

Software Upgrade Assistant Manual for DuraXV

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1 Preparation

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

- i. 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.
- iii. 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 UPGRADE PROCESS is finished.**

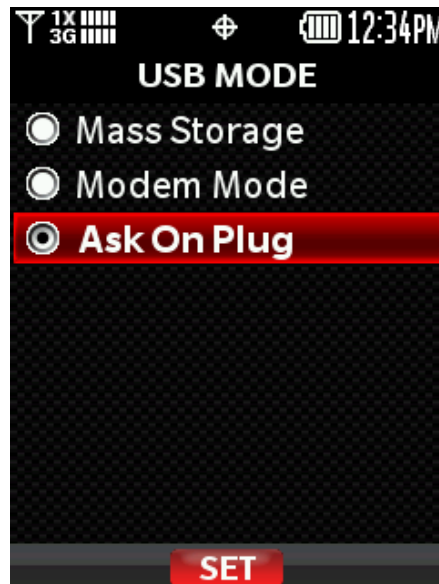


Figure 1 Ask On Plug

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

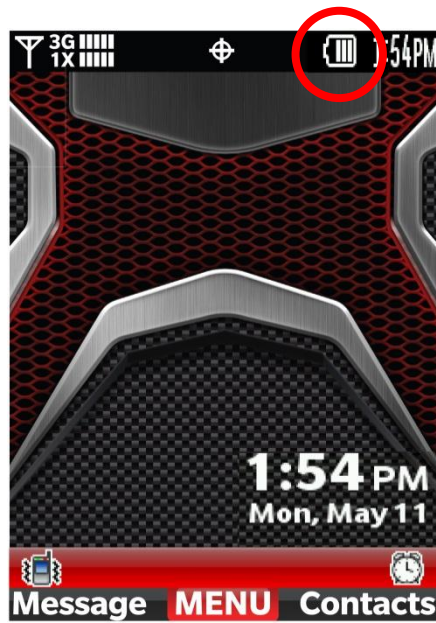


Figure 2 Battery Level Indicator

- v. This takes even up to 3 min for software installation (section-2) and up approximately 7 min for software upgrade (section-3). This estimation may vary depending on the PC and network performance.

- vi. Confirm your PC settings of “Internet Options” and “Internet Properties”.
- step-1) Open “Internet Options” of Internet Explorer, click “Privacy” tab and set “Medium High”, see Figure3
- step-2) Click “Advanced” and set SSL3.0 and TLS1.0, see Figure 4

