

VELD

Veld Board User Guide

Models: S6501G / S7501G / S8601G

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Set up and get started

Turn on and set up Veld Board

You can turn on and set up your new Veld Board with an internet connection.

Note: If your Veld Board is deployed or managed by a company, school, or other organization, see an administrator for setup instructions.

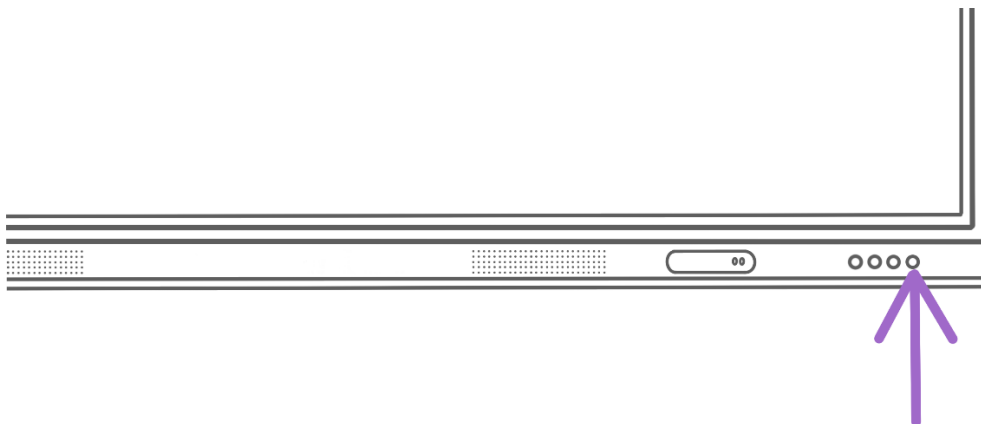
Prepare for setup

To make setup as smooth as possible, have the following items available:

- An internet connection through a Wi-Fi network (you may need the name and password of the network) or Ethernet network.
- Your Google Account and password. (Without a Google Account, you won't be able to download applications from Google Play and activate device protection features)

Turn on and set up your Veld Board

1. Press and hold the power button on the bottom right of your board until the Veld logo appears.



If the Veld Board doesn't turn on, you might need to plug in the power cord.

2. When the welcome screen appears, tap **Get started**.
3. Connect to Wi-Fi – Tap the wireless network you want to connect to.
4. Copy apps and data – Do one of the following:
 - When you're prompted to copy your apps and data from another device, tap **Next**. To skip this step, tap **Don't copy**.
 - Follow the onscreen instructions to copy data from a different device.
5. Sign in with your Google Account – You need a Google Account if you want to get apps from the Google Play Store and access email, contacts, calendar, and other personalized apps and features.

If your account is managed by a school or employer, follow the on-screen instructions to proceed. If your account has [2-Step Verification](#) set up, verify your account before you sign in.

6. Google services and legal terms – Scroll down, then choose the services you want to use. You can choose whether your board:
 - Uses your location.
 - Scans for Wi-Fi networks and devices.
 - Sends usage & diagnostic information to Google.
7. Set a PIN or password – You can set up a PIN or password to unlock your board.
Note: You can set up a PIN or password later if you skip this step.
8. Access your Assistant with “Hey Google” – If you agree, Google Assistant will wait in standby mode to detect “Hey Google”.
9. Allow Assistant on lock screen – It is recommended to skip this setting.

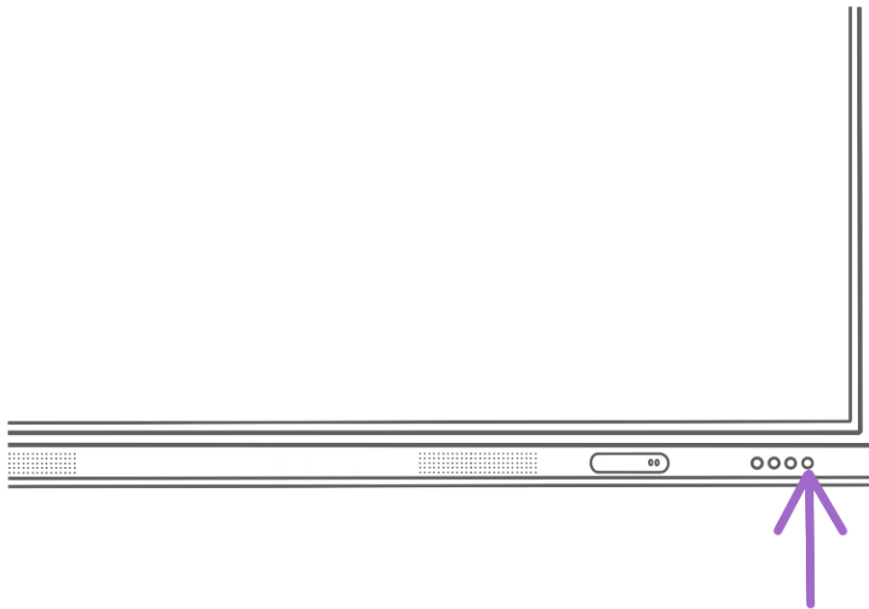
Wake and unlock Veld Board

Veld Board turns off the display to save power, locks for security and goes into standby mode when you're not using it. You can quickly wake and unlock Veld Board when you want to use it again.

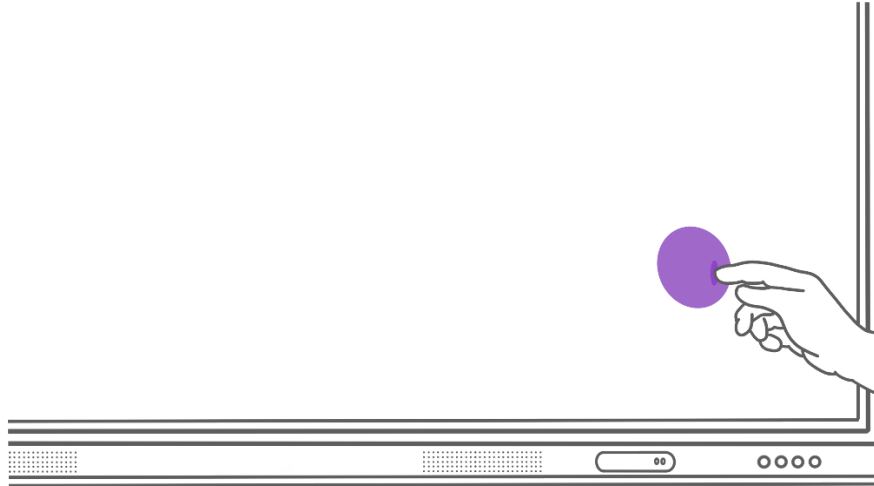
Wake Veld Board

To wake Veld Board, do one of the following:

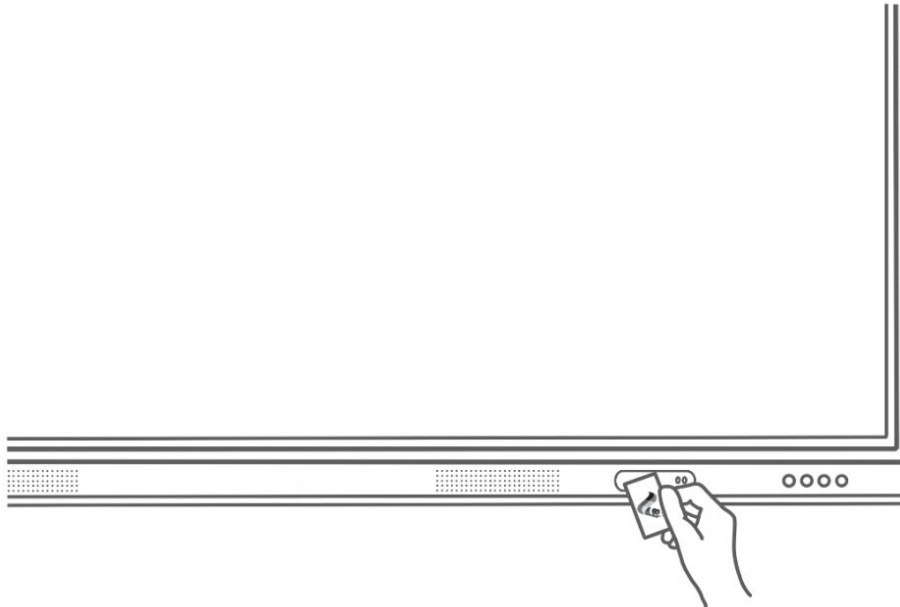
- Press the power button.



- Tap the screen.



- Tap your NFC card.



Unlock Veld Board with a PIN or password

If you didn't create a PIN or password, see [set up a PIN or password](#).

1. Swipe up from the bottom of the Lock Screen.
2. Enter your PIN or password.

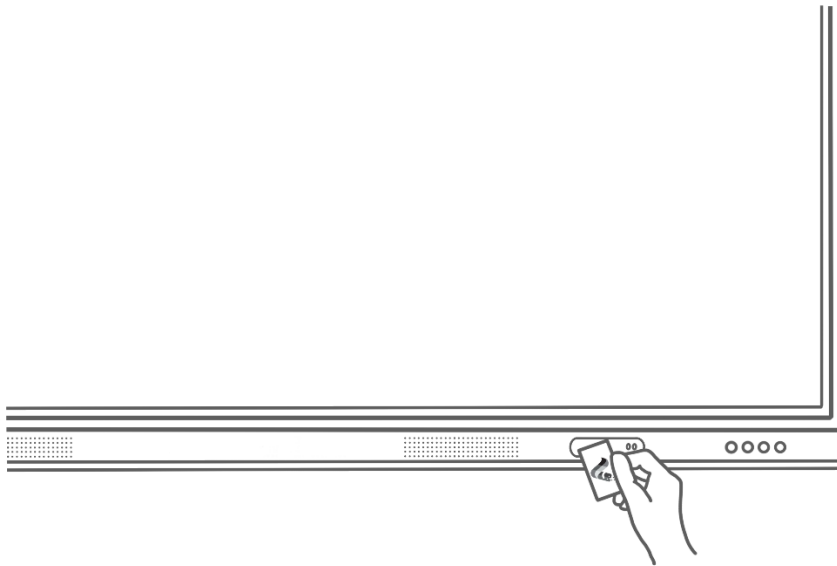
To lock Veld Board again, press the power button. Veld Board locks and sleeps automatically if you don't touch the screen for 1 minute by default.

