

## MBUX Tablet (code 447) can no longer be connected to the MBUX multimedia system (A26/17)

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Topic number	LI82.85-P-074392
Version	2
Function group	82.85 - Navigation and Communication systems
Date	8/5/22
Validity	Model series 223 and 297 with code 447
Reason for change	Validity change

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### Complaint

Following a software update of the MBUX multimedia system (A26/17), the MBUX tablet can no longer be configured.

Therefore, the tablet cannot be used to control the Rear Seat Entertainment displays or perform any other in-vehicle functions.

### Cause

Previous release of the Android operating system software for the MBUX tablet

### Remedy

Update the MBUX Tablet Android operating system software.

This is done by connecting the device to an external network with an internet connection and navigating to "settings" - > "software update". See attached instructions.

Attachments	
File	Description
<a href="#">MBUX Tablet Android software update english.pdf</a>	

Symptoms
Communication/information > Entertainment > Display message > Function not available
Communication/information > Entertainment > Rear entertainment > Screen/display > Miscellaneous
Communication/information > Entertainment > Rear entertainment > Control > Button nonfunctional
Communication/information > Entertainment > Rear entertainment > Control > Remote control nonfunctional

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note

# XENTRY TIPS

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			820FEE9	Function of touchpad on tablet PC cannot be operated
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## Work procedure

1. Remove the COMAND center rear (CCR) tablet from the cradle.
2. Exit the MBUX user interface.
  - 2.1. Press "Exit MBUX" (Figure 1).
  - 2.2. Confirm with "OK" (Figure 2).

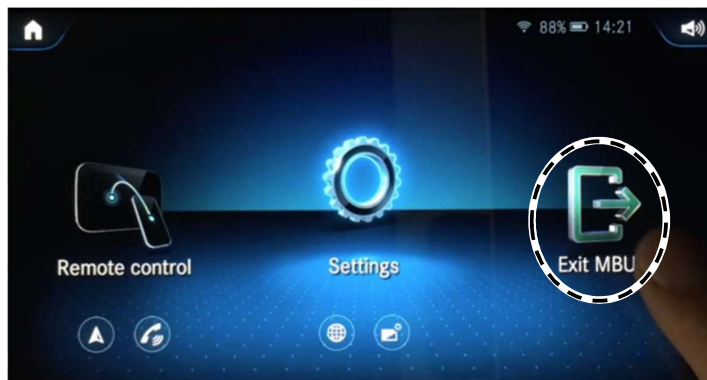


Figure 1

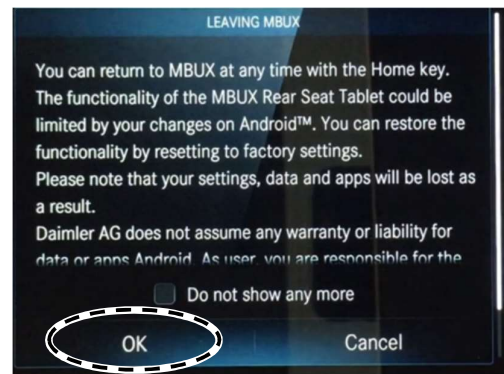
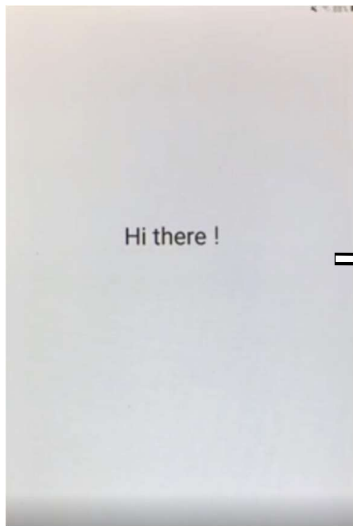


Figure 2

**2.3.** Welcome screen after exiting MBUX; press on the arrow pointing to the right to start the process (Figures 3 and 4).



**Figure 3**



**Figure 4**

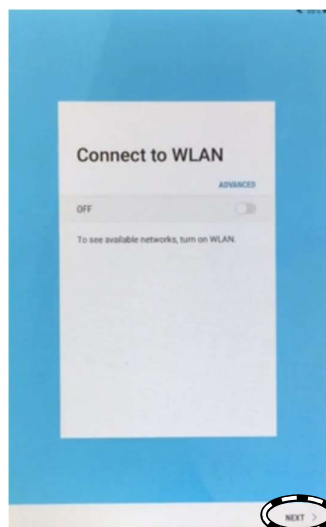
**3.** Prepare the settings for the update.