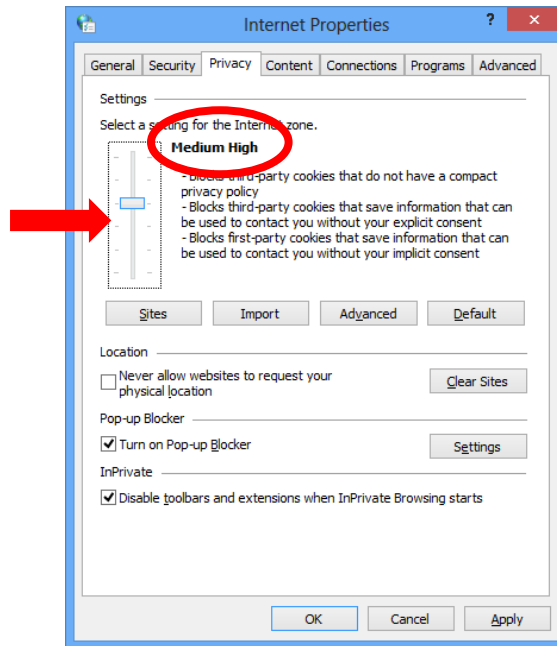


Figure 3 Privacy Level

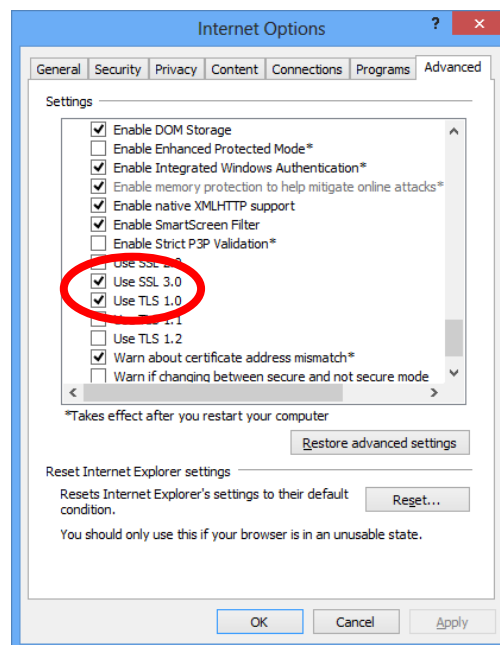


Figure 4 Advanced settings

- vii. 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.

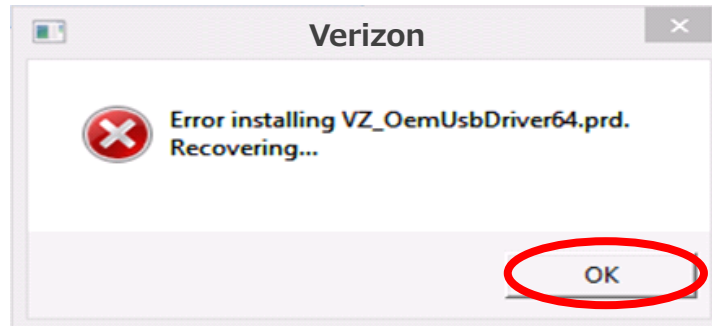


Figure 5 Installation Error

2 Install the Software Upgrade 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”

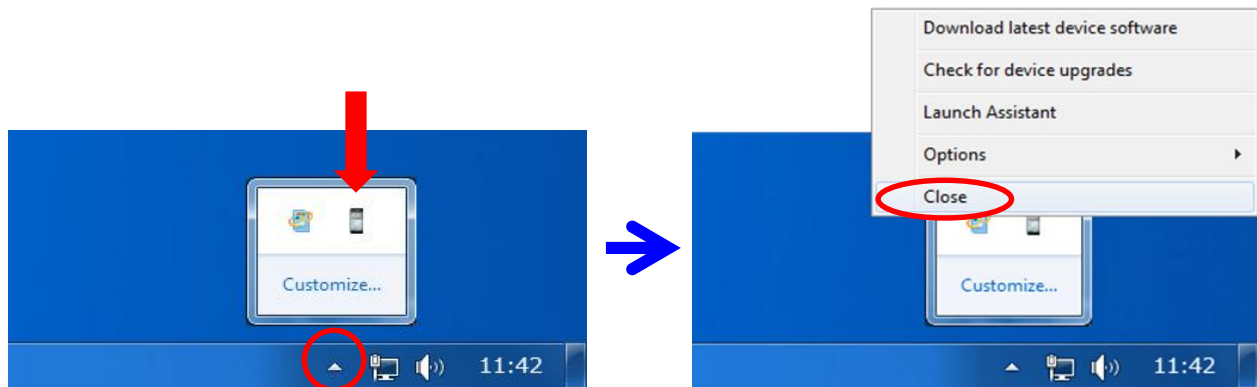


Figure 6 Upgrade Tool Monitor Menu

Step-3) Connect only one phone to PC.

Step-4) If AutoPlay is presented, click “Run TL-Bootstrap.exe” otherwise open CD-ROM drive and click “TL-Bootstrap.exe”.

