

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)

- 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 REPAIR PROCESS is finished.**



Figure 1 Ask On Plug

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

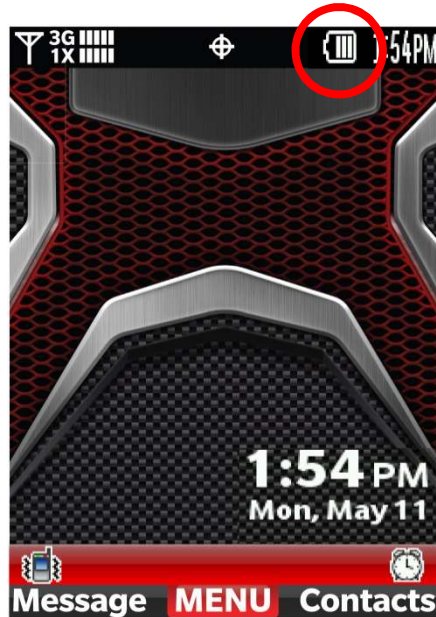


Figure 2 Battery Level Indicator

- 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.

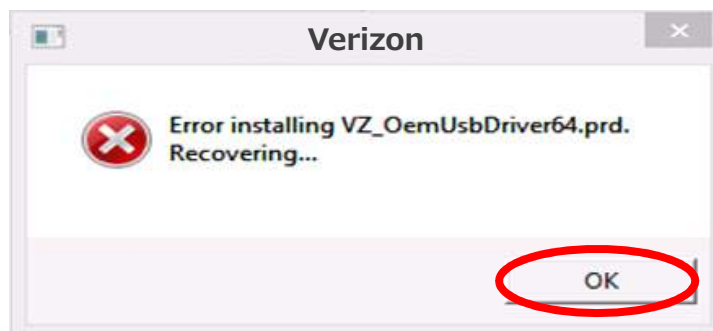


Figure 3 Installation Error

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”

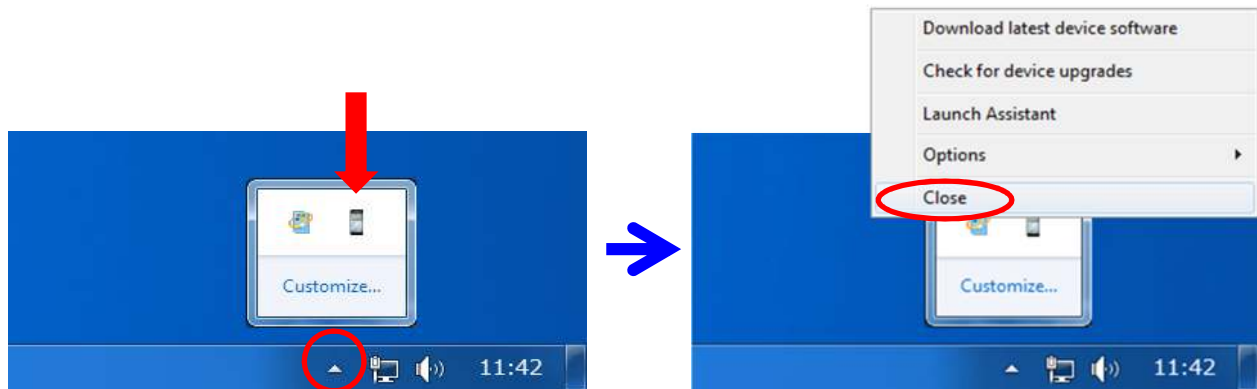


Figure 4 Upgrade Tool Monitor Men

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).