**3.1.** Deactivate WLAN (Figure 5).

**3.2.** Press "Next" (Figure 6).



**Figure 5**

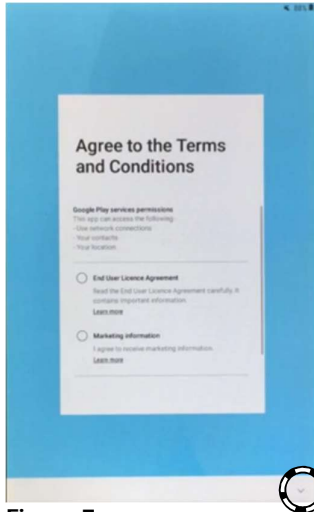


**Figure 6**

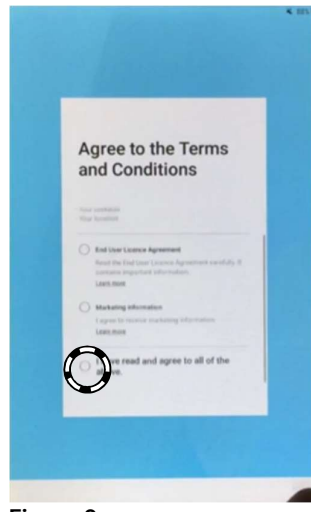
**3.3.** Under "Agree to the Terms and Conditions," press the downward arrow for the expanded view (Figure 7).

**3.4.** Agree to all the terms and conditions (Figure 8).

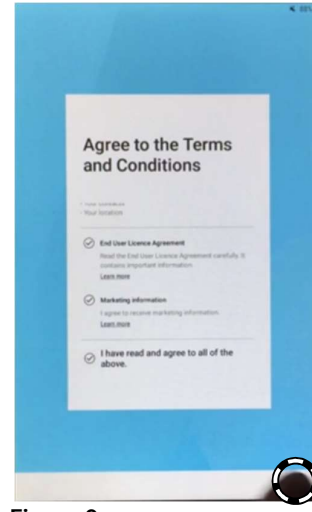
**3.5.** Press "OK" (Figure 9).



**Figure 7**



**Figure 8**



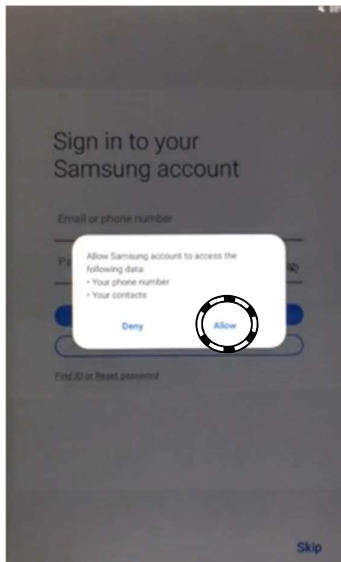
**Figure 9**

**3.6.** Skip signing in to the Samsung account (Figures 10–12).

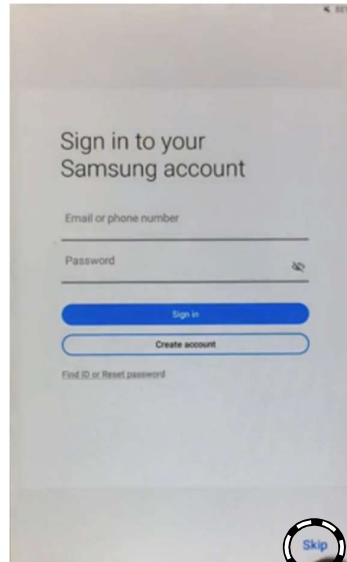
**3.6.1.** Press "Allow" (Figure 10).

**3.6.2.** Press "Skip" (Figure 11).

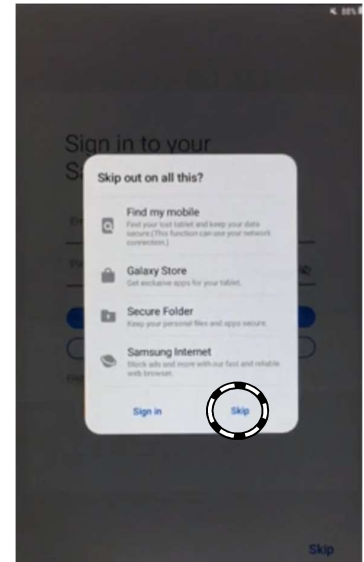
**3.6.3.** Press "Skip" (Figure 12).



