# **Testifire Flash Loader Help**

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- <u>Technical Support</u>



Before connecting Testifire to the computer, first install the Flash Loader software.

## **Testifire Flash Loader - Introduction**

Testifire Flash Loader is a free Microsoft Windows based application that allows you to update the firmware on your Testifire without the need to return it for service.

The Testifire Flash Loader allows the user to upgrade Testifire to the latest firmware version via the computers USB port.

Before you can use the Testifire Flash Loader to update the firmware on your Testifire unit, you must first install the Testifire Flash Loader application and Testifire USB drivers. See the Installation instructions below.

The Testifire Flash Loader application is intended to be used on a PC (running a supported Microsoft Operating system) that is connected to the internet. It can be used without an Internet connection as long as you have previously downloaded the appropriate Firmware binary file (this for advanced users). See <a href="http://www.testifire.com/site/support/firmware\_updates">http://www.testifire.com/site/support/firmware\_updates</a>

#### PLEASE READ THE INSTRUCTIONS BEFORE STARTING THE INSTALLTION.

#### What is Firmware?

Firmware is a computer program that is embedded in a hardware device, in this case Testifire.

#### Why are updates required?

A Testifire Firmware update could provide either additional functionality and/or enhancements to existing features.

#### Requirements

Testifire Flash Loader application Testifire USB Cable (A to mini B) - Part No: EA36176 Fully-charged Solo 760 battery baton Internet connection\*

#### Supported

Testifire versions

Testifire 1000 Testifire 2000 Testifire 1500

Microsoft operating systems

Windows XP x32 Windows Vista x32 x64 Windows 7 x32 x64 Windows 8 x32 x64

Testifire is compliant and fully supports USB V2.0. USB V2.0 is backwardly compatible with USB V1.1. USB V3.0 is backwardly compatible with USB V2.0.

\* The Testifire Flash Loader has an automatic feature that allows it to connect to the Internet and download the latest Testifire firmware version. To enable it to this you must have a working Internet connection.

Advanced users may manually download a Testifire firmware binary file and manually apply without having access to the internet.

UPDATE: 10th July 2013 - V1.1

## **Installation - Testifire Flash Loader**

#### Step 1

Before attaching Testifire to the USB cable, please first install the Testifire Flash loader application.

Download the Testifire Flash Loader application from <a href="http://www.testifire.com/site/support/firmware\_updates">http://www.testifire.com/site/support/firmware\_updates</a>

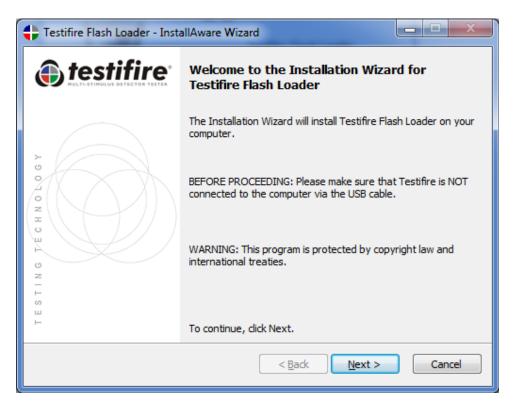
Testifire Flash Loader is compatible with the following Microsoft Operating Systems -

Windows XP x32 Windows Vista x32 x64 Windows 7 x32 x64 Windows 8 x32 x64

Run the application to start the installation of the Testifire Flash loader application

#### Step 2

Click "Next" to start the Testifire Flash Loader installation.



Select "I accept the terms of the licence agreement" and then click "Next" to continue.

🛟 Testifire Flash Loader - InstallAware Wizard		
License Agreement Please carefully read the following license agreement.		
NO CLIMB PRODUCTS LIMITED		
AGREEMENT FOR SUPPLY OF PRODUCTS AND		
ASSOCIATED SOFTWARE		
IMPORTANT NOTICE: PLEASE READ CAREFULLY BEFORE EITHER: (A) DOWNLOADING ANY SOFTWARE FROM THIS WEBSITE, OR (B) OPENING THE PACKAGING, OR (C)		
INSTALLING THE SOFTWARE:		
This Agreement for Supply of Products and Software (Agreement) is a		
☑ I accept the terms of the license agreement		
< <u>B</u> ack <u>N</u> ext > Cancel		

## Step 4

Select the destination (drive and folder) that you wish to install the application or leave as default. Click "Next" to continue.

Testifire Flash Loader - InstallAware Wizard	
Destination Folder Select folder where setup will install files.	Ð
Install Testifire Flash Loader to:	
C:\Program Files (x86)\Testifire\Testifire Fla	Sh Loader Change
Destination Folder	
Required Disk Space: Remaining Disk Space:	8,244 KB 179,812 MB
[	< <u>Back N</u> ext > Cancel

Leave the Program Folder as default or select an alternative. click "Next" to continue.