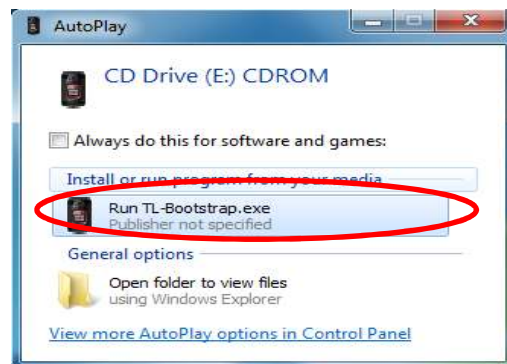


Figure 5 Run TL-Bootstrap.exe from AutoPlay

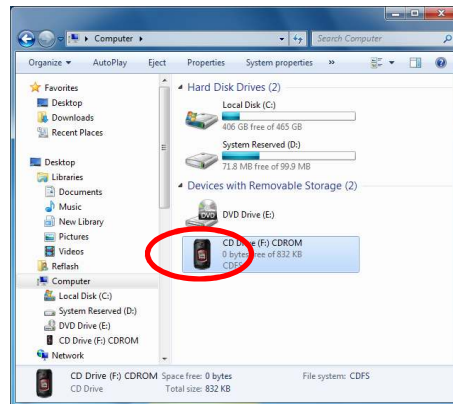


Figure 6 Run TL-Bootstrap.exe from Computer

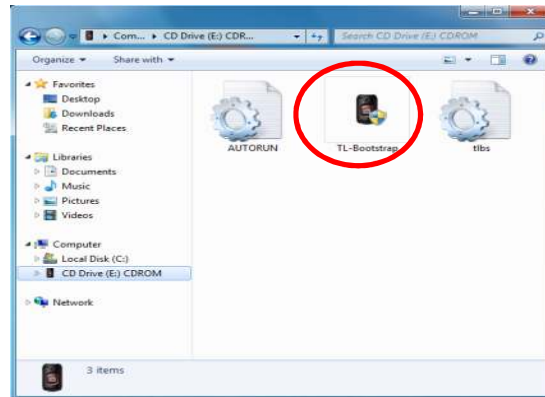


Figure 7 Run TL-Bootstrap.exe from CD-ROM drive

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

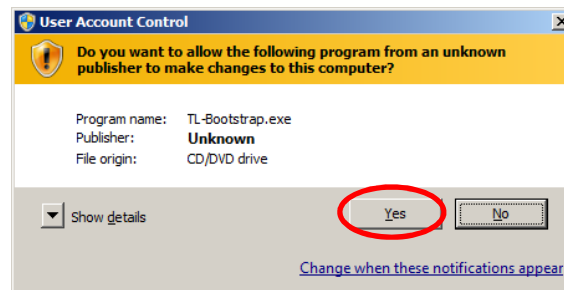


Figure 8 User Account Control

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

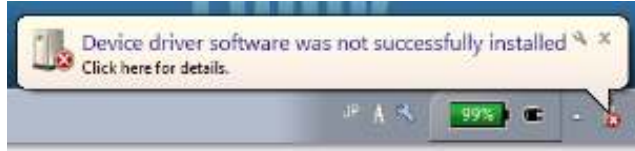


Figure 9 Installation Error Message

Step-5) Proceed USB driver installation.

