



## TSC5 Bulletin

The TSC5 recently had an Android 13 OS update released to many users. Unfortunately, this release has caused stability issues on updated TSC5's. The OS update has been pulled from distribution, but some users may want to turn off automatic updates.

Turning Off Android Automatic updates:

1. Open the Android settings app.
2. Scroll to the bottom of the Settings menu and tap on About Device.
3. Scroll to the bottom of the next screen and find the Build Number. Tap on the Build Number 7 times. The message "You are now a developer" will appear.
4. Return to main settings menu by hitting the back arrow on the screen or keypad.
5. Scroll down to the System menu option and tap on it.
6. Scroll down to Advanced option and tap on it.
7. Scroll down to the Developer Options and tap.
8. In the Developer Options menu find Automatic System Updates and tap to turn off



For TSC5's that have updated to Android 13, the options below have worked in some cases.

- Updating Trimble Access to versions 2023.10.
- Removing sim cards and using Wi-Fi hotspots
- Selecting a mock location app in the developer settings.

We will be happy to assist with device troubleshooting. Please contact our support team at [support@neigps.com](mailto:support@neigps.com) or call our office at **800.949.1446**.