Note: Tapping on the screen will not wake up Veld Board if the system is completely shut down.

Unlock Veld Board with an NFC card

Your Veld Board has an NFC sensor at the bottom right of the screen. If you have an NFC card, you can tap the NFC sensor to quickly unlock your board.

1. Tap your NFC card to wake up Veld Board (if the board is shut down, the NFC card will automatically power on the board).



2. Tap again to unlock once on the Lock Screen.

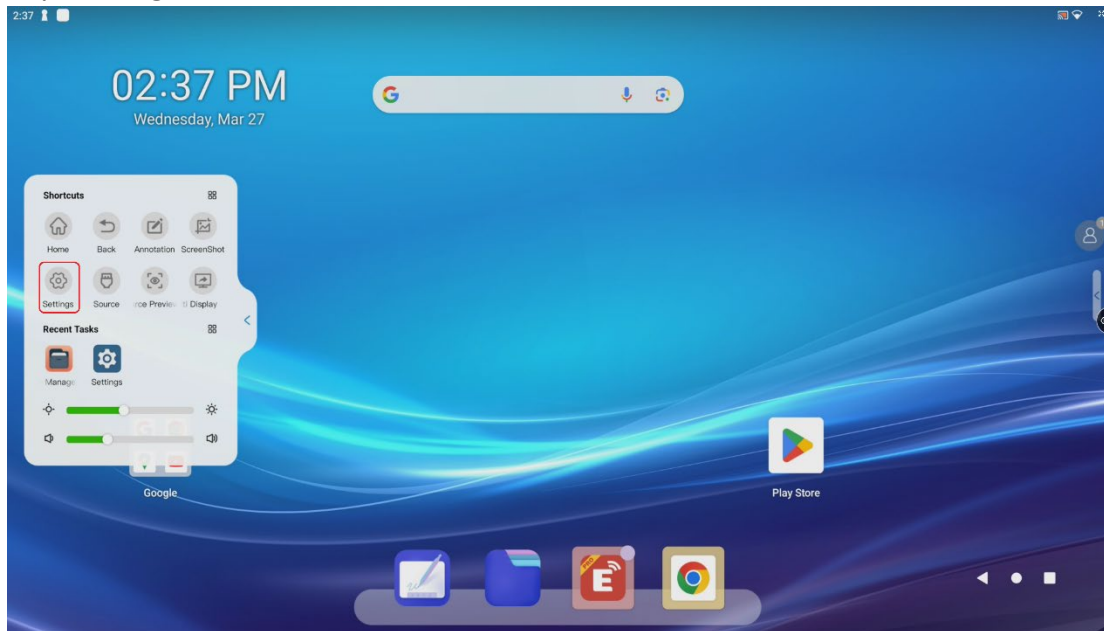
If you haven't added your NFC card, see [set up an NFC card](#).

Note: If your Veld Board is deployed or managed by a company, school, or other organization, see an administrator.

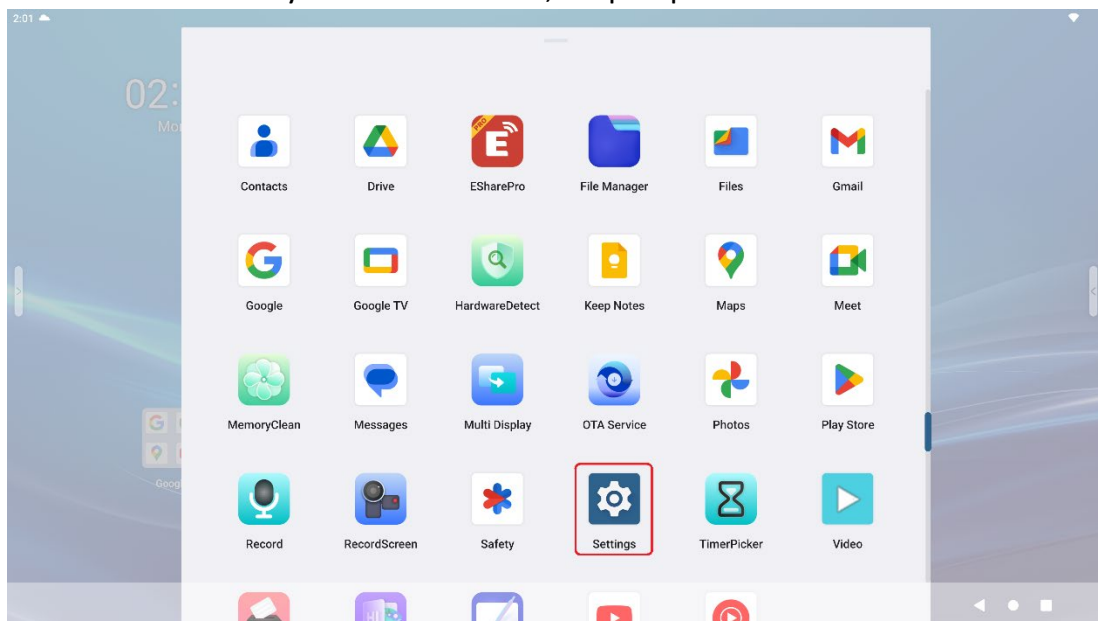
Find settings on Veld Board

In the Settings app, you can search for Veld Board settings you want to change, such as passcode, notifications, and more. To find the Settings app, do one of the following:

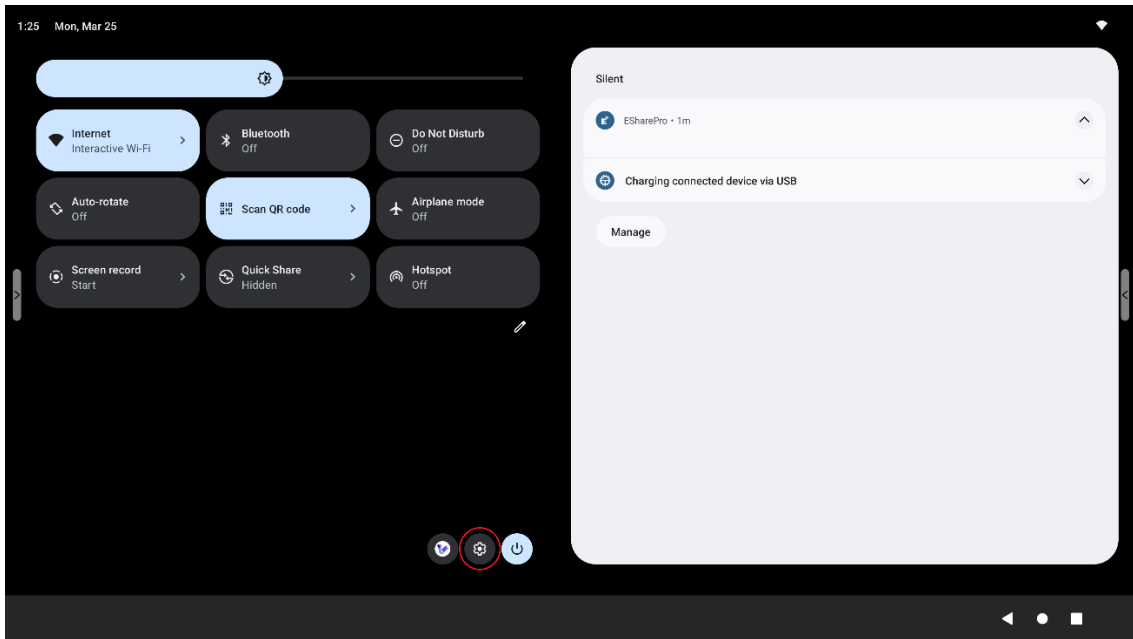
- Tap Settings on the Side Menu.



- From the middle of your Home Screen, swipe up.



- Swipe down from the top of the screen.



Change settings quickly on your Veld Board

You can find and change your settings from any screen on your board with Quick Settings. To get to the settings you change often, you can add or move them to Quick Settings.

Open Quick Settings

1. To find your first few settings, swipe down from the top of your screen.
 2. To find all your Quick Settings, swipe down again.
-

Turn settings on or off

- To turn a setting on or off, tap it. Dimmed settings are off.
 - To get more options for a setting, touch and hold it.
-

Add, remove, or move a setting


1. From the top of your screen, swipe down twice.
2. At the bottom left, tap **Edit**.
3. Touch and hold the setting.
4. Drag the setting to where you want it.
 - To add a setting, drag it up from "Hold and drag to add tiles."
 - To remove a setting, drag it down to "Drag here to remove."

Note:


- Some apps may ask if you want to add their icon as a tile in your Quick Settings menu. You can remove or re-add these at any time.
- If you have several settings turned on, your phone sometimes hides icons to save screen space. To find the hidden icons, at the top of your phone's screen, you'll find a dot.