**Figure 10**



**Figure 11**



**Figure 12**

**3.7.** Switch off the PIN query (Figures 13–14).

**3.7.1.** Remove the check mark for "Set up PIN" (Figure 13).

**3.7.2.** Press "Next" (Figure 14).



**Figure 13**

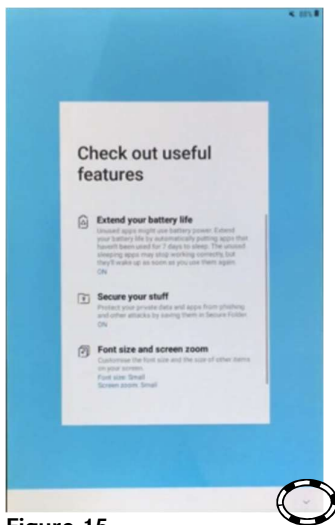


**Figure 14**

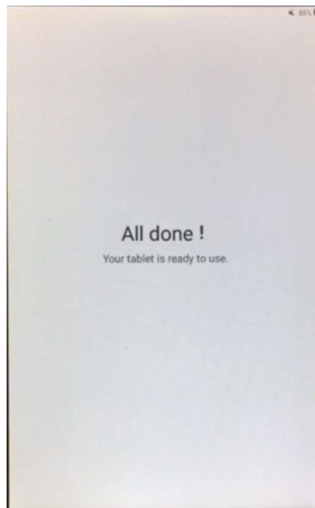
**3.8.** Confirm the selected features (Figures 15–16).

**3.8.1.** Press on the downward arrow (Figure 15).

**3.8.2.** The confirmation screen appears (Figure 16).



**Figure 15**



**Figure 16**

4. The devices restarts.


 The schematic sequence of the restart is shown in Figures 17 to 20.