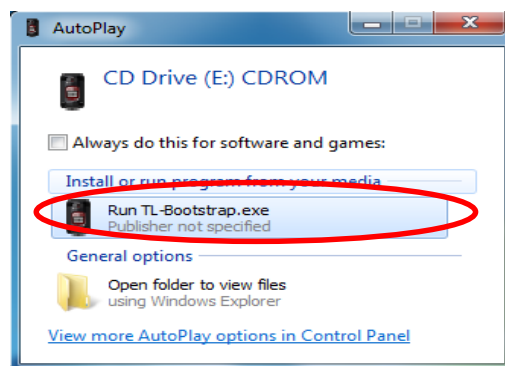


Figure 7 Run TL-Bootstrap.exe from AutoPlay

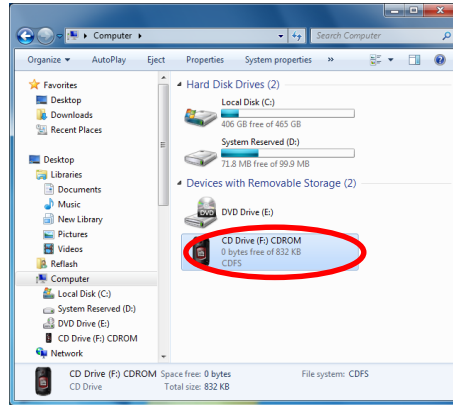


Figure 8 Run TL-Bootstrap.exe from Computer

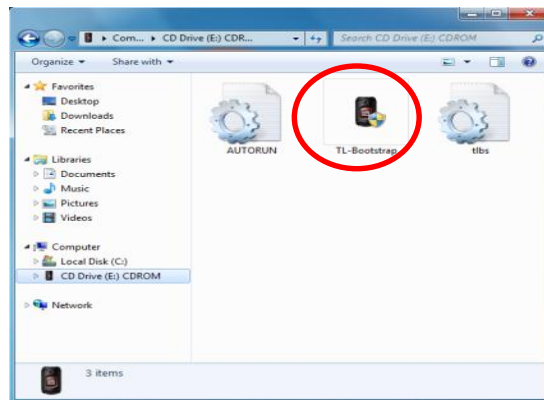


Figure 9 Run TL-Bootstrap.exe from CD-ROM drive

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

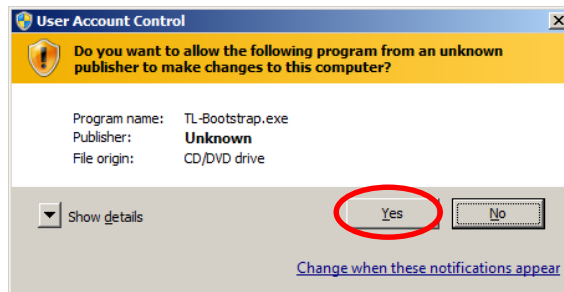


Figure 10 User Account Control

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

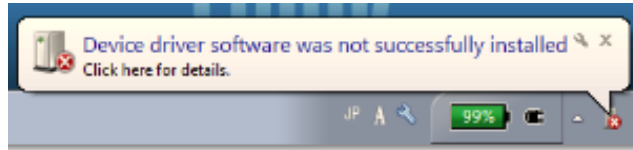


Figure 11 Installation Error Message

Step-5) Proceed USB driver installation.