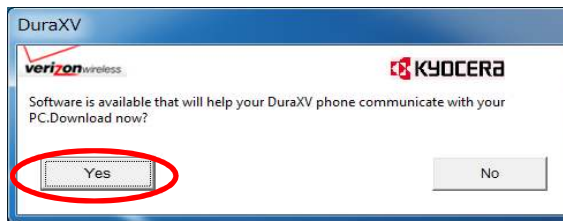


Figure 10 Confirmation message window

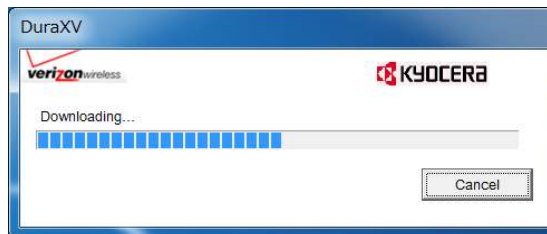


Figure 11 Progress of Driver download

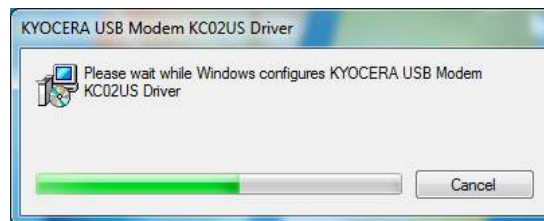


Figure 12 Progress of Driver installation

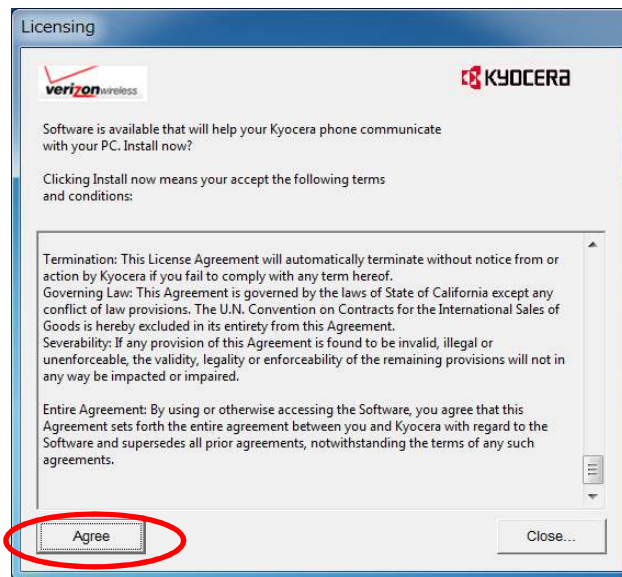


Figure 13 License Agreement

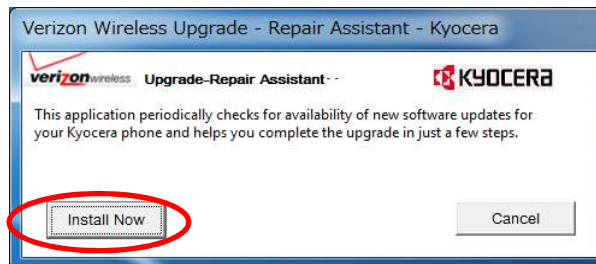


Figure 14 Tool Installation Window

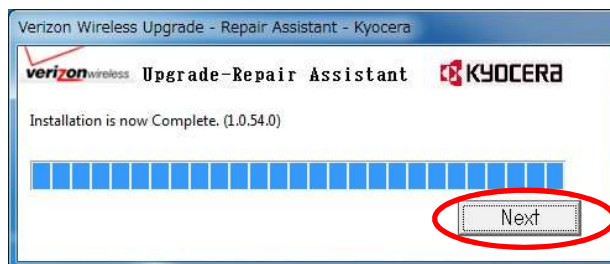


Figure 15 Installation Complete

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

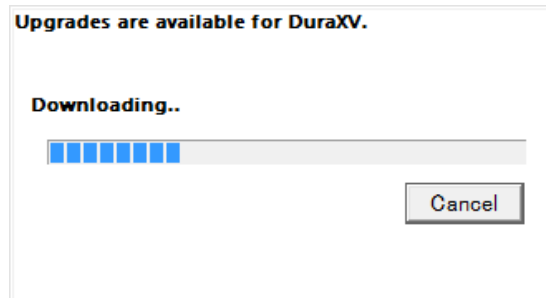


Figure 16 Progress Window

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.