Figure 17



Figure 18



Figure 19



Figure 20

5. After the restart, exit the MBUX environment.

5.1. Press "Exit MBUX" (Figure 21).

5.2. Confirm with "OK" (Figure 22).



Figure 21

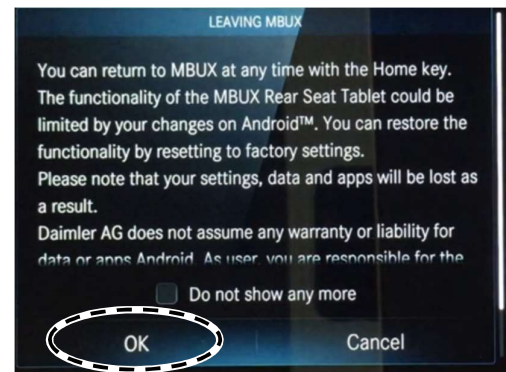


Figure 22

6. Connect COMAND center rear (CCR) with the workshop WLAN.

6.1. Swipe up (Figure 23).

6.2. Press "Settings" (Figure 24).

6.3. Press "Connections" (Figure 25).

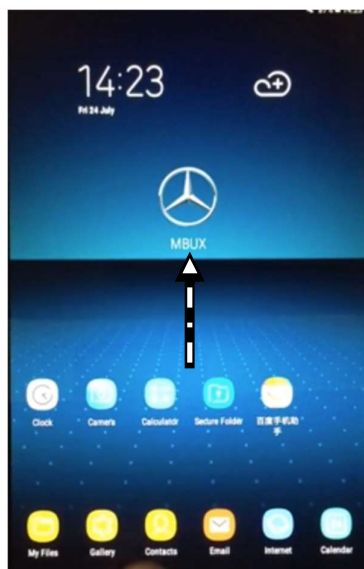


Figure 23

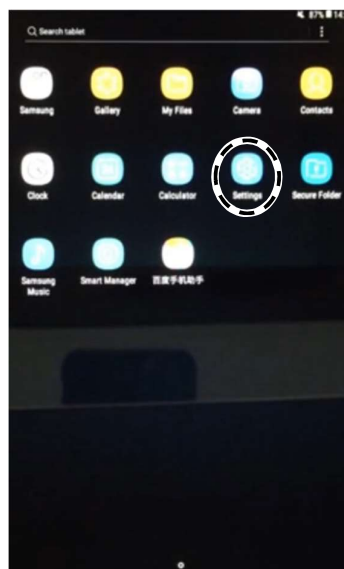


Figure 24

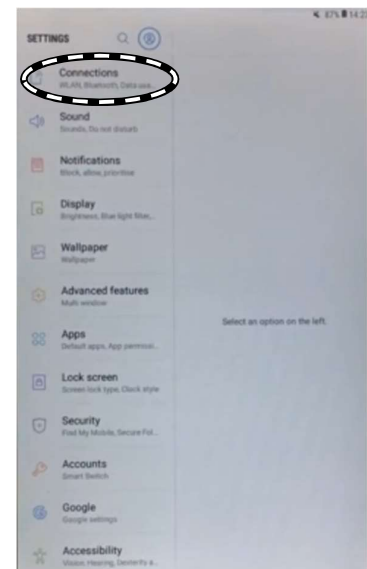


Figure 25

**6.4.** Activate WLAN (Figures 26–27).

**6.5.** Select the workshop WLAN (Figure 28).

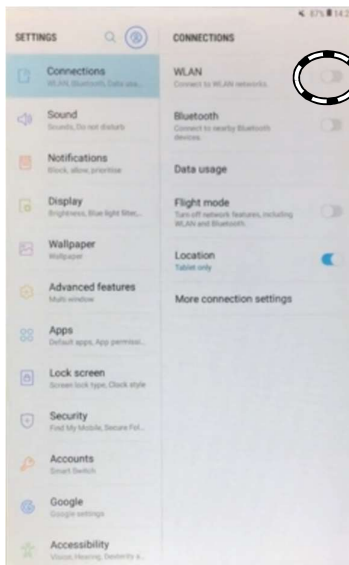


Figure 26

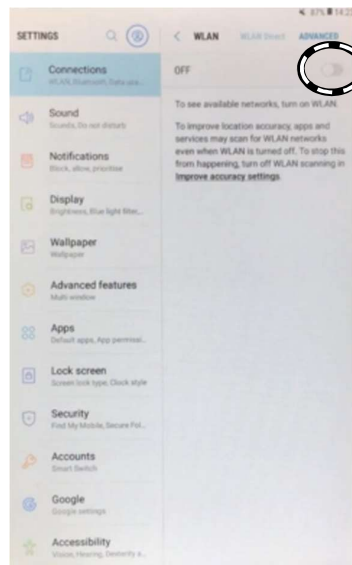


Figure 27

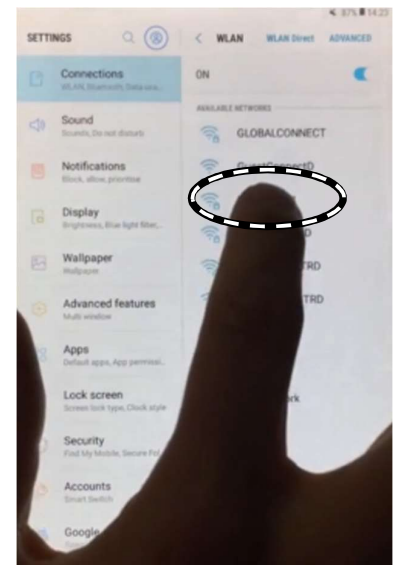


Figure 28