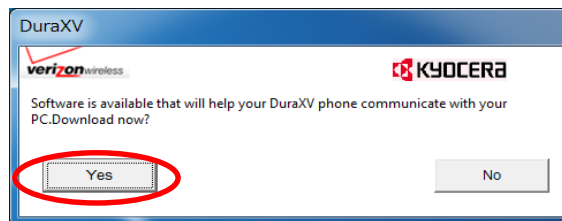


Figure 12 Confirmation message window

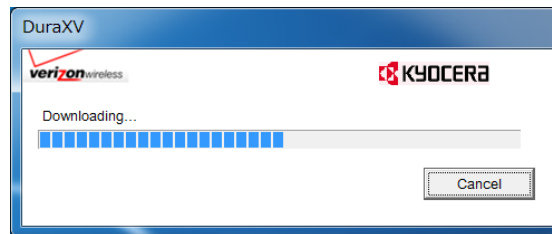


Figure 13 Progress of Driver download

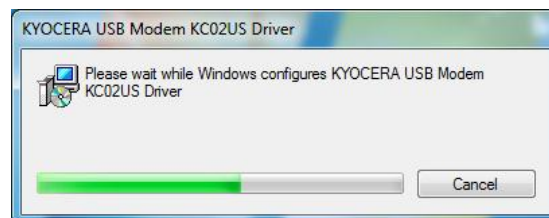


Figure 14 Progress of Driver installation

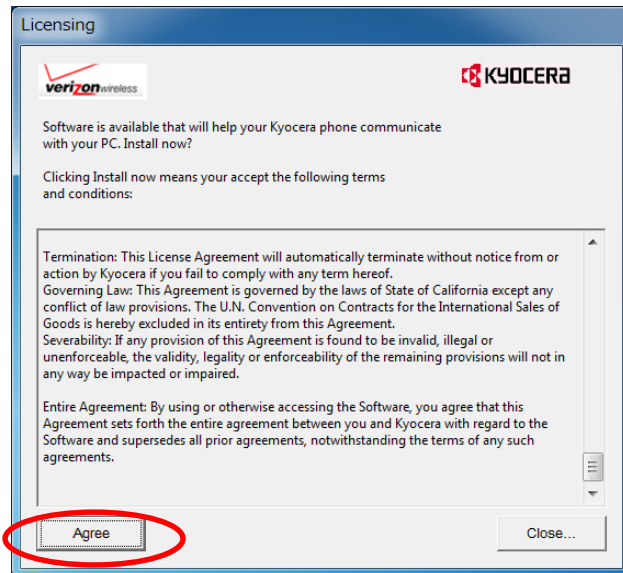


Figure 15 License Agreement

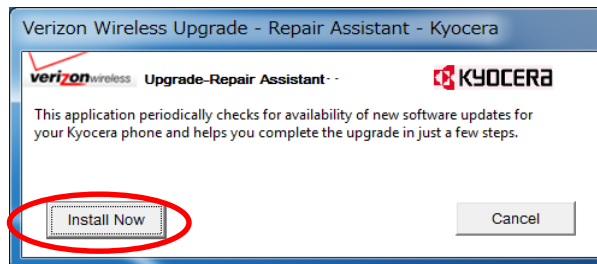


Figure 16 Tool Installation Window

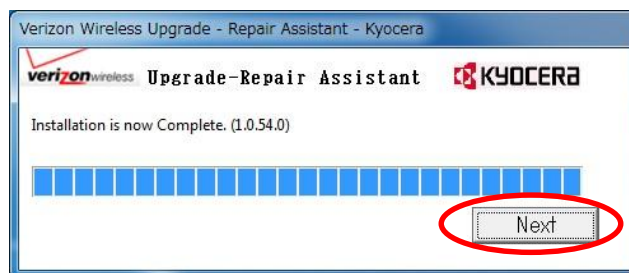


Figure 17 Installation Complete

If network connection fails during this process, you will see a pop-up, Figure 18. **Please refer to “Software Repair Assistant Manual for DuraXV”, appendix 4-2.**

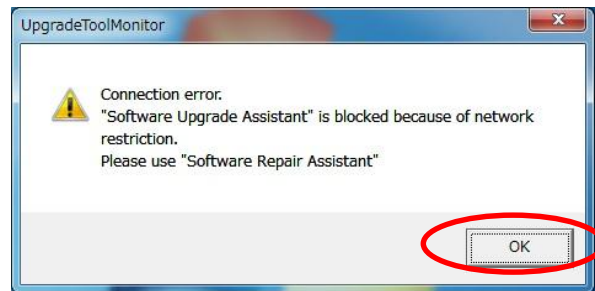


Figure 18 Connection Error pop-up

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.

