

WEBINAR: New Firmware Release What you need to know!

Questions & Answers

Q: On which version of Android is the update based?

A: We will be staying on Android 4.4

Q: What FAMOCO version is supported?

A: The FAMOCO OS 2.0 is available for the FX100 for the moment. Availability for the FX200 and FX300 will follow soon after. We will notify clients by email.

Q: Will the firmware be available for all FX100 versions? (eg FX100,5 FX100,6 FX100,7)

A: The FAMOCO OS 2.0 is available for all FX100 versions running Android 4.4.

Q: Will older FX100-B4 models be upgradable?

A: No these will not be covered by the upgrade.

Q: Is the firmware update mandatory?

A: The firmware is not mandatory but strongly recommended as it packages multiple updates and new functionalities.

All future improvements will only be compatible with this latest version.

Q: Could you tell me where is the firmware updater app available?

A: The firmware is available for beta testing to a limited number of clients. Please contact your sales advisor if you would like to take part in this.

Following the beta testing phase, the FAMOCO OS 2.0 will be available for all clients.

Q: Who do I contact about upgrade

A: Please contact your FAMOCO sales advisor.

Q: Does this upgrade the Android api version?

A: No this is unchanged.

Q: Can you name a date for the new firmware on the FX-300?

A: The firmware will be available for the FX200 and FX300 following the successful beta testing phase of the FX100 upgrade. We have no exact date for the moment, but are expect to release end of Q1 and will inform you by email.

Q: Do we have the possibility to upgrade using a local network instead of the internet? We have more than 1000 devices.

A: Yes, this will be made available for the final version.

Q: Will there be a local (via USB) firmware update procedure?

A: Yes, this will be made available for the final version.

Q: Is it safe to silently push the upgrade to production devices?

A: Yes, the upgrade procedure is the same between silent, and non-silent mode. The only difference is the use of pop-up notifications on the device before the FAMOCO OS upgrade.

Q: After upgrade is there any impact on current NFC application which is already launched?

A: The upgrade will stabilize NFC performance. There is no impact to the NFC cards supported, and the upgrade will not compromise any application or data on the devices. Best practice is to first test the upgrade on a small sample of devices prior to mass upgrade.

Q: Most devices had a bootloop failing at just a moment screen...will the FAMOCO firmware upgrade cover this?

A: Yes this upgrade will rectify the issue.

Q: Does the NFC work faster?

A: While we have improved overall stability and performance, it will vary case by case and depend on the tag you read.

Q: Are you planning any update on the Map feature on FMS? and does this upgrade improve the accuracy of localizing devices?

A: The map feature on the FMS is not linked to device based location, but to the IP address. Updates on the FMS are planned and will be communicated separately.