**6.6.** Activate the keyboard to enter the network password (Figures 29 to 31).

**6.6.1.** Press "Next" (Figure 29).

**6.6.2.** Press "Next" (Figure 30).

**6.6.3.** Enter the network password (Figure 31).

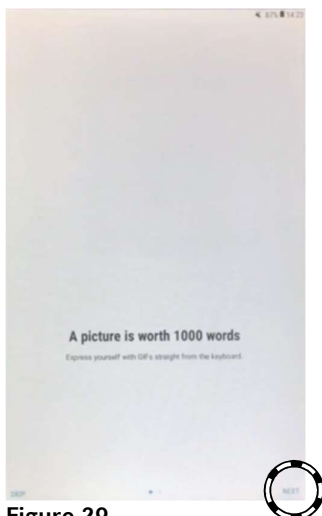


Figure 29

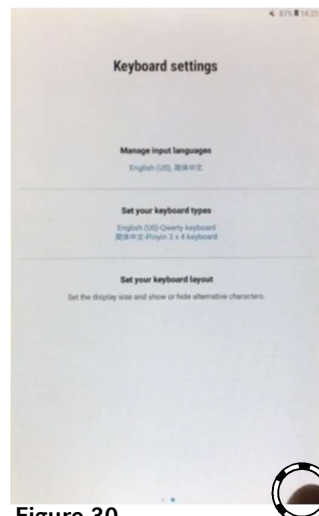


Figure 30

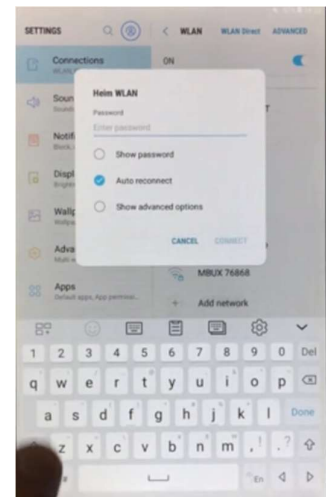


Figure 31



7. Perform the Android software update in the COMAND center rear tablet.

7.1. Scroll down on the left-hand bar (Figure 32).

7.2. Press "Software update" (Figure 33).

7.3. Press "Download updates manually" (Figure 34).

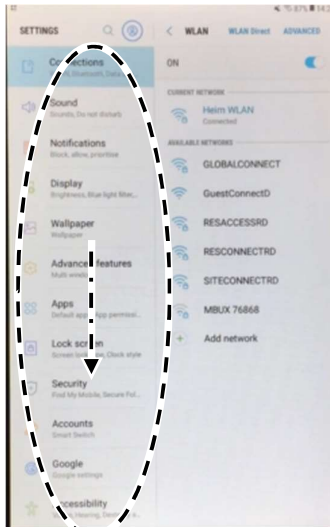


Figure 32

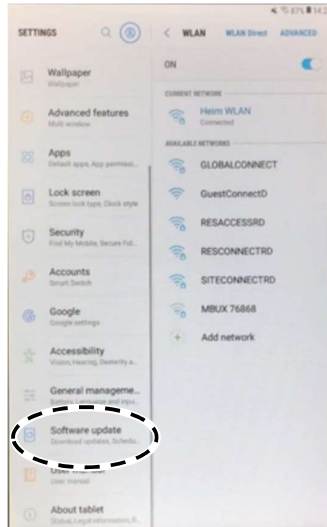


Figure 33

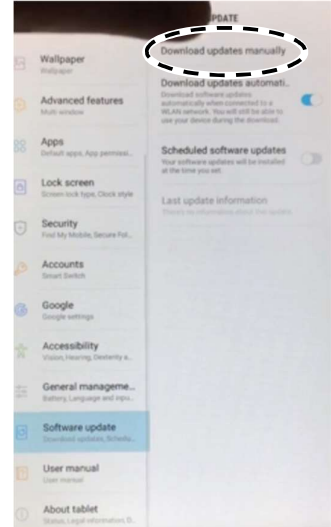


Figure 34

7.4. The software download is started (Figure 35).

7.5. After the software download, press "Install Now" (Figure 36).

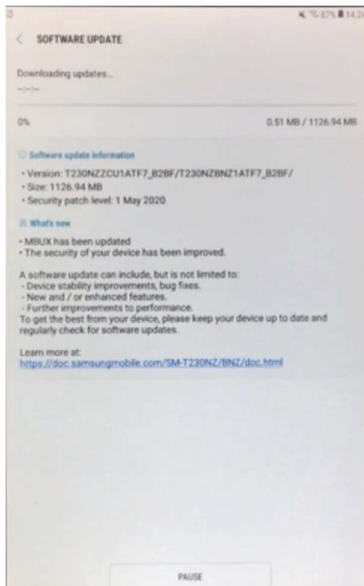


Figure 35

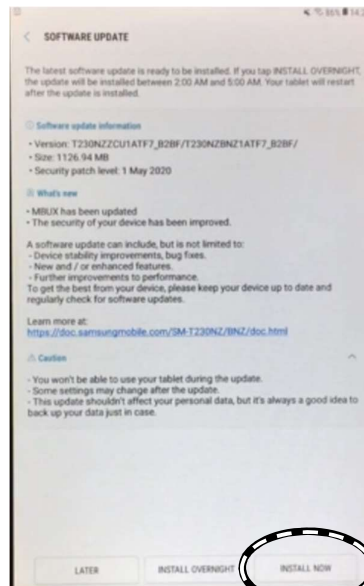


Figure 36