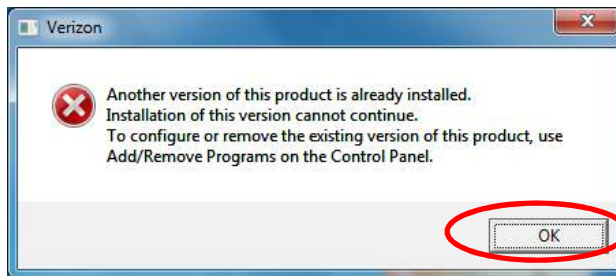


Figure 17 Installation Failed

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

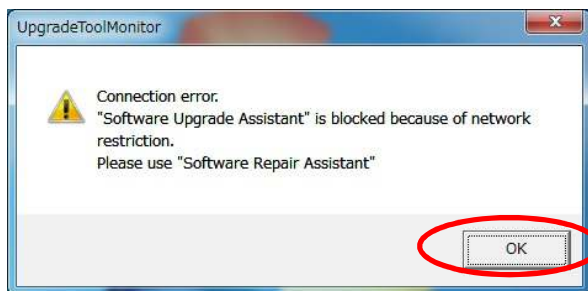


Figure 18 Connection Error

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

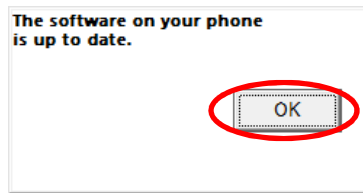


Figure 19 Notification pop-up

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

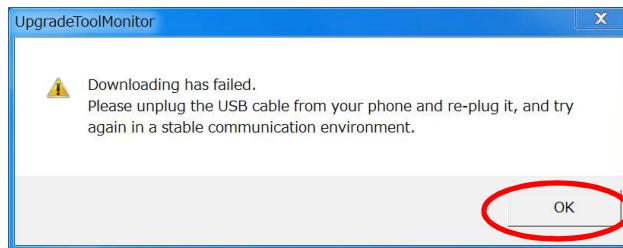


Figure 20 Download Failure

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

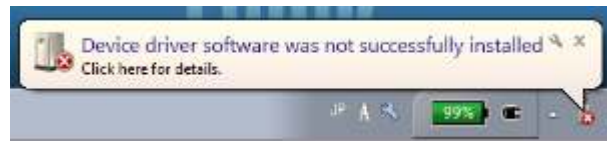


Figure 21 Installation Error Message

3 Execute Software Repair Assistant

3-1 Software Repair

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



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)