Set up a PIN or password

If you don't set up a PIN, password, or pattern when you set up your board, you can add one at any time.


1. Open the Settings app .
2. Tap **Security & privacy**.
3. Tap **Device unlock** > **Screen lock**.
4. If needed, enter your PIN, pattern, or password.
5. Tap the password type you want to set up > follow the onscreen instructions.

Change or remove a PIN, pattern, or password

1. Open the Settings app .
2. Tap **Security & privacy**.
3. Tap **Device unlock** > **Screen lock**.
4. If needed, enter your PIN, pattern, or password.
5. Tap the password type you want to switch to. To stop using a password, tap **None**.

Set up an NFC card on Veld Board

Use an NFC card to unlock Veld Board securely and conveniently, unlock applications locked via App Lock and switch users. To add a new NFC card, do the following:

1. Open the Settings app .
2. Tap **Connected devices** > **NFC**.
3. Enable **NFC**.
4. Tap **Add NFC**.
5. Tap the NFC card you want to add on the sensor.

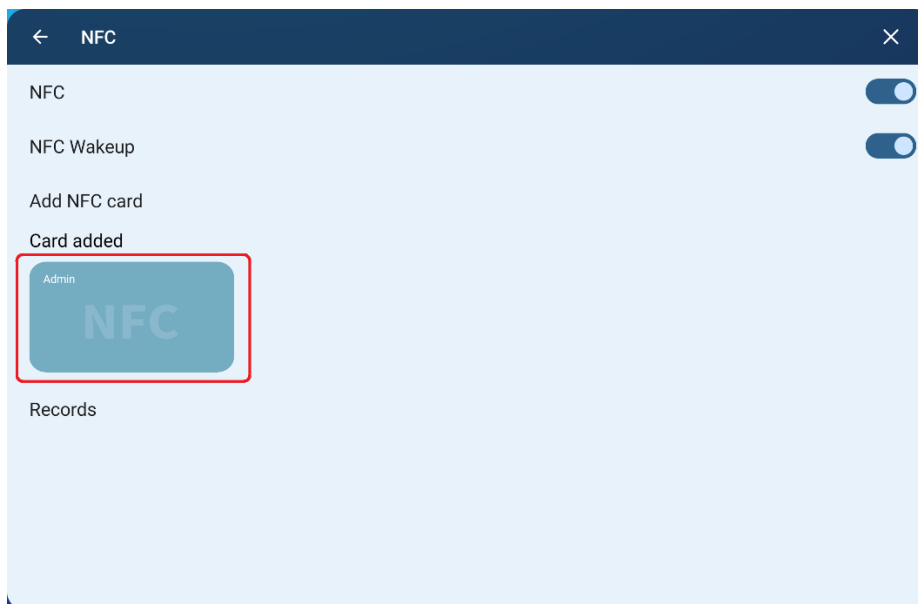
You can use any of the NFC cards included inside the box or any other compatible NFC card (ISO/IEC 14443 A/B).

Note: Only the admin account can add new NFC cards, if your Veld Board is deployed or managed by a company, school, or other organization, see an administrator.

Edit an NFC card

Once an NFC card has been added, you can edit what the NFC card can do.

1. Tap the NFC card you just added.



2. Tap **Card name** to edit the name of the card.
3. Enable **User log in with NFC** to allow the card to unlock your user profile.
4. Enable **App unlock** to allow the card to unlock any locked applications.
5. Quick start – Do one of the one of the following:
 - Enable **Swipe card to shut down**.
 - Set **Quick start** to automatically launch applications using the card.
6. Tap **NFC associated user** and select your user.

Learn gestures for Veld Board

Control your Veld Board and its apps using a few simple gestures—tap, touch and hold, swipe, scroll, and zoom.

Symbol	Gesture
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Tap. Briefly touch an item on the screen with one finger. For example, to open an app, tap its icon on the Home Screen.



Touch and hold. Press an item on the screen until something happens.



Swipe. Move one finger across the screen quickly. For example, swipe left on the Home Screen to see more apps.



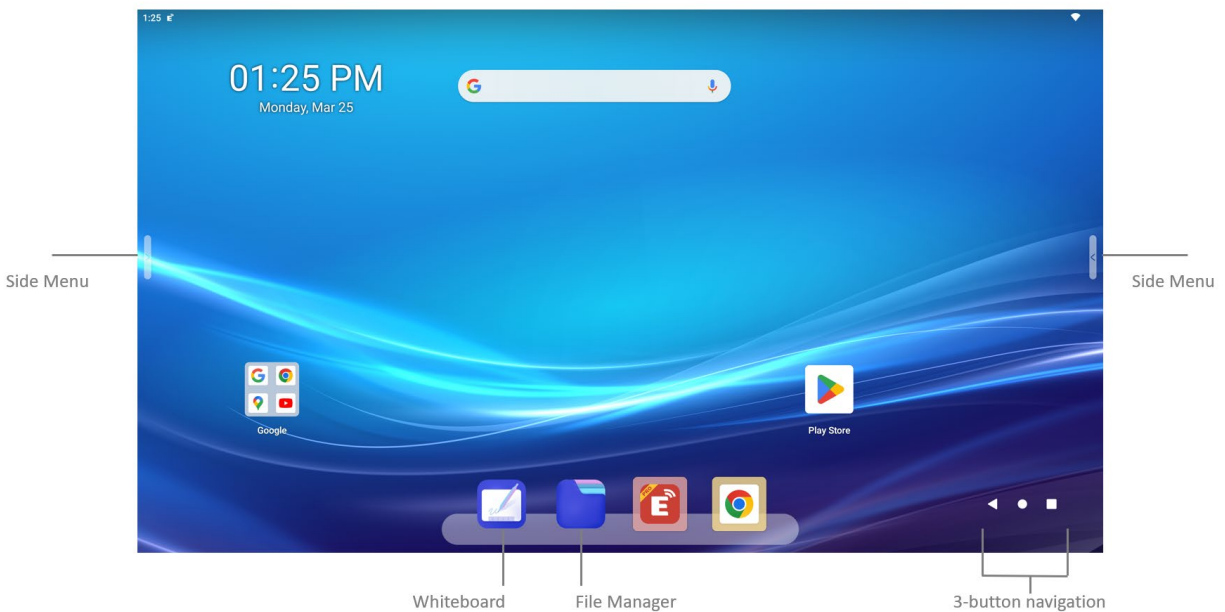
Scroll. Move one finger across the screen without lifting..



Zoom. Place two fingers on the screen near each other. Spread them apart to zoom in, or move them toward each other to zoom out.

Find your way around the Home Screen

The first thing you see on your Veld Board is the Home Screen, where you can quickly open apps, access frequently used settings and more. More pages can be added when you need space for additional widgets and app shortcuts.



Side menu – The Assistive menu on the left and right sides of the screen is always available and contains system navigation and frequently used items such as screenshot and annotation tools. Tap on either side to expand it.

Whiteboard – Interactive whiteboard application that turns Veld Board into a digital canvas with support for external files and embedded browser windows.

File Manager – File management application to access files from Veld Board, USB drives, Google Drive or Microsoft OneDrive.



3-button navigation – Three buttons for Home, Back and App Overview.

Adjust the screen brightness and volume

You can use the Side menu or Quick Settings menu to quickly adjust the brightness and volume of Veld Board without using the remote control.


Adjust the screen brightness

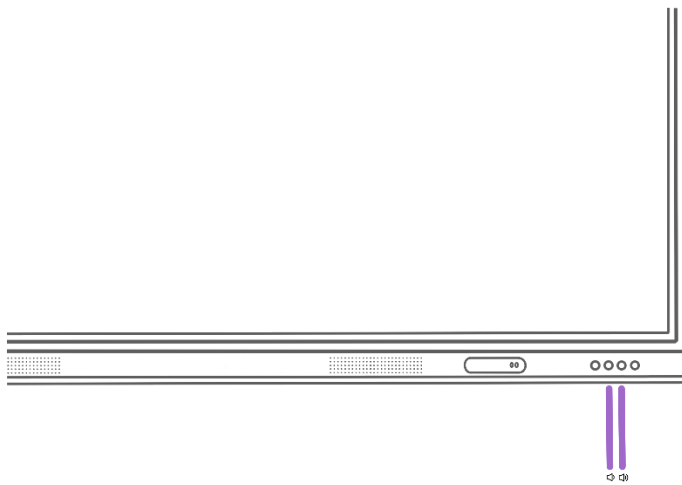
To make your Veld Board screen dimmer or brighter, do one the following:

- Tap on the Side menu, then drag .
 - To adjust the brightness using Quick Settings:
 1. Swipe down from the top of the screen.
 2. Drag the brightness slider  left or right.
-

Adjust the volume

To make your Veld Board sound lower or louder, do on the following:

- Tap on the Side menu, then drag .
- Press the volume up and down button:



Type and edit text on Veld Board

You can use the onscreen keyboard or an external keyboard to add and edit text on Veld Board

Enter text using the onscreen keyboard

In any app that allows text editing, open the onscreen keyboard by tapping a text field. You can drag the onscreen keyboard to move it wherever you want.