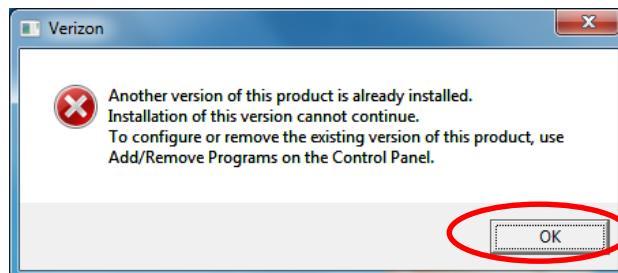


Figure 19 Installation Failed

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

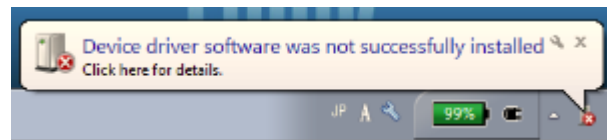


Figure 20 Installation Error Message

3 Run the Software Upgrade Assistant

3-1 Download the update file

Step-6) Proceed update file download

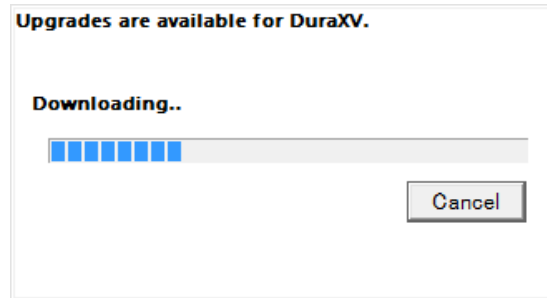


Figure 21 Download progress window

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

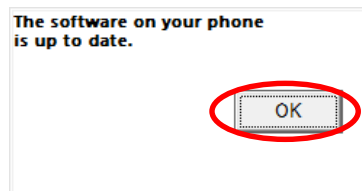


Figure 22 Notification pop-up

If you will see the following window, please refer to Appendix 4-3

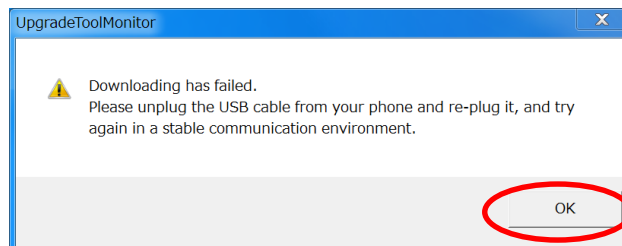


Figure 23 Download Failure

3-2 Software Upgrade

Step-7) Click “UPGRADE [PHONE NUMBER]” button and start software upgrade

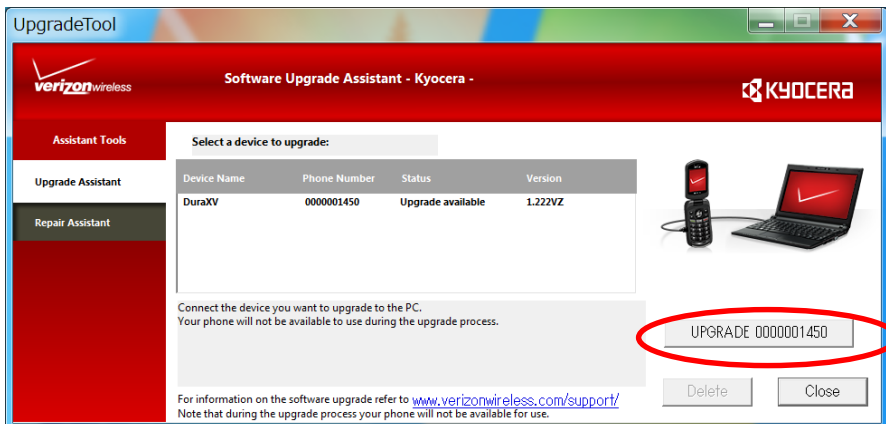