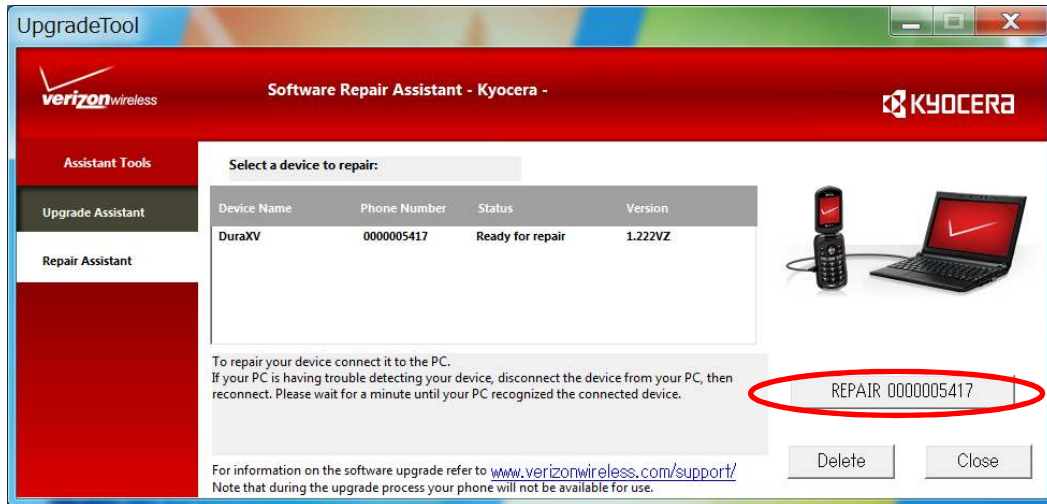


Figure 24 Repair button

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

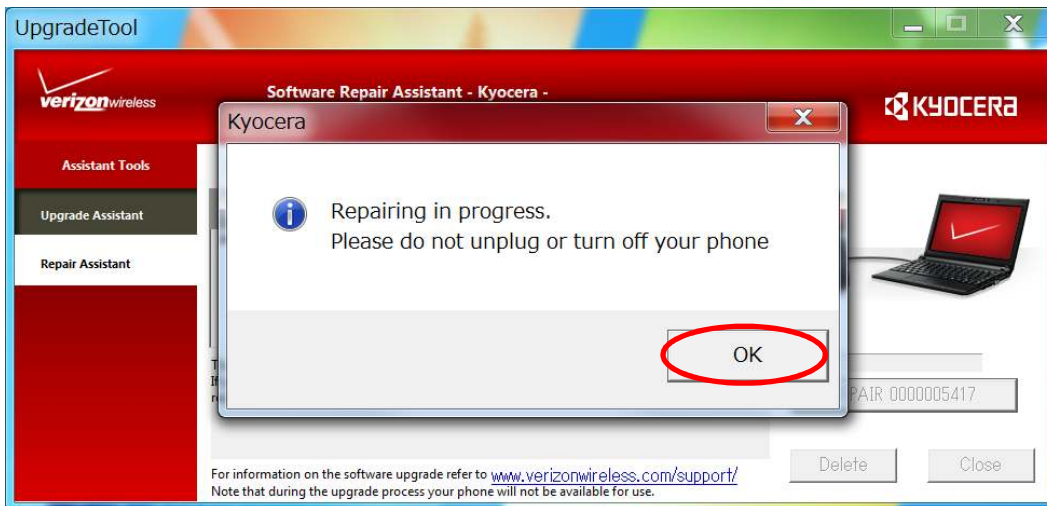


Figure 25 Notification pop-up window

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

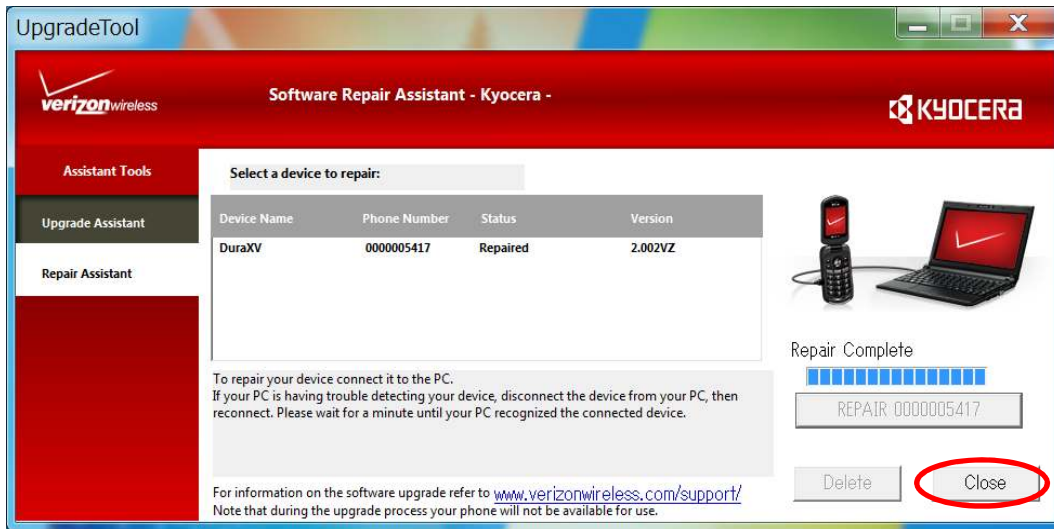


Figure 26 Repair complete window

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

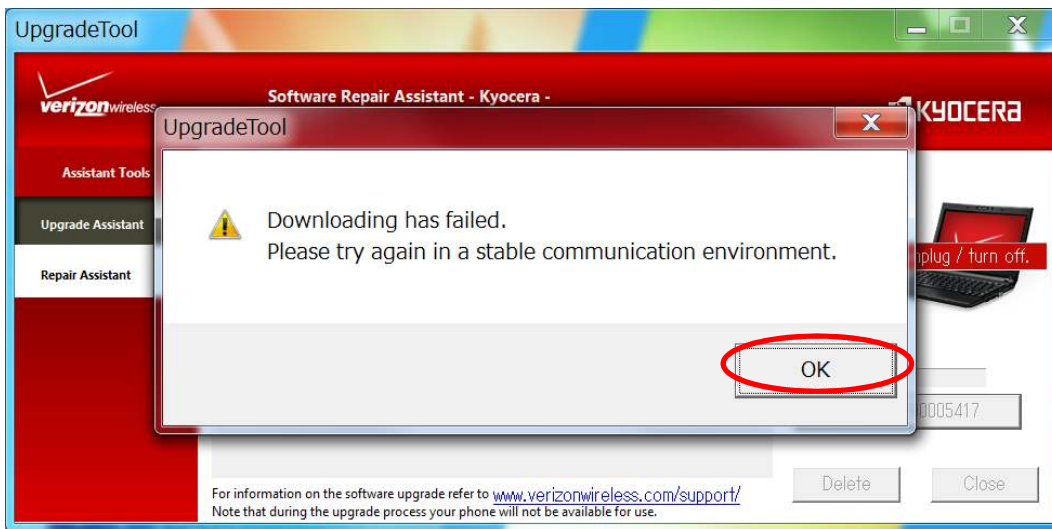


Figure 27 Download failed

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”.

