

# 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.**

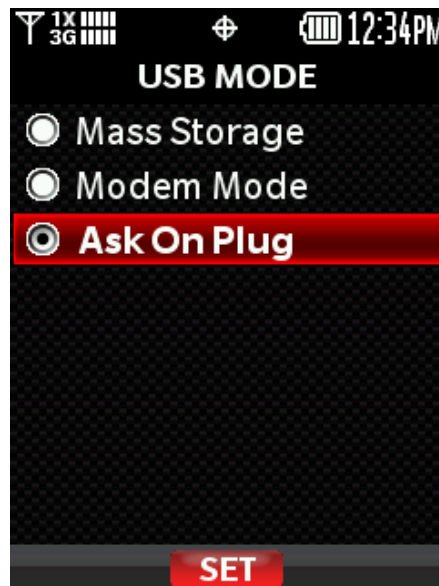
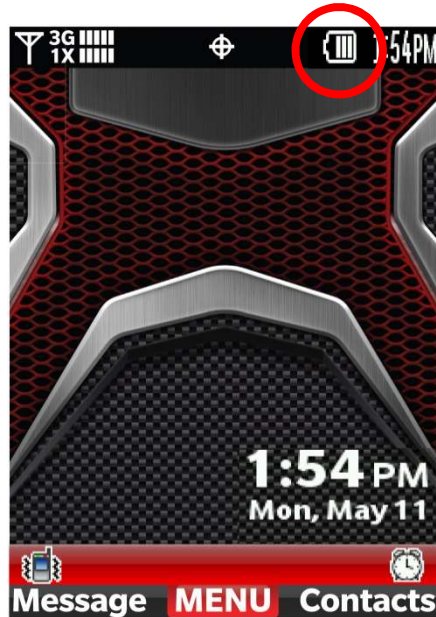


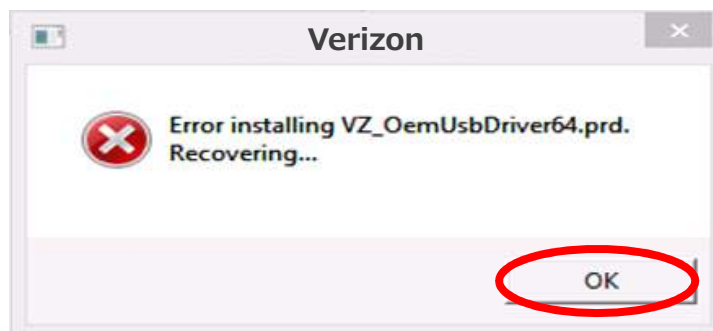
Figure 1 Ask On Plug

- 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.



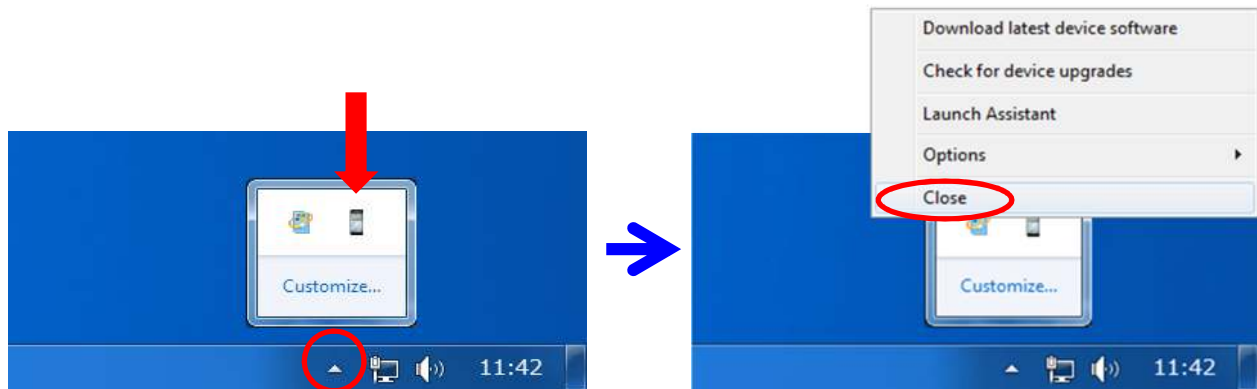
**Figure 3 Installation Error**

## 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

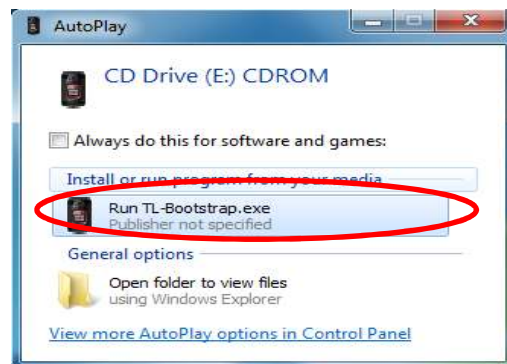
**Step-2)** select “Close”