While entering text, you can do any of the following:

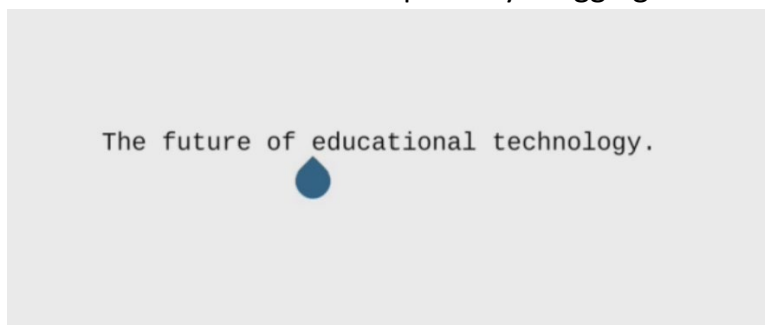
- *Type uppercase letter:* Tap Shift or touch the Shift key and slide to a letter.
- *Turn on Caps Lock:* Double-tap Shift.
- *Enter numbers, punctuation, or symbols:* Tap the Number key `?123` or the Symbol key `=\<`.
- *Enter accented letters or other alternate characters:* Touch and hold a key, then slide to choose one of the options.
- *Hide the onscreen keyboard:* Tap the `▼` Key on the bottom left corner of the onscreen keyboard.

You can also use USB or Bluetooth keyboards to enter text.

Select and revise text

To insert, revise or replace text, do any of the following:

- **Insert text:** Tap to place the insertion point where you want to insert text. You can also move the insertion point by dragging it.



- Select a word: Double-tap the word with one finger.
- Select a block of text: Touch and hold the first word in the block, then drag to the last word.


After selecting the text you want to revise, you can type or tap the selection to see options.




Draw in apps with Annotation on Veld Board

You can annotate photos, documents, and in any app or video source using the Annotation tool.



Open, move, and close the Annotation toolbar



To open the Annotation toolbar, tap the Annotation  icon in the Side menu, then do any of the following:

- *Move the Annotation toolbar:* Drag the  icon to any part of the screen.
- *Minimize the Annotation toolbar:* Tap the  icon to minimize the toolbar.
- *Close the Annotation toolbar:* Tap the  icon to open the menu, then tap **Exit** to close the toolbar and exit Annotation mode.

Write and draw

In the Annotation toolbar, tap the pen, brush or marker tool, then write or draw with your finger or stylus. While drawing, do any of the following:

- *Change the line weight*: Tap the selected drawing tool in the toolbar, then choose an option.
- *Change the color*: Tap the selected drawing tool in the toolbar, then tap a color from the color picker or spectrum slider.
- *Recognize Shapes*: Tap the selected drawing tool in the toolbar, then enable **Recognize Shape**.
- *Recognize Handwriting*: Tap the selected drawing tool in the toolbar, then enable **Recognize Handwriting**.

Tip: You can take screenshots during a session by tapping the screenshot  icon and automatically bring them all to the Whiteboard app for further discussion by tapping the whiteboard  icon in the toolbar.

Move or edit shapes and handwritten text

1. Do one of the following to select the content you want to change:

- *Select a shape*: Tap and hold.
- *Select a word or sentence*: Tap and hold.


The Annotation tool recognizes shapes and handwritten text separately from drawn objects.


2. After selecting the content you want to revise, do any of the following options:

- *Move*: touch and drag the content to a new location.
- *Resize*: Zoom in or out within the selection to resize the content.
- *Duplicate, change color, fill color or delete*: Tap an option for shapes.
- *Translate, text options, duplicate or delete*: Tap an option for handwritten text.

Erase a mistake


To erase a mistake or delete all the annotations do one of the following:

- *Erase pixels*: Scrub over the mistake with your palm or fist, or choose the pixel eraser, then scrub over with your finger or stylus.
- *Erase an object*: Choose object eraser, then touch the object with your finger or stylus.
- *Switch between the pixel and the object erasers*: Tap the eraser tool again, then choose pixel or object eraser.
- Erase with the clean-up tool: Tap the clean-up tool  icon to clear everything.

Note: You also undo and redo actions using the  icons in the toolbar.

Take a screenshot

You can take a picture of the screen to share with others. To take a screenshot do the following:


1. Tap the Screenshot  icon in the Side menu.
2. Select a desired area or the entire screen.

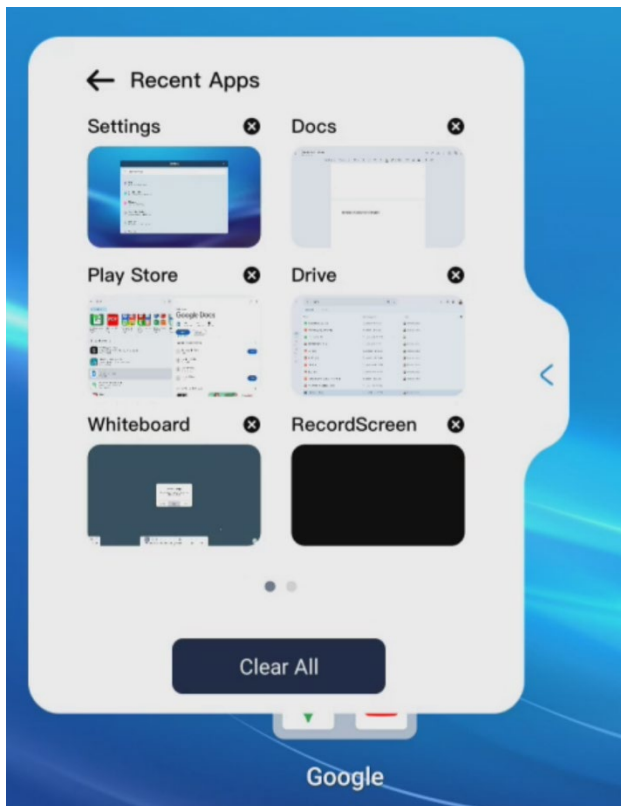
If you save the screenshot, you can view it later in the **/Pictures** folder in the File Manager app.


Switch between apps

Use the Recent Tasks section of the Side menu or App Overview to quickly switch from one app to another on your Veld Board. When you switch back, you can pick up right where you left off.

Use the Recent Tasks section

1. To see your open apps in the Recent Tasks section, tap the  icon.



2. To browse the open apps, scroll left and right, then tap the app you want to use.
3. To stop apps from running in the background you can tap on the  icon to close them or tap **Clear All** to clear them all.

Use App Overview

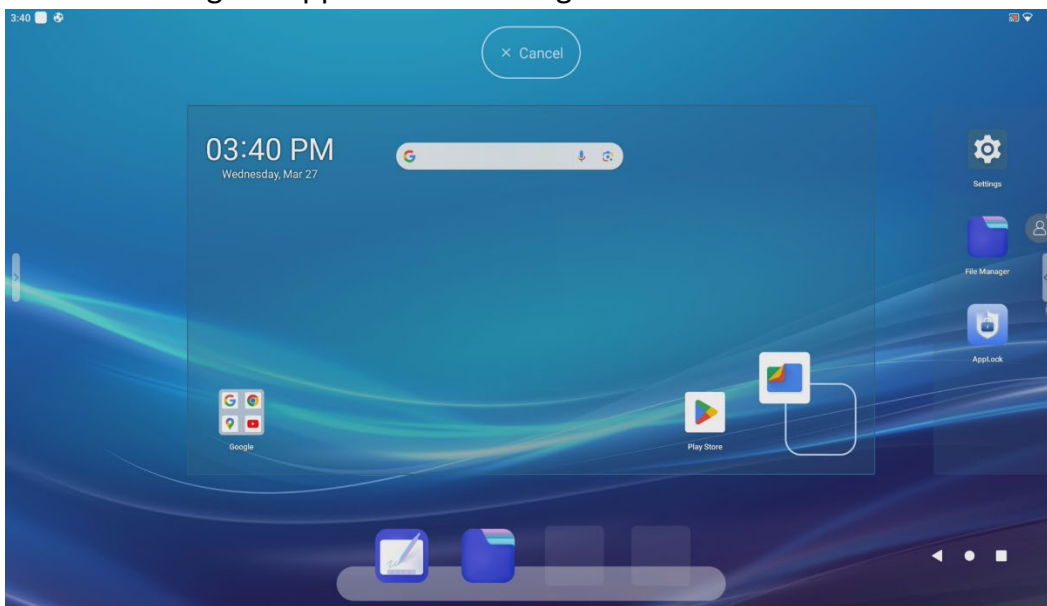
1. To see your open apps in App Overview, tap on the 3-button navigation.
2. To browse the open apps, scroll left and right, then tap the app you want to use.
3. To stop apps from running in the background you can swipe up to close them or scroll right all the way and tap **CLEAR ALL** to clear them all.

Move and organize apps

Move apps to other pages (or screens) on the Home Screen and organize them in folders.

Move apps to other pages on the Home Screen

1. From the middle of your Home screen, swipe up.
2. Touch and drag the app. You'll find images of each Home screen.



3. Slide the app to where you want it. Lift your finger.
-

Create folders and organize apps

You can group your apps in folders to help you find them more easily.

1. Touch and hold any app or shortcut.
2. To create a folder, drag that app on top of another app. Lift your finger.
3. Drag other apps into the folder.
4. To rename the folder, tap the name field, then enter the new name.