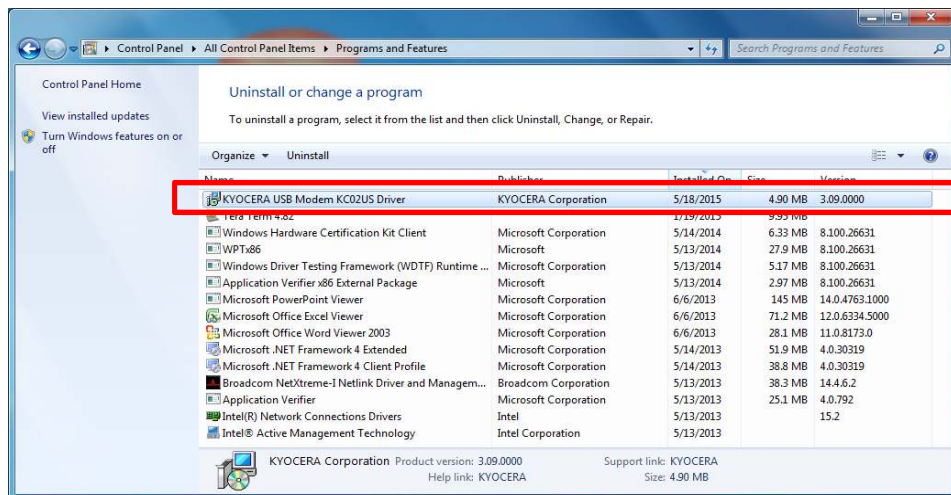


Figure 28 Uninstall old USB driver

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.

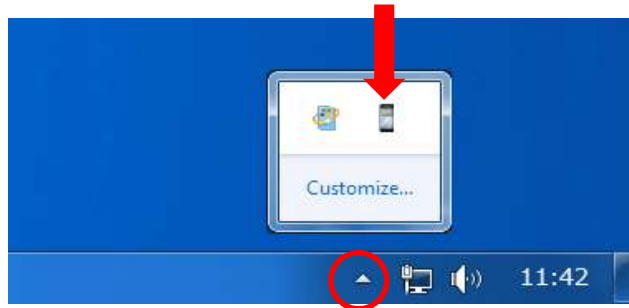


Figure 29 Upgrade Tool Monitor Icon

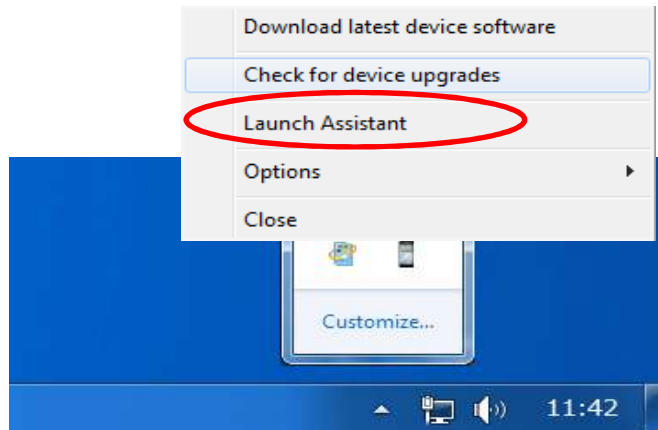


Figure 30 Upgrade Tool Monitor Menu

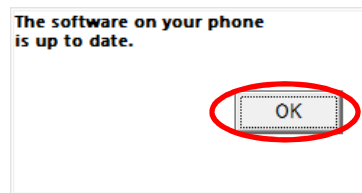


Figure 31 Notification pop-up