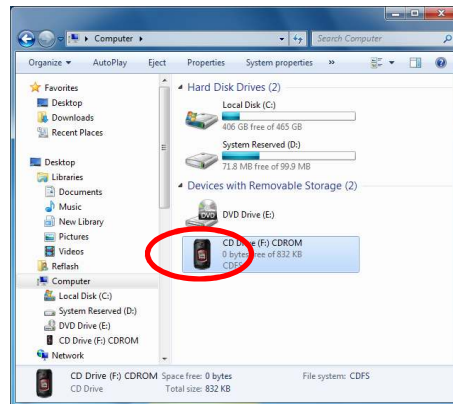
**Figure 4 Upgrade Tool Monitor Men**

**Step-3)** Connect only one phone to PC.

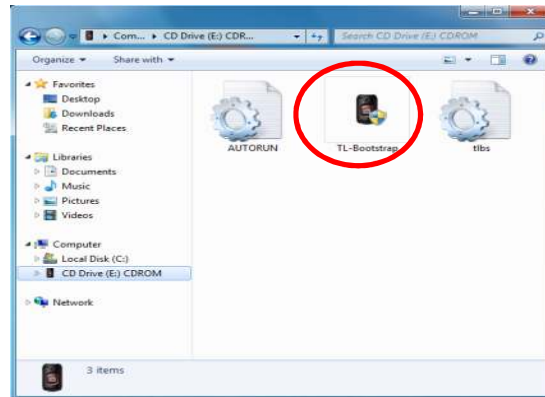
**Step-4)** If AutoPlay is presented, click “Run TL-Bootstrap.exe” (Figure 5) otherwise open CD-ROM drive and click “TL-Bootstrap.exe” (Figure 6, Figure 7).



**Figure 5 Run TL-Bootstrap.exe from AutoPlay**

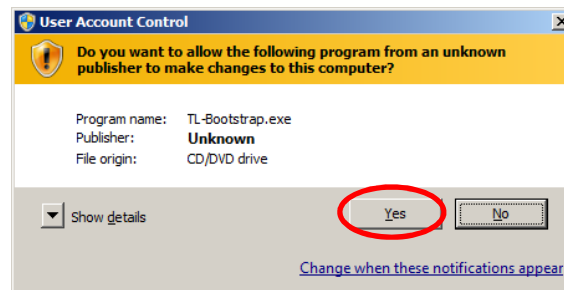


**Figure 6 Run TL-Bootstrap.exe from Computer**



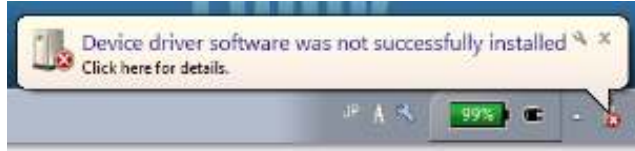
**Figure 7 Run TL-Bootstrap.exe from CD-ROM drive**

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



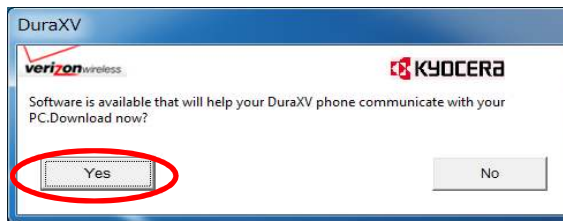
**Figure 8 User Account Control**

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

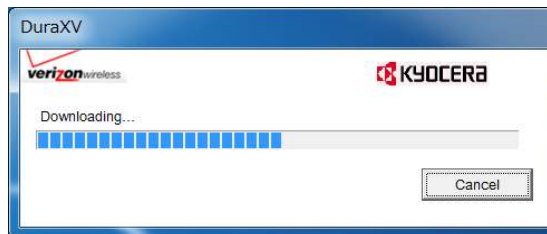


**Figure 9 Installation Error Message**

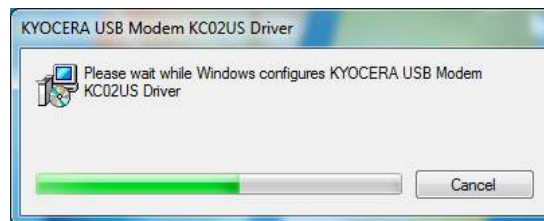
**Step-5) Proceed USB driver installation.**