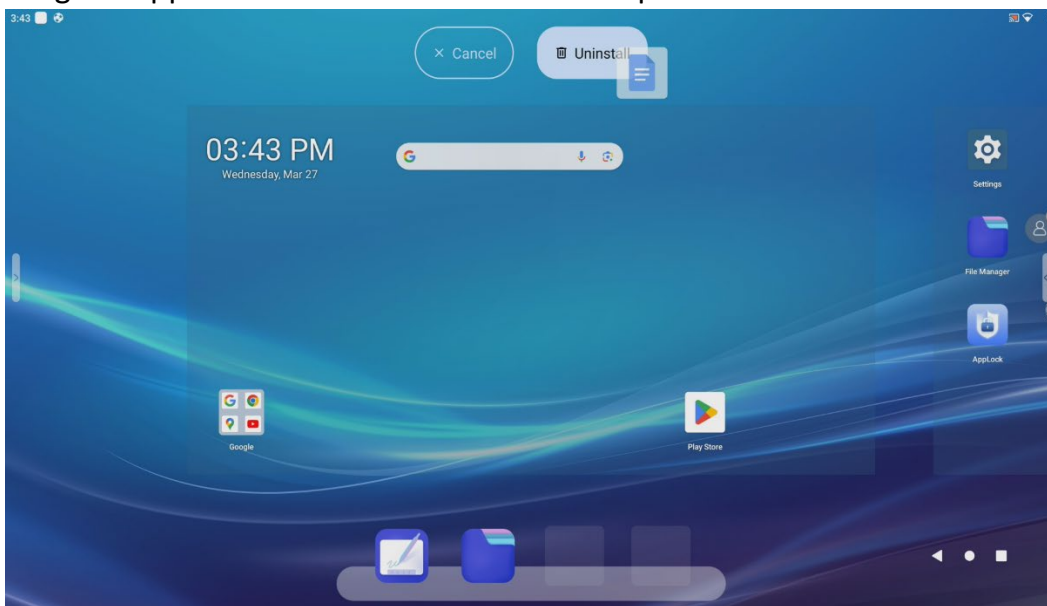
To delete a folder, drag all the apps out of the folder. The folder is automatically deleted.

Remove apps from Veld Board

You can easily remove third-party apps from your Veld Board.

Remove apps from the App Drawer

1. From the middle of the Home screen, swipe up.
2. Touch and hold a third-party app.
3. Drag the app into the *Uninstall* area at the top of the screen.



4. When prompted *Do you want to uninstall this app?* Tap **OK**.

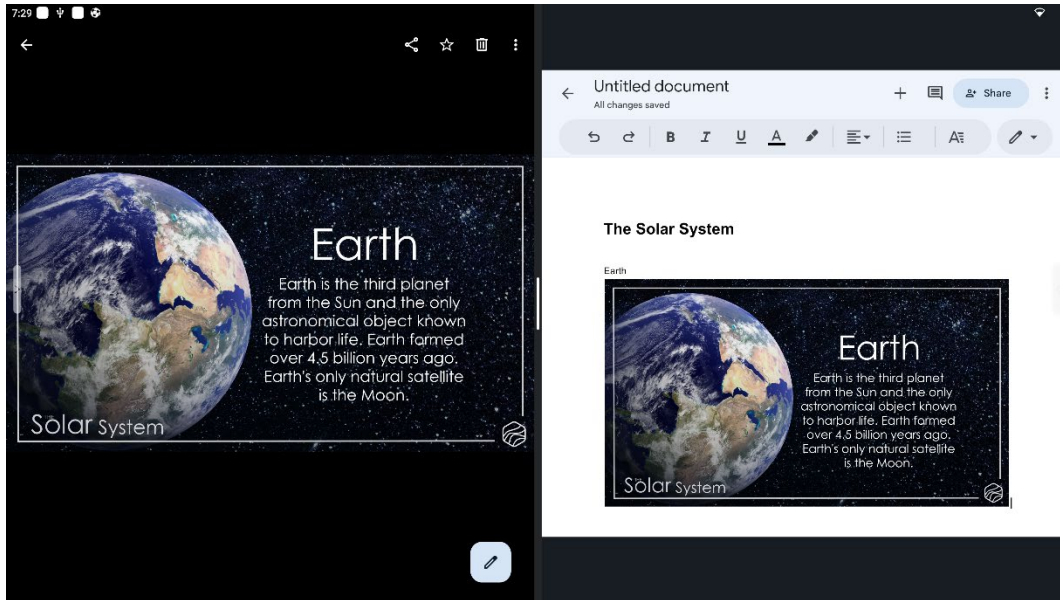
Remove apps from the Settings page

1. Head to the **Settings** > **Apps** on the device section.
2. Select a third-party app from the list or tap *See all apps*.
3. Tap **UNINSTALL** to remove the selected app.

Note: You cannot remove the built-in apps that came with your Veld Board.

Move and copy items with drag and drop on Veld Board

With drag and drop, you can use a finger or stylus to move text and items within an app and copy items from one app to another. For example, you can drag an image from Files into Docs. (Not all apps support drag and drop.)



Move an item

1. Touch and hold the item until it lifts up or you can move a copy around (if it's text, select it first).
2. Drag it to another location within the app.
If you drag it to the bottom or top of a long document, it automatically scrolls.


Copy an item between open apps

1. Open two apps in Split Screen, then touch and hold the item until it lifts up or you can move a copy around (if it's text, select it first).
2. Drag it to the other app.



Open two apps on Split Screen on Veld Board

You can use two different apps, or two windows from the same app, by splitting the screen into resizable views. For example, open Files and Docs at the same time in Split Screen. Or open two Docs windows in Split Screen and manage two documents at the same time.

Enter split screen mode from the taskbar

1. In the taskbar, touch and hold an app icon
 2. Tap Split .
 3. Tap another open app or an app in the taskbar.
-

Enter split screen mode from an open app


1. Swipe up slowly from the bottom of the Home screen.
 2. Lift your finger, then tap Overview .
 3. Tap Split .
 4. Tap the second app you want to open.
-

Change the size and position of apps in split screen

- To change the size of each app, drag the line in the middle of the screen left or right.
 - To swap the position of your apps, double tap the line.
-

Exit split screen on your Veld Board


To close both apps in split screen mode:

- **Side menu:** Tap Home on the Side menu to return to your Home screen.
- **3-button navigation:** Tap Home .

To close one app in split screen mode:

- Drag the line in the middle all the way to the left or right of the screen.

View files and folders on Veld Board

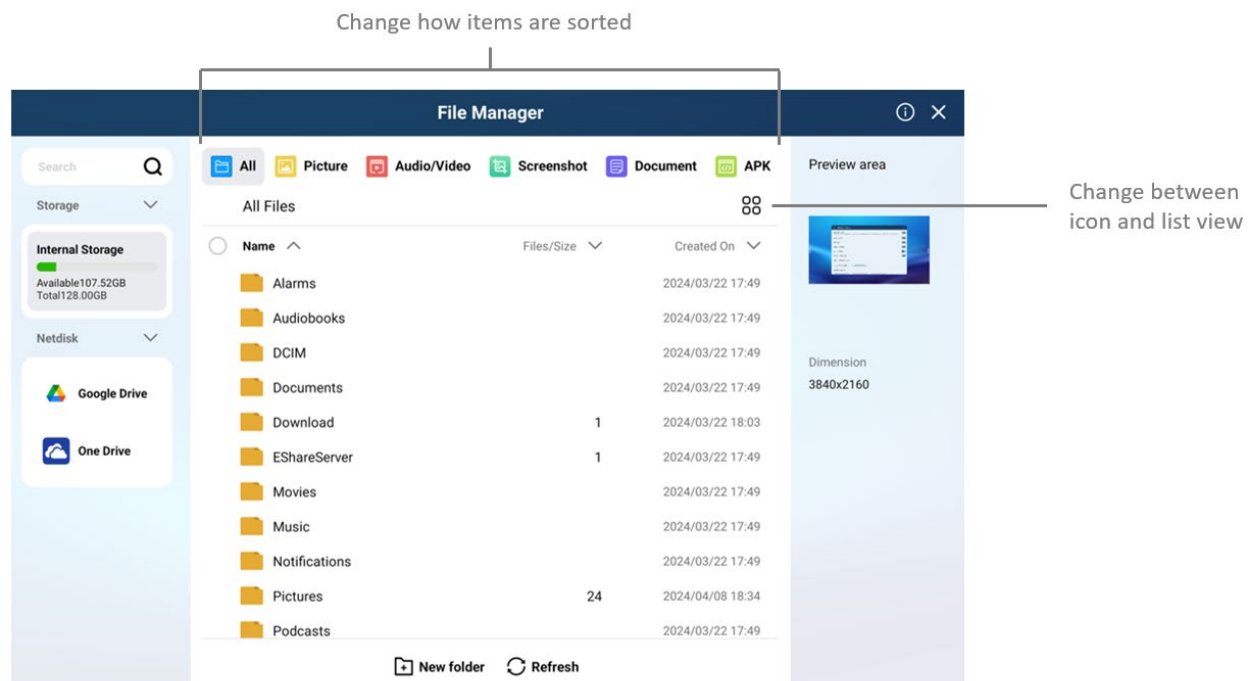
In the File Manager app , view and open your documents, images, and other files.

Browse and open files and folders

1. Tap the location at the left side of the screen, you can choose between the internal storage, USB drives or cloud drives.
2. To open a file, location, or folder, tap it.



Change how files and folders are sorted

From an open location or folder, tap the Picture, Audio/Video, Screenshot, Document, or Name, File/Size, Created On at the top of the screen.




Change to icon or list view


From an open folder, do one of the following at the top right of the screen:

- View as icons: Tap .
- View as list: Tap .


Find a specific file or folder

Tap Search  and enter a filename, folder name, or document type in the search field. To open a result, tap it.

Organize files and folders

In the File Manager app , organize documents, pictures and other files in folders.

Create a folder


1. Open a location or an existing folder.
 2. Tap  **New folder** at the bottom of the screen.
-

Rename and make other changes to a file or a folder

Tap and hold a file or folder, then choose an option: Copy, Cut, Rename, Delete or More.