Figure 24 Software Upgrade Assistant Window

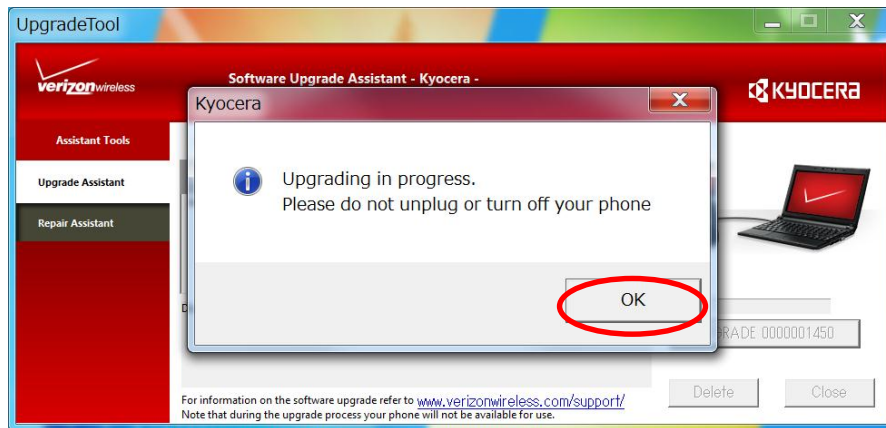


Figure 25 Notification for Software Upgrade

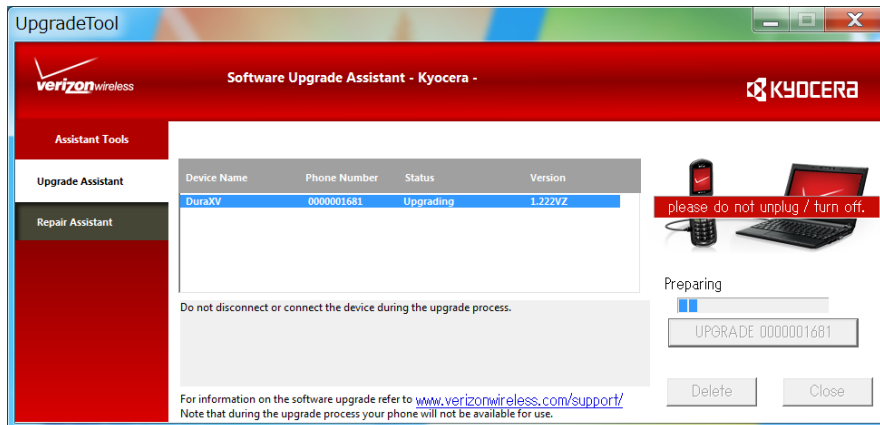


Figure 26 Software Upgrade Progress

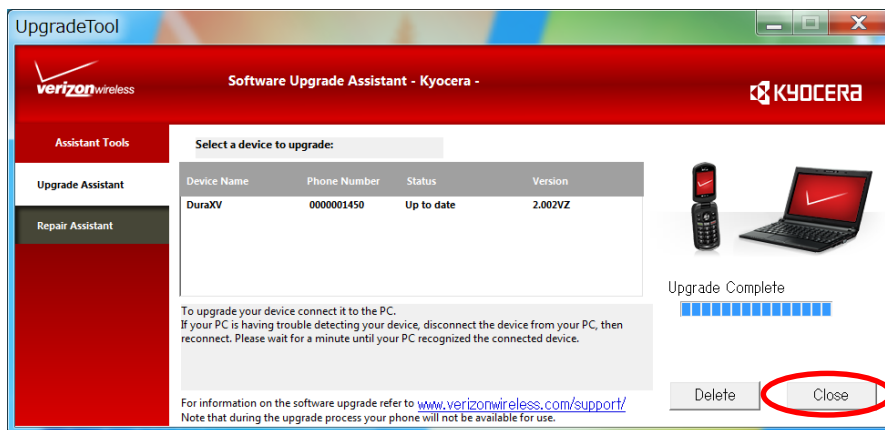


Figure 27 Software Upgrade Completion

Step-8) To continue upgrading other phones, please unplug the current phone and connect the second phone to the same USB port.

You may see the following error notification, please ignore it.

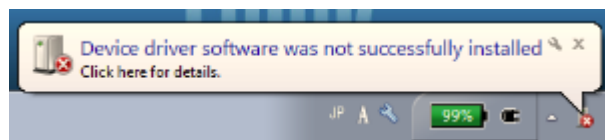


Figure 28 Installation Error Message

4 Appendix

4-1 Uninstall the old USB driver

- 1) Open “Programs and Features” (Figure 29) 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 Upgrade Assistant” and “3. Run the Software Upgrade Assistant”.

