Software Repair Assistant Manual for DuraXV

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1 Preparation

Ensure that the following system requirements are met prior to installation of the Software Repair Assistant (SRA)

- Windows 7, 8, 8.1 both 32bit and 64bit
 If you are using Windows 8 or Windows 8.1, please click the Desktop icon and start this repair process.
- ii. High Speed Internet connection, proxy server and VPNs are not supported.
- The USB mode of your phone should be set to "Ask On Plug"
 To change the settings to "Ask On Plug", press "MENU" on Home Screen -> Settings &
 Tools -> USB Mode, then select "Ask On Plug". Please do NOT change the USB setting mode until the SOFTWARE REPAIR PROCESS is finished.



Figure 1 Ask On Plug

iv. Confirm your phone is charged more than three levels.



Figure 2 Battery Level Indicator

- v. It will take even up to 3 min for software installation (section 2) and up approximately 5 min for software repair (section 3). But it may take 20 min depending on the PC and network performance.
- vi. If you will see such as following error pop-up, installation fails because of Windows error or file download error. Please unplug the USB cable and re-plug it again.



Figure 3 Installation Error

2 Install the Software Repair Assistant

If you have already installed this tool on your PC, close "Upgrade Tool Monitor".

Step-1) click "Upgrade Tool Monitor" icon on the task tray Step-2) select "Close"



Figure 4 Upgrade Tool Monitor Men

Step-3) Connect only one phone to PC.

Step-4) If AutoPlay is presented, click "Run TL-Bootstrap.exe" (Figure 5) otherwise open CD-ROM drive and click "TL-Bootstrap.exe" (Figure 6, Figure 7).



Figure 5 Run TL-Bootstrap.exe from AutoPlay



Figure 6 Run TL-Bootstrap.exe from Computer



Figure 7 Run TL-Bootstrap.exe from CD-ROM drive

If you will see the following pop-up, please click "Yes".



Figure 8 User Account Control

If you will see the following pop-up, please ignore it.



Figure 9 Installation Error Message

Step-5) Proceed USB driver installation.



Figure 10 Confirmation message window

verizon wireless	KYOCER3
Downloading	
	Cancel

Figure 11 Progress of Driver download



Figure 12 Progress of Driver installation



Figure 13 License Agreement



Figure 14 Tool Installation Window



Figure 15 Installation Complete

Please wait until download progress shown in Figure 16 will be done, then go to section 3.

Upgrades are available for Dura	xv.
Downloading	
	Cancel

Figure 16 Progress Window

If USB Driver installation process does not start, please confirm the internet connection. If proxy or VPNs are used, please contact your network administrator.

If you will see the following pop-up, please refer to Appendix 4-1.



Figure 17 Installation Failed

If network connection fails during this process, you will see a pop-up, Figure 18. Please refer to Appendix 4-2.



Figure 18 Connection Error



If you will see the following pop-up, please refer to Appendix 4-2

Figure 19 Notification pop-up

If you will see the following window, please click "OK" and go to Appendix 4-2.



Figure 20 Download Failure

If you will see the following pop-up, please ignore it.



Figure 21 Installation Error Message

3 Execute Software Repair Assistant

3-1 Software Repair

Step-6) Select "Repair Assistant" at the left of Figure 22.

verizon witeless	Softwar	e Upgrade Assista	int - Kyocera -		C KYDCEI
Assistant Tools	Select a device	to upgrade:			
Upgrade Assistant	Device Name	Phone Number			
Repair Assistant	DuraXV	9083006677	Upgrade available	1.222VZ	1
	Connect the device Your phone will not	you want to upgrade to be available to use duri	the PC. ng the upgrade process.		UPGRADE 9083006677

Figure 22 Software Repair Assistant Monitor

Step-7) Click "Run Repair Assistant" button on Figure 23.