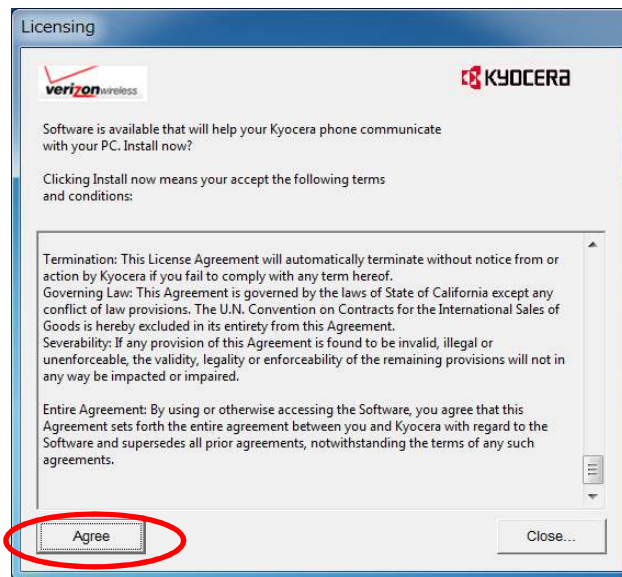
**Figure 10 Confirmation message window**



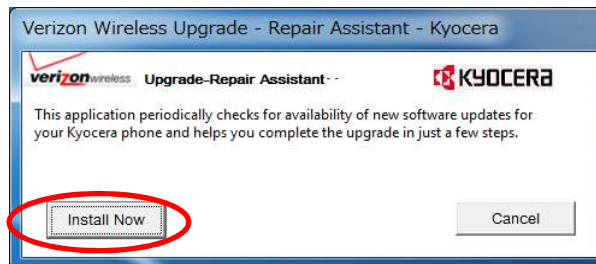
**Figure 11 Progress of Driver download**



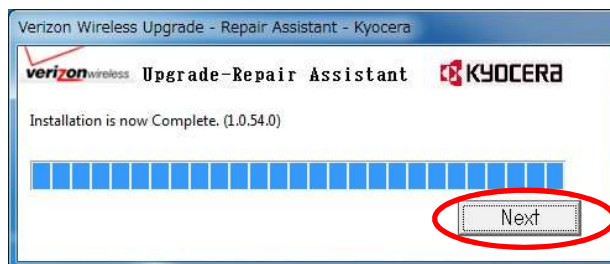
**Figure 12 Progress of Driver installation**



**Figure 13 License Agreement**



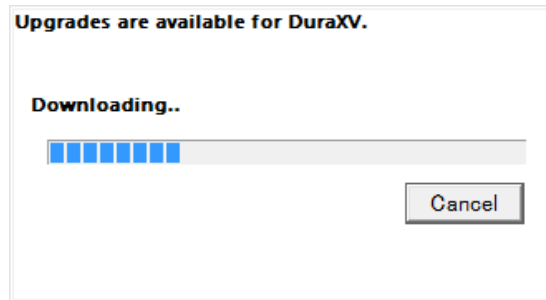
**Figure 14 Tool Installation Window**



**Figure 15 Installation Complete**



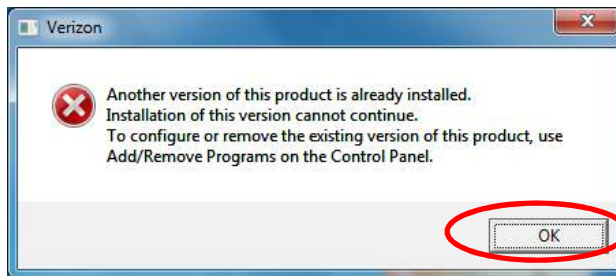
Please wait until download progress shown in Figure 16 will be done, then go to section 3.



