

# OS v94 Update for Recovery Mode Issues

## Action required before updating

Back up all data on the controller before installing OS v94 or performing any factory reset.

Trimble has identified and corrected a Recovery Mode issue that may affect some TSC510 and TSC710 controllers shipped during Q4 2025 and Q1 2026.

## Recommended fix

Install Operating System v94 from Settings > System > System Update. A factory reset is also an option after data is backed up.

This customer-facing version removes dealer inventory details and affected device labeling guidance from the original support bulletin.

# Devices Already In Use

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- Proactively back up data stored on the device before taking any action.
- After the backup is complete, install OS v94 or perform a one-time factory reset.
- Installing OS v94 does not require the out-of-box setup process again.
- A factory reset will require the device to be set up again and Trimble software to be re-installed.
- If the factory reset has already been completed, it does not need to be done again.

## Update path

Settings > System > System Update

## Important note

The OS update screen will remind customers to back up device data before installation.

# Possible symptoms and first steps

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- The controller may get stuck on the Trimble or Spectra logo, the Powered by Android splash screen, or the animated boot screen.
- The controller may show a blank screen with a very faint backlight.
- The controller may start on the Android Recovery Mode screen.

### **First response**

Leave the device for about 30 minutes. If it does not move forward, press and hold the Power key until the power LED turns off briefly, then turns on again.

### **If Android Recovery appears**

Select Try again. If the device boots normally, immediately back up needed data, then complete the OS update or factory reset.

# Fastboot Mode Instructions

## Warning

A factory reset wipes all internal storage data, including apps and associated data. Plug the device into a power source before starting.

- 1 Power down the TSC510 or TSC710.
- 2 Hold the Android Overview key and the Power key at the same time until Fastboot mode appears.
- 3 Use the Android Overview key to select Recovery mode, then press the Power key.
- 4 Use the D-pad to select Wipe data/factory reset, then press Enter.
- 5 Select Factory data reset, then press Enter.
- 6 When Data wipe complete appears, select Reboot system now and press Enter.

# Android OS Settings Instructions

## Before resetting

Remove work profiles, personal accounts, and device security before restoring the controller to factory settings.

- 1** Power on the TSC510 or TSC710 and open Settings.
- 2** Go to System, then open Reset options.
- 3** Tap Erase all data (factory reset).
- 4** Confirm by tapping Erase all data again.
- 5** Follow the on-screen prompts. You may need the unlock pattern, PIN, password, or Google account connected to the device.
- 6** After the reset is complete, go through the new device setup.