existing versions of AD-Link (5.4), SmartXKiosk (1.0.1.08) and Technician Tool (1.4.0.89) will not work correctly, when the SmartX Advanced Display v2 is updated to Android 8.

Additionally, Samsung has identified an issue with some of the new features in Android 8. This issue affects Android 8 (Oreo), and SmartX Advanced Display v2, a.k.a SM-T580.

Corrective actions

New versions of the AD-Link, SmartXKiosk and Technician Tool applications have been produced, and are available today. The existing applications will need to be completely uninstalled and removed from the device prior to installing the new versions.

To obtain the new applications, contact your technical support entity, and provide the serial number of the device experiencing the issue.

Additionally, the firmware version of the SM-T580 must be T580XXU4CSA1 or above. Prior to this firmware version, even the new updated version of AD-Link will not work, as it relies on corrections from Samsung which were not available until this build.

As an example, T580XXU4CRJ9 is lower than T580XXU4CSA1.

Obtaining the serial number of SmartX Advanced Display v2 (SM-T580)

1. From the Home screen, touch **Apps**
2. Touch **Settings**
3. Touch **About tablet**
4. Touch **Status**
5. Scroll to view your device's **Serial number**

Obtaining the firmware version of SmartX Advanced Display v2 (SM-T580)

1. From the Home screen, touch **Apps**
2. Touch **Settings**
3. Touch **About tablet**
4. Touch **Software Information**
5. Scroll to view your device's **Build number**

Contact your local Customer Care Center for post-sales support inquiries.

Find the support contact information in your local Schneider Electric website, within the "Support" section tab. Visit www.schneider-electric.com and select your country of origin.

Access Customer Care directly from your mobile device by installing the **"mySchneider" mobile application** onto your Apple or Android device.