**Figure 16 Progress Window**

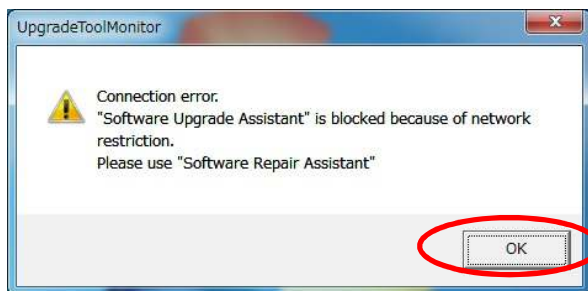
If USB Driver installation process does not start, please confirm the internet connection. If proxy or VPNs are used, please contact your network administrator.

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



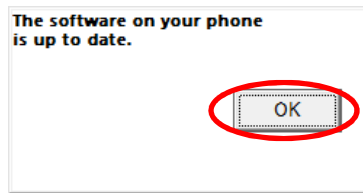
**Figure 17 Installation Failed**

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



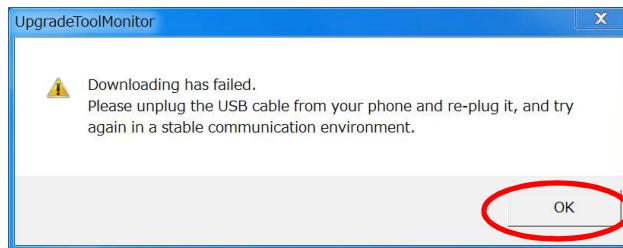
**Figure 18 Connection Error**

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



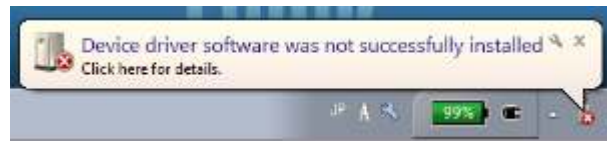
**Figure 19 Notification pop-up**

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.



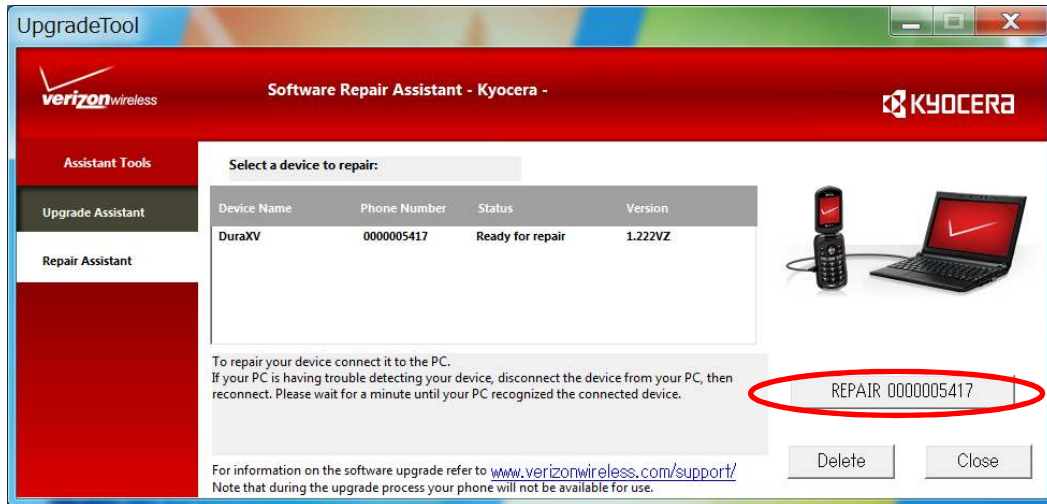
Figure 22 Software Repair Assistant Monitor