Figure 23 Run Repair Assistant

Step-8) Click "REPAIR [PHONE NUMBER]" button. (Figure 24)

UpgradeTool						- 🗉 🗙
verizon wireless	Softwar	e Repair Assistant	: - Kyocera -		প্ত	KYOCERA
Assistant Tools	Select a device	to repair:				
Upgrade Assistant	Device Name	Phone Number	Status	Version		
Repair Assistant	DuraXV	0000005417	Ready for repair	1.222VZ		
	, To repair your devic If your PC is having reconnect. Please w	e connect it to the PC. trouble detecting your o ait for a minute until you	levice, disconnect the de ur PC recognized the cor	evice from your PC, then nnected device.	REPAIR DOD	00005417
	For information on t Note that during the	the software upgrade rel upgrade process your	er to <u>www.verizonwir</u> ohone will not be availat	reless.com/support/ ale for use.	Delete	Close

Figure 24 Repair button

Step-9) Click "OK" to start the Software Repair process (Figure 25). Please do NOT unplug or turn off your phone during this process.



Figure 25 Notification pop-up window

Step-10) Click "CLOSE" button after "Repair Complete" will be displayed. (Figure 26)

UpgradeTool			4		
verizon wireless	Softwar	re Repair Assistan	t - Kyocera -		€ K90CERa
Assistant Tools	Select a device	to repair:			
Upgrade Assistant	Device Name	Phone Number	Status	Version	
Repair Assistant	DuraXV	000005417	Repaired	2.002VZ	
	To repair your devic If your PC is having reconnect. Please w	e connect it to the PC. trouble detecting your o ait for a minute until yo	levice, disconnect th ur PC recognized the	e device from your PC, then connected device.	epair Complete REPAIR 0000005417
	For information on t Note that during the	the software upgrade re e upgrade process your	fer to <u>WWW. VORIZOF</u> phone will not be ava	wireless.com/support/ ilable for use.	Delete Close

Figure 26 Repair complete window

If the download fails, please click "OK" button and start download process from step-8 again.



Figure 27 Download failed

4 Appendix

4-1 Uninstall the old USB driver

- 1) Open "Programs and Features" (Figure 28) on your PC from Control Panel > All Control Panel Items.
- 2) Select "KYOCERA USB Modem KC02US Driver", right-click it, and select "Uninstall to uninstall the old driver.
- 3) Follow the steps on the "2. Installation the Software Repair Assistant" and "3. Execute Software Repair Assistant".

Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.						
off	Organize 👻 Uninstall		III • 0				
	Name	Dublisher	Installed On	line Version			
	BKYOCERA USB Modem KC02US Driver	KYOCERA Corporation	5/18/2015	4.90 MB 3.09.0000			
	📁 Fera Ferm 4.02		1/19/2015	9.93 IVID			
	Windows Hardware Certification Kit Client	Microsoft Corporation	5/14/2014	6.33 MB 8.100.26631			
	WPTx86	Microsoft	5/13/2014	27.9 MB 8.100.26631			
	Windows Driver Testing Framework (WDTF) Runtime	Microsoft Corporation	5/13/2014	5.17 MB 8.100.26631			
	Application Verifier x86 External Package	Microsoft	5/13/2014	2.97 MB 8.100.26631			
	Microsoft PowerPoint Viewer	Microsoft Corporation	6/6/2013	145 MB 14.0.4763.100	0		
	K Microsoft Office Excel Viewer	Microsoft Corporation	6/6/2013	71.2 MB 12.0.6334.500	D		
	S Microsoft Office Word Viewer 2003	Microsoft Corporation	6/6/2013	28.1 MB 11.0.8173.0			
	Microsoft .NET Framework 4 Extended	Microsoft Corporation	5/14/2013	51.9 MB 4.0.30319			
	Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	5/14/2013	38.8 MB 4.0.30319			
	Broadcom NetXtreme-I Netlink Driver and Managem	Broadcom Corporation	5/13/2013	38.3 MB 14.4.6.2			
	Application Verifier	Microsoft Corporation	5/13/2013	25.1 MB 4.0.792			
	Intel(R) Network Connections Drivers	Intel	5/13/2013	15.2			
	Intel® Active Management Technology	Intel Corporation	5/13/2013				

Figure 28 Uninstall old USB driver

4-2 Manual Launch

Please launch Software Repair Assistant following below steps.

- 1) Click "Upgrade Tool Monitor" icon on the task tray. (Figure 29)
- 2) Select "Launch Assistant". (Figure 30)
- 3) If you will see Figure 31 Notification pop-up, click "OK".
- 4) Go to section 3-1.



Figure 29 Upgrade Tool Monitor Icon



Figure 30 Upgrade Tool Monitor Menu



Figure 31 Notification pop-up