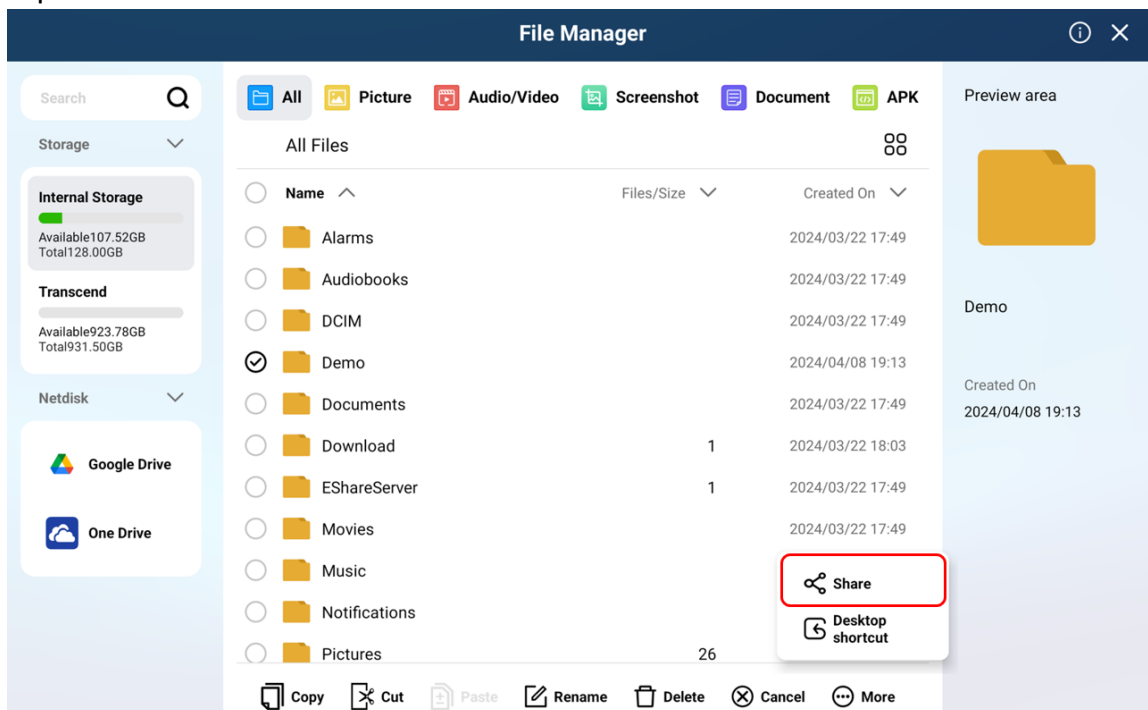
To modify multiple files at the same time, tap your selections, then tap an option at the bottom of the screen.

Send files from File Manager on Veld Board

You can send a copy of any file in the File Manager app .

Send a file


1. Tap and hold the file, then tap More at the bottom of the screen.
2. Tap Share in the submenu.

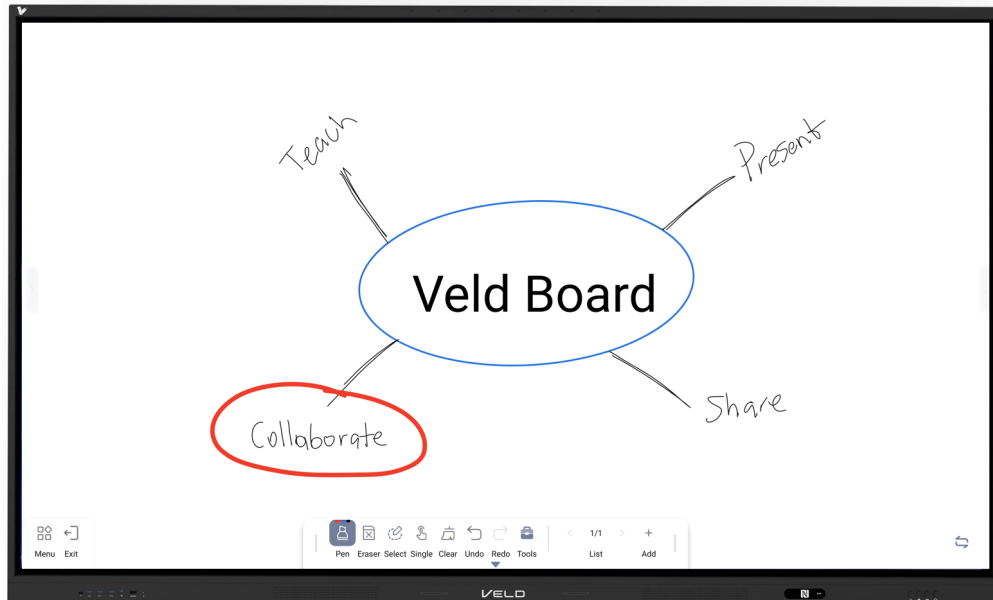


3. Choose an option for sending (for example, QR code or email).





Whiteboard

Draw or handwrite on the Whiteboard

Use the Whiteboard app  to write and draw with the included pens or your fingers during lessons or meetings. You can choose from various markup tools, colors, and images.




Draw or write on the Whiteboard

1. Start drawing or writing with the included pens or with your finger.
2. Do any of the following:
 - *Change color, pen width and type:* Change colors and pen width or type by tapping a tool (such as Fountain Pen , Brush  or Marker Pen ).
 - *Change the background color or image:* Change the color or use a custom image as the background by tapping Menu > **Background**.
 - *Adjust the board drawing area:* Tap the Multitouch  icon to switch it to Single touch mode and then pinch in or out with 2 fingers or dragging 5 fingers across the display.

Select and edit parts of a drawing

You can select handwritten text, drawings and imported images. You can move, resize, rotate and change the color of the selection.

1. In the toolbar, tap the Select tool  (third tool in the toolbar).
2. Select handwriting, drawings or images with the included pens or your finger by tapping individual objects or circling multiple objects.

Add files to your whiteboard on Veld Board

You can import pictures, videos, and PDF files to the board. You can also add pictures from the web using the Web tools.


Import a picture, video or PDF file

1. Tap Menu > **Open**.
2. Choose a picture, video or a PDF file from a storage location.
3. Once the file is inserted, tap and hold it, and then you can drag it around the board and resize or rotate it as needed.



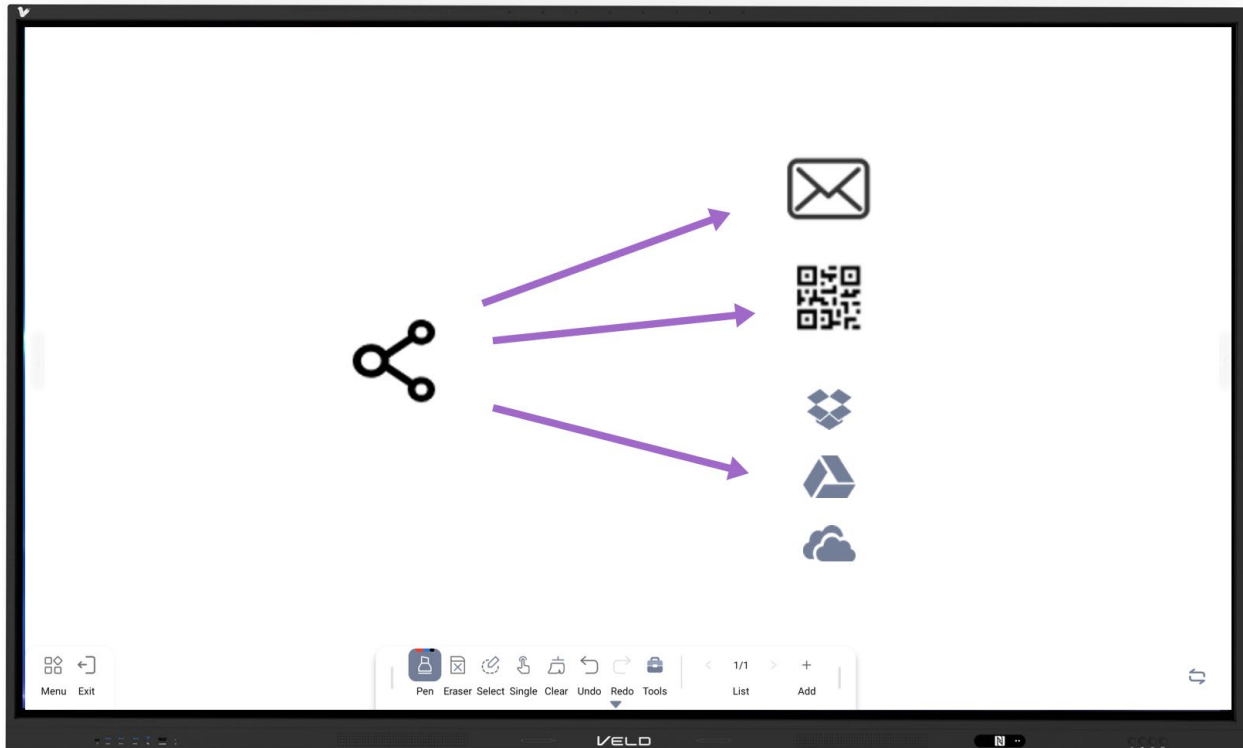
Import images from the web

You can add images from the web directly to the board by doing the following:

1. Tap the Tools icon , and select the Web picture tool.
2. Search for an image.
3. Tap and hold the image and drag it onto the canvas.
4. Additionally, you can screenshot the part of the website you are viewing.

Share boards on Veld Board

There are multiple ways to save and share a copy of your board with others.