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



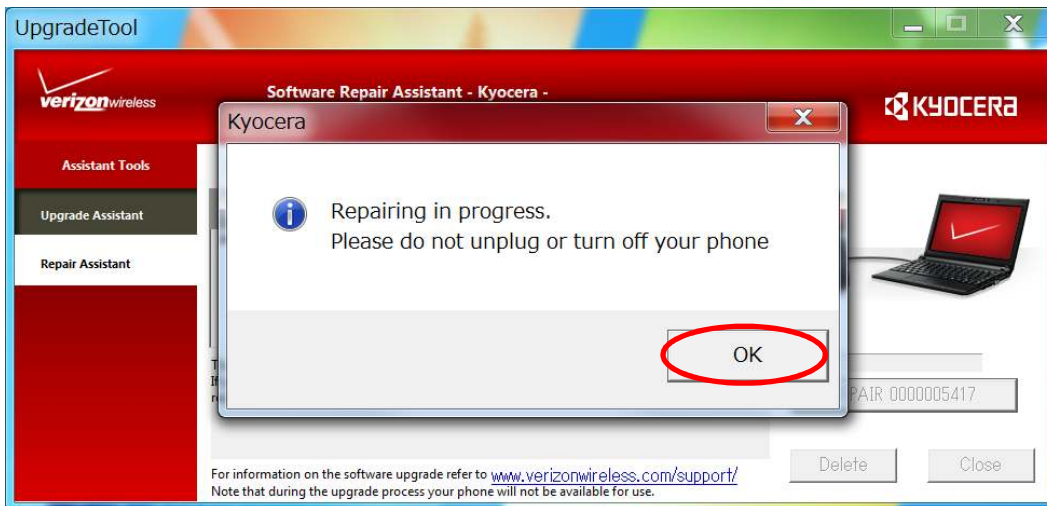
Figure 23 Run Repair Assistant

**Step-8) Click “REPAIR [PHONE NUMBER]” button. (Figure 24)**



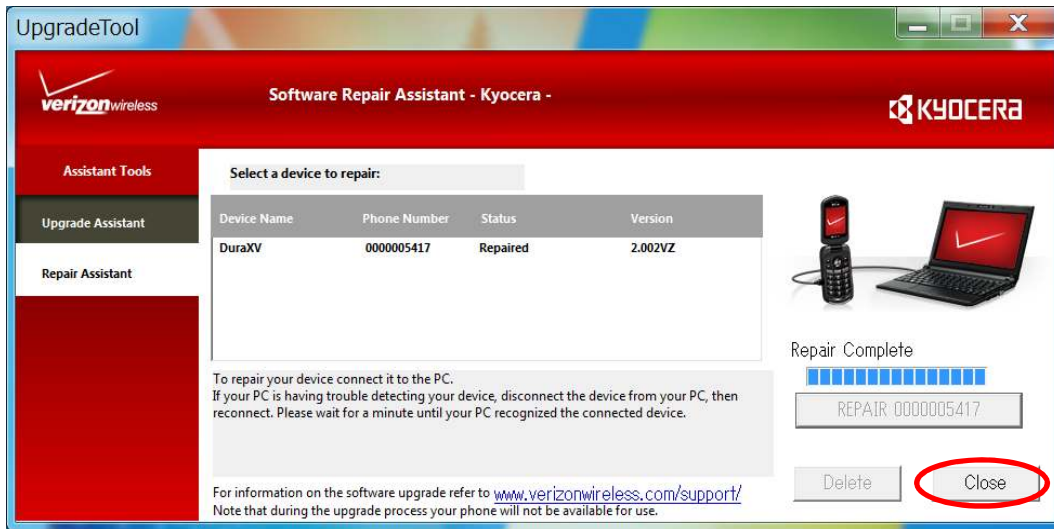
**Figure 24 Repair button**

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



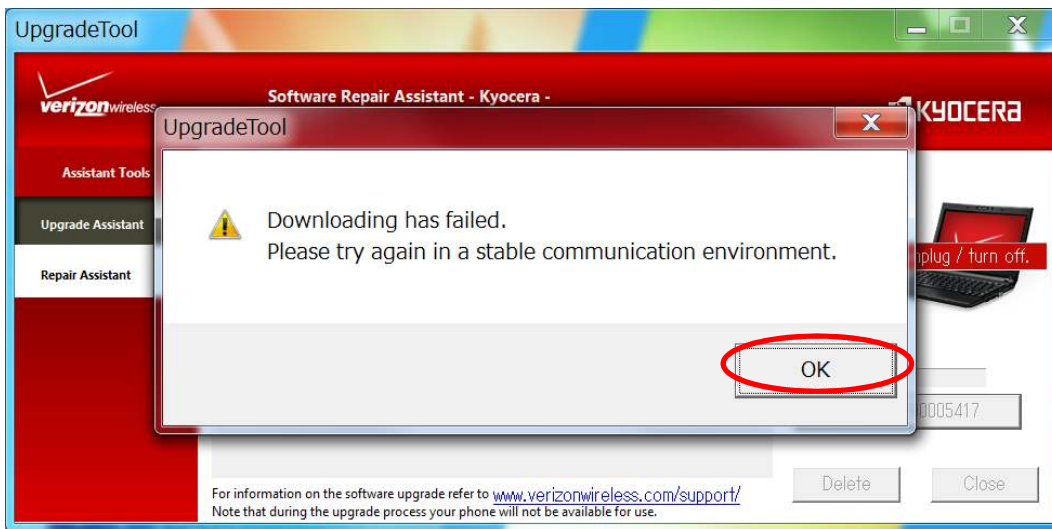
**Figure 25 Notification pop-up window**