🕂 Testifire Flash Loader - InstallAware Wizard	x	
Select Program Folder Select the location where you would like to create new shortcuts.		
Setup will add program shortcuts to the Program Folder listed below. You may type a new folder name, or accept the suggested name. Click Next to continue.		
Program Folder: Testifire		
Install this application for: Anyone who uses this computer (all users) Only for <u>m</u> e (current user)		
< <u>B</u> ack <u>N</u> ext > C	ancel	

## Step 6

Click "Next" will now start the installation of the Testifire Flash Loader application.

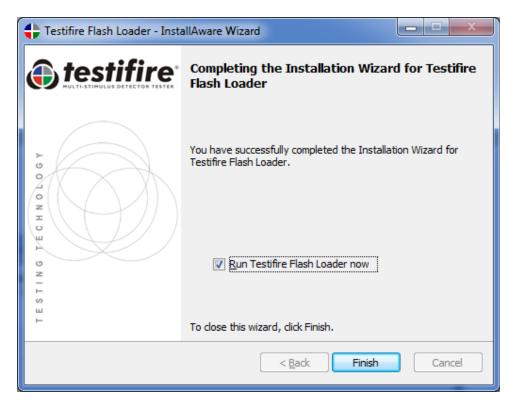
🗭 Testifire Flash Loader - InstallAware Wizard		
testifire*	Completing the Installation Wizard for Testifire Flash Loader	
T E S T I N G T E C H N O L O G Y	The Installation Wizard is now ready to configure Testifire Flash Loader on this computer. - Click Next to begin configuration - Click Back to change settings - Click Cancel to exit	
< <u>B</u> ack <u>N</u> ext > Cancel		

Windows is now installing the Testifire Flash loader application. Please wait.

Testifire Flash Loader - InstallAware Wizard		
Installing Testifire Flash Loader The program features you selected are being configured.		
Please wait while the Installation Wizard installs Testifire Flash Loader. This may take several minutes.		
Status: File: ftserui2.dll, Directory: C:\Program Files (x86)\Testifire\Testifire Flash Loader\USB Drivers\i386 Size: 51528		
< <u>B</u> ack <u>N</u> ext >	Cancel	

## Step 8

Installation of the Testifire Flash Loader is now complete, Click "Finish" to close the installation wizard and run the Testifire Flash Loader application.



# How to Apply Testifire Firmware Updates

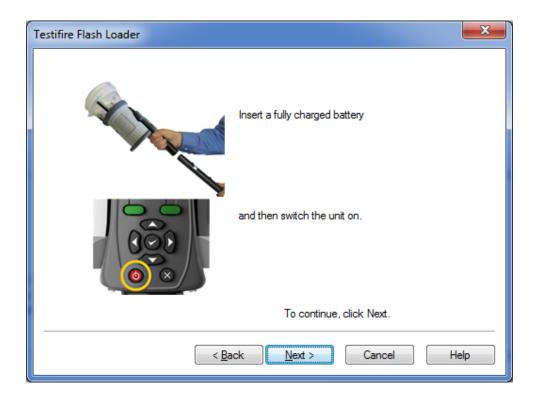
#### Step 1

After installing the Testifire Flash Loader application, start the application from either the program menu or desk top icon. Click "Next" to continue

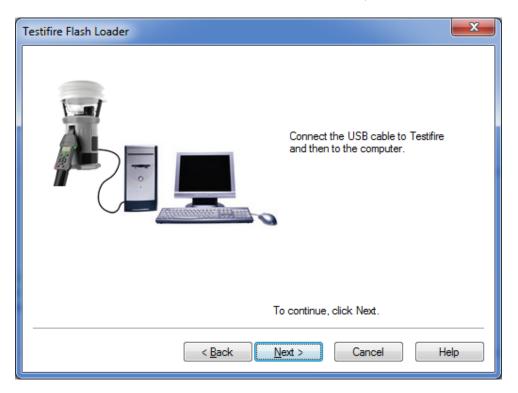


#### Step 2

Insert a fully charged Solo 760 battery baton into Testifire and then switch the unit on. Click "Next" to continue.



Connect the USB cable to Testifire and then to the computer. Click "Next" to continue



#### Step 4

Testifire connected! Click "Next" to continue.

Testifire Flash Loader		<b></b>
	Connected !	
	Firmware Version Model Serial Number	V5.8 1000 2613040
To continue, click Next.		
< <u>B</u> ack Nex	t > Cancel	Help

If the Testifire is not detected instantly, the scanning process will continues until either the Testifire is detected or the user clicks on Back or Cancel buttons.

Testifire Flash Loader	x
	Scanning USB Ports
• <del>~~</del>	
< <u>Back</u> Next :	Cancel Help

Failure to detect the Testifire may be due to:

- . The unit is not switched on.
- The USB cable is not connected correctly.
  The Testifire USB device drivers may not be installed correctly.
  The USB port on the computer may not be functioning.
- More than one Testifire is connected to the computer at the same time.

For more help see USB Driver Support

The next stage is to load the Testifire firmware file into the Testifire Flash Loader application. Use the Open button (advanced use) to select a file stored on the computer hard disk, or use the Download