Save your board

1. Tap Menu > **Save**.
2. Choose a name.
3. Choose if you would like your board to be exported as a picture, PDF file or other file formats.
4. Choose the location where you want to save it.

Share your board via QR code

Share your session with devices on the same network via QR code by doing the following:

1. Tap Menu > **Share by QR**.

2. Choose either LAN or WAN (for security reasons, the default option is LAN).
 3. Tap on the generated QR code to enlarge it and make it easier for participants to scan it.
 4. The QR code will direct devices to a website where you can save the board as a photo.
-

Share your board via email

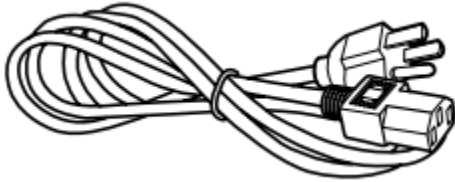
1. Tap Menu > **Email**.
2. Your board will be automatically attached as a PDF file.
3. Type the email address of who you want to send it to.
4. Type a subject and email content.
5. Tap **Confirm**.

Note: If you are sharing via email for the first time, you will need to configure your email settings. If your Veld Board is deployed or managed by a company, school, or other organization, see an administrator.

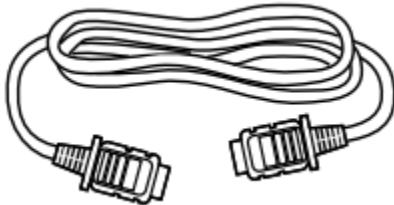
Accessories included with Veld Board

The following accessories are included with Veld Board:

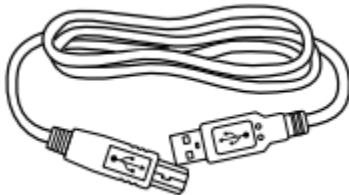
Power Cord – Use the power cord to power Veld Board.



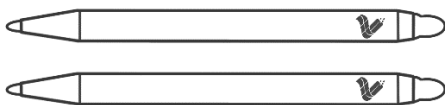
HDMI Cable – Use the HDMI Cable to connect the audio and video from a PC or laptop to Veld Board.



USB Type A to Type B Cable – Use the USB Cable to connect your PC or laptop to Veld Board and use it as a touch display.



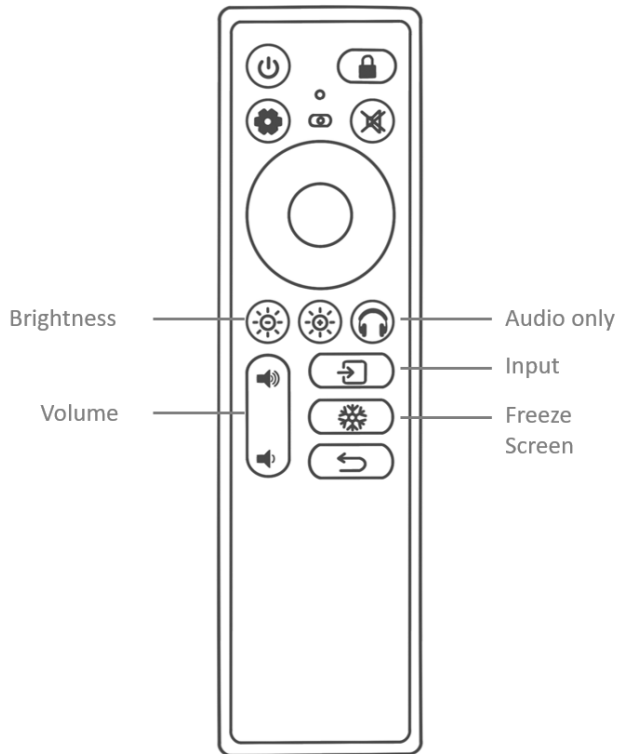
Styluses – Use the included passive touch Pens to draw in different colors on the Whiteboard app.



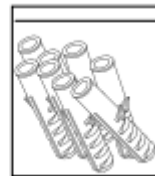
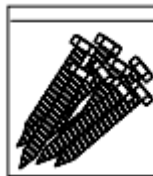
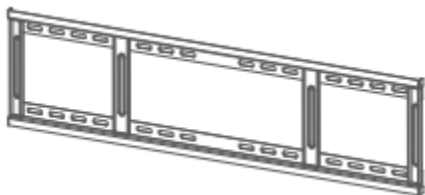
NFC cards – Use an NFC card to unlock Veld Board securely and conveniently, unlock applications locked via App Lock and switch users.



Remote – Use the remote to navigate, scroll or control your Veld Board at a distance.



Wall Mount Kit Install the Wall Mount Kit following the instructions of the included Quick Start Guide.

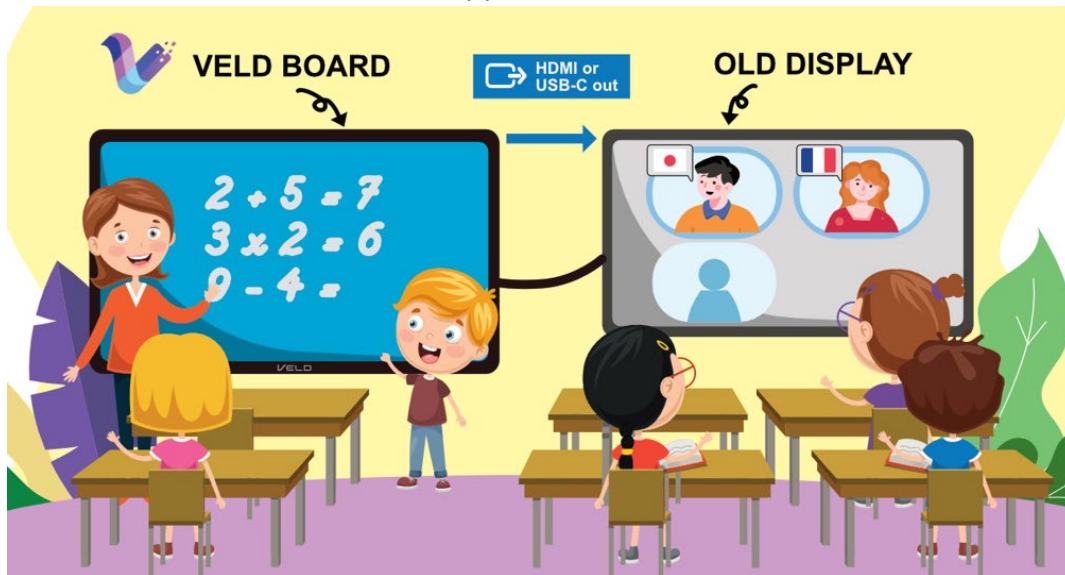


Use Veld Board with other devices

Use an IFP as a second display for your Veld Board

With Multi Display, you can extend the workspace of your Veld Board by using an old IFP as a second display. The extended workspace allows you to do the following:

- Use and interact with different apps on different screens.



- Mirror the screens so that Veld Board and the IFP display the same content.

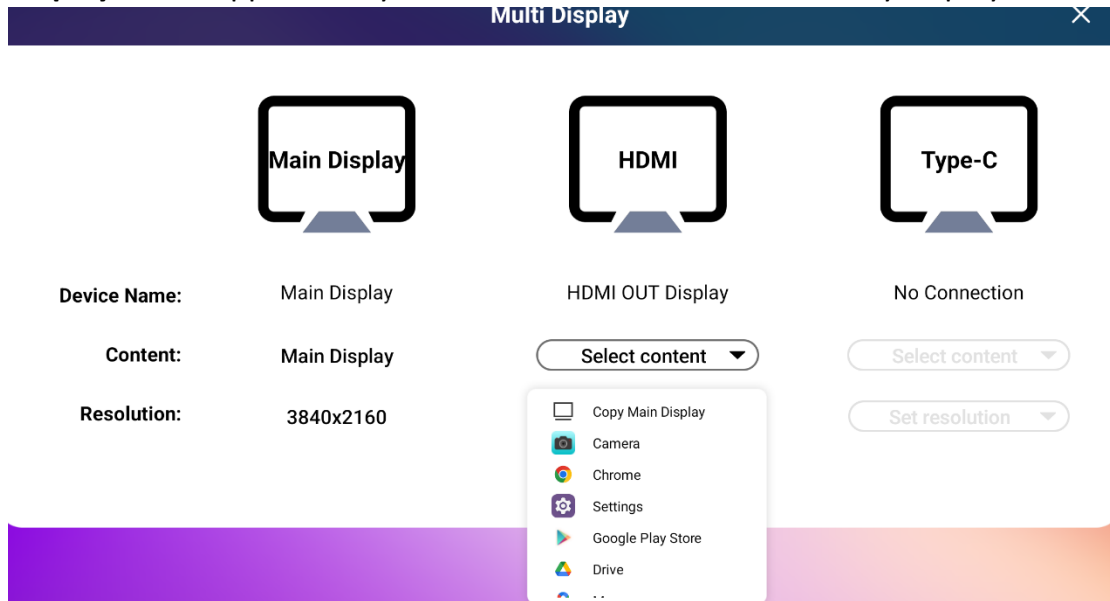
Multi Display requires an old IFP or touch monitor that supports HDMI or USB-C inputs.

Set up Multi Display

1. Use one of the following connections:
 - **HDMI:** Connect your Veld Board's HDMI OUT to an HDMI input of the secondary display. Connect the included USB Type A to Type B Cable between Veld Board and secondary display to add touch support (USB-A on Veld Board and USB-B on the IFP).
 - **USB-C:** Connect your Veld Board's TYPEC OUT to a USB-C input of the secondary display.