**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”.

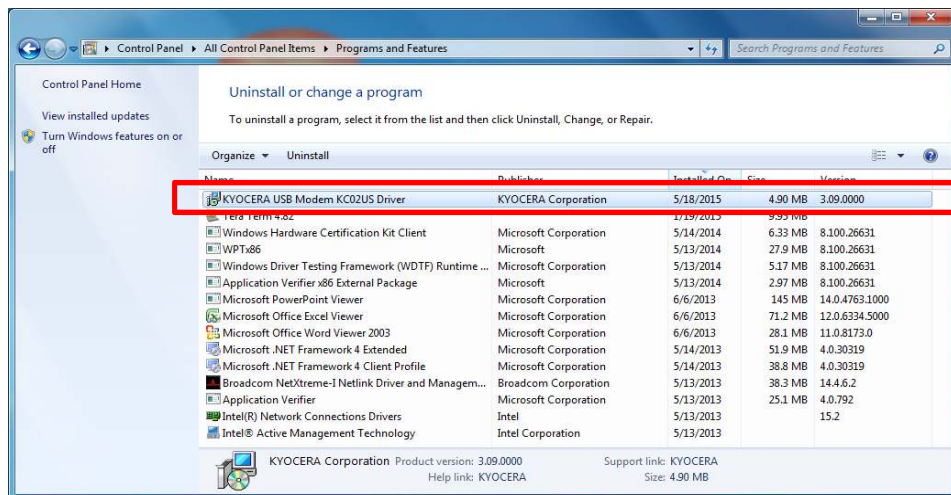
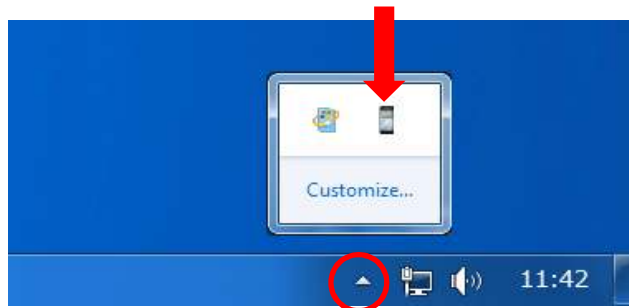


Figure 28 Uninstall old USB driver

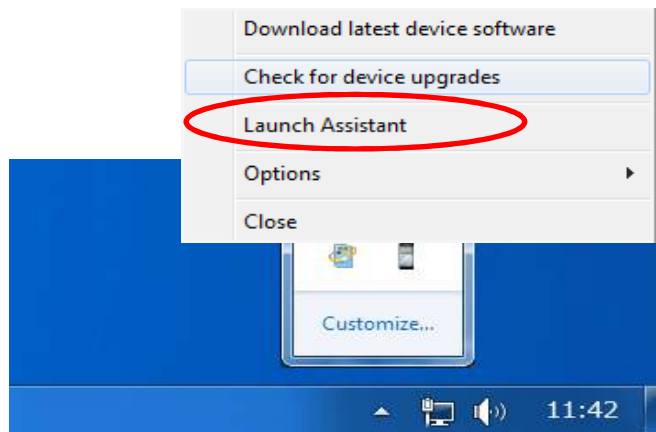
## 4-2 Manual Launch

Please launch Software Repair Assistant following below steps.

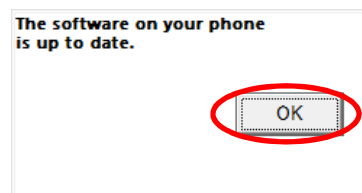
- 1) Click “Upgrade Tool Monitor” icon on the task tray. (Figure 29)
- 2) Select “Launch Assistant”. (Figure 30)
- 3) If you will see Figure 31 Notification pop-up, click “OK”.
- 4) Go to section 3-1.



**Figure 29 Upgrade Tool Monitor Icon**



**Figure 30 Upgrade Tool Monitor Menu**



**Figure 31 Notification pop-up**