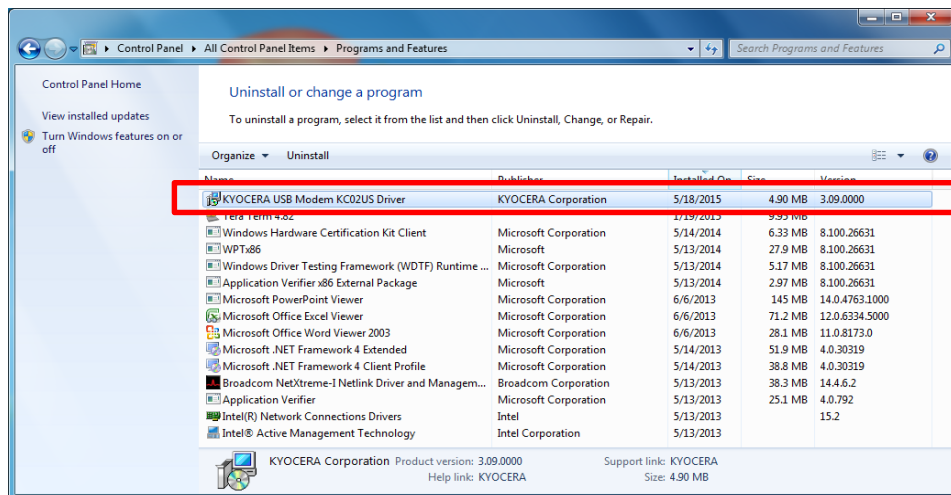


Figure 29 Uninstall old USB driver

4-2 When the Upgrade File is not available

Please launch Software Upgrade Assistant from the task tray (Figure 30 & 31) after a couple of days. If a new update SW is released, then you can continue further process.

- 1) Click “Upgrade Tool Monitor” icon on the task tray. (Figure 30)
- 2) Select “Check for device upgrades”. (Figure 31)
- 3) Go to section-3-1.

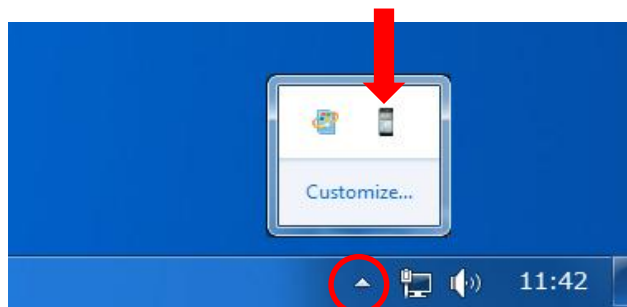


Figure 30 Launch Software Upgrade Assistant

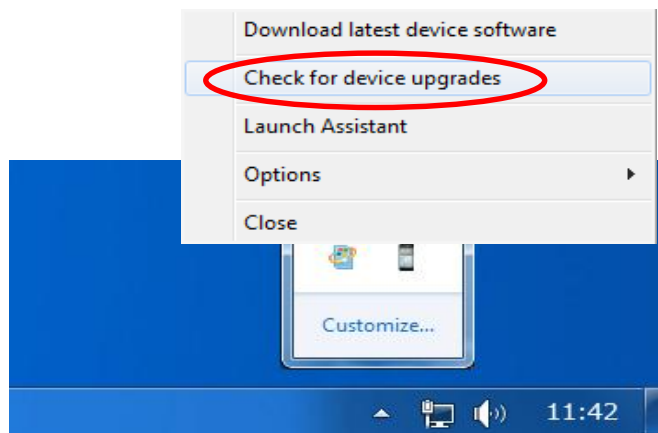


Figure 31 Check upgrade file

4-3 Recovery from Download Failure

- 1) Click “OK” button on both figure 32 and figure 33.
- 2) Move to better network condition.
- 3) Unplug the USB cable and re-plug it again, then start Download Progress Window.
- 4) Go to section 3-1

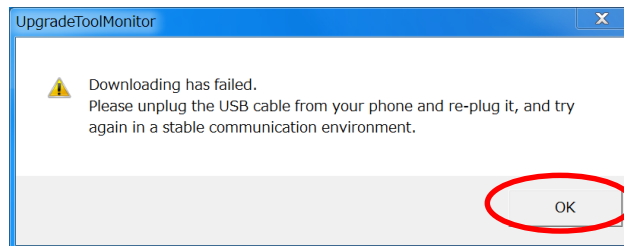


Figure 32 Download Failure



Figure 33 Notification pop-up