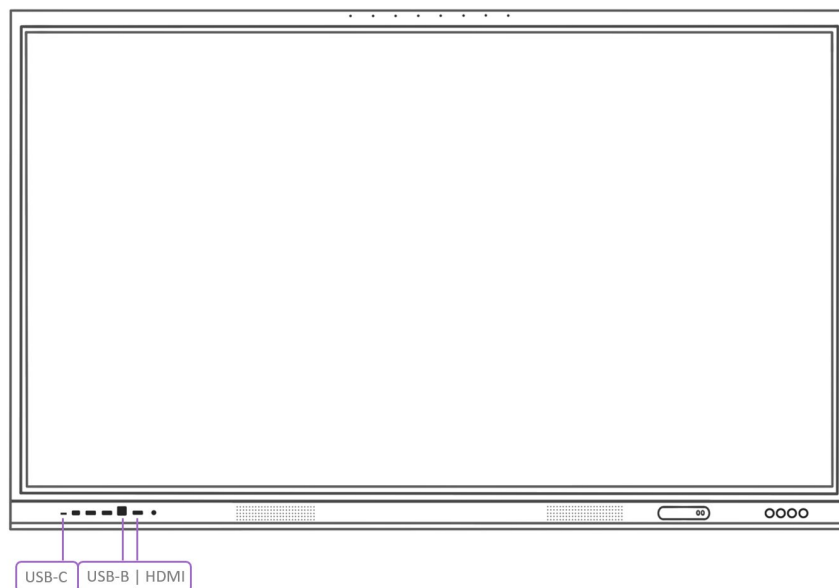
Note: Veld Board's output ports are located at the bottom of the back panel.

2. On your Veld Board, Tap Multi Display on the Side Menu, then select **Copy Main Display** or the application you want to extend to the secondary display.



Use Veld Board as a touch display

Veld Board connects to a computer or laptop so that you can present, use it as a touch display or expand its video conferencing options.



First, if your computer has an HDMI port, you can connect the included HDMI cable to the computer's HDMI port and then to any of Veld Board's multiple HDMI inputs. Then, connect the included USB Type A to Type B cable between Veld Board and your computer to add touch support (USB-B on Veld Board and USB-A on the computer). If your computer is a more recent model that has only USB-C ports, connect to it with a USB-C cable, it will support touch, audio, video and power delivery all at once (100W side port, 65W front port).

Wirelessly stream video, photos, audio to your Veld Board

You can use your personal device to watch videos, view photos and play audio on your Veld Board. You can also mirror your device screen to Veld Board.

Set up Eshare Pro to allow streaming from your device

1. From the middle of your Home Screen, swipe up.
 2. Tap on the Eshare Pro app.
 3. Tap settings on the bottom right.
 4. Enable the corresponding protocol for your devices (AirPlay, Miracast, Chromecast).
-

Connect other devices

The USB ports, Wi-Fi and Bluetooth capabilities of Veld Board allow connections to a variety of devices. For example, you can connect an HD camera for video conferencing or presentation remotes. Other devices you can connect to Veld Board include:

- Keyboards and mice.
- USB storage devices to import files.
- All-in-one in-room cameras.
- Soundbars and speaker systems.

Use the built-in privacy and security protections of Veld Board

The built-in privacy and security features minimize how much of your information is available to anyone but you, and you can adjust what information is shared. To take advantage of the security features, follow these practices.

Set a strong PIN or password

Setting a PIN or password to unlock Veld Board is the most important thing you can do to safeguard your device. See [Setup a PIN or password](#).

Use NFC log in

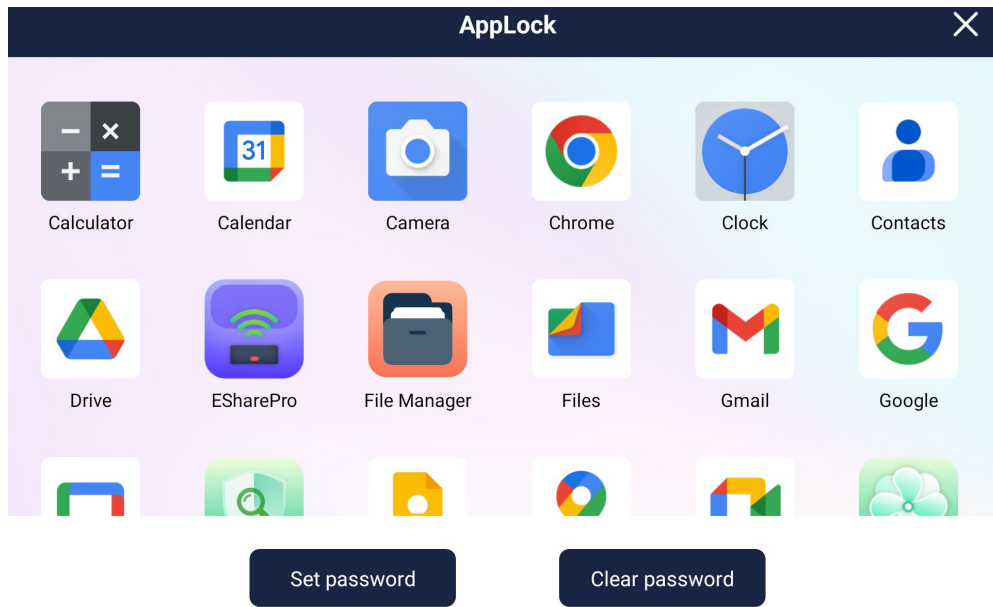
NFC provides a secure and convenient way to unlock your Veld Board and unlock applications protected by AppLock. See [Setup an NFC card](#).

Use AppLock

AppLock is a built-in security feature on Veld Board that prevents anyone else from opening apps even when Veld Board is unlocked. You can set specific apps that can only be used with a password or by tapping your NFC card.

Set up AppLock

1. From the middle of your Home Screen, swipe up.
2. Tap on the AppLock app.



3. Set a 4-digit password.
4. Tap on the apps that you would like to prevent unauthorized access to.

Note: You must enable **App unlock** on the NFC settings to allow the NFC card to unlock applications.

Review the data safety of apps



Review and understand the data safety practices of an app before you download it. Go to the app page in Google Play for developer-provided information of how developers collect, share, and handle your data.

Restart, update, and factory reset



Restart your Veld Board

If you have problems with your Veld Board, you can restart it. If you continue to experience issues after a restart, you can reset your network or app settings.

How to restart your Veld Board

1. Swipe down from the top of your screen.
 2. Tap Power  > **Restart** .
-

How to turn off your Veld Board

1. Swipe down from the top of your screen.
2. Tap Power  > **Power off** .

To turn your Veld Board back on, press and hold the power button on the bottom right of your board until the Veld logo appears.

Update Veld Board

Veld Board receives regular software updates that include security enhancements, new features, bug fixes and more. At any time, you can check for and install software updates.

- From the middle of your Home Screen, swipe up.
- Tap the OTA Service app.

The screen shows the currently installed software version, to check whether there is an update available, tap **Network Upgrade**. If an update exists, follow the on-screen instructions.

Update firmware using a USB drive

If you have trouble updating the firmware of your Veld Board, you can perform a manual firmware update using a USB drive.

Note: if you manually update the firmware, all of your data will be deleted from its internal storage, including:

- Your Google Account and user profile data
 - System and app data and settings
 - Downloaded apps
-

Copy the firmware update onto a USB drive

To manually update your Veld Board using a USB drive, do the following:

- Click the link to download the latest firmware: [link](#)
- Save the file anywhere on your computer.
- Plug an empty USB drive into a USB port on your computer.
- Extract the *update.img* file to the USB drive.

Note: To update your Veld Board from a USB drive, you'll need a USB flash drive with at least 8 GB of storage formatted to NTFS.

How to format a USB drive to NTFS on Windows

1. Plug the USB drive into your Windows PC.
 2. Open **File Explorer**.
 3. Right-click your USB drive.
 4. From the pop-up menu, select **Format**.
 5. In the **File system** dropdown menu, select **NTFS**.
 6. Select **Start** to begin formatting.
-


Update the firmware on Veld Board

1. Plug the USB drive that has the *update.img* file on it into one of the side USB ports.
2. Press and hold the power button until the Veld logo appears.
3. If successful, a loading screen will appear.
4. Wait for the process to finish and do not power off Veld Board during the update.
5. When the update is complete, Veld Board will automatically restart.
6. Unplug the USB drive from the USB port.

Reset your network and app settings

Reset Wi-Fi and Bluetooth settings


If you experience issues with Wi-Fi or Bluetooth connections on your Veld Board, you can reset your network and connection settings:

1. Open the Settings app .
 2. Tap **System** > **Reset options** > **Reset Wi-Fi & Bluetooth**.
 3. Tap **Reset settings** > follow the on-screen instructions.
-

Reset app preferences

If you experience issues with your apps, you can reset their preferences to restore your app's restrictions, default actions, and settings to their default states.

Note: You won't lose any app data when you reset your app preferences.

1. Open the Settings app .
2. Tap **System** > **Reset options** > **Reset app preferences**.
3. Tap **Reset apps** > follow the on-screen instructions.


Factory reset your Veld Board

If you have trouble resolving issues with your Veld Board after you restart your board, you can perform a factory reset to restore the board to its original settings.

Note: if you factory reset your board, all of your data will be deleted from its internal storage, including:

- Your Google Account and user profile data
- System and app data and settings
- Downloaded apps

Perform a factory reset

1. Open your device's Settings app .
2. Tap **System** > **Reset options** > **Erase all data (factory reset)**.
3. Tap **Erase all data** > follow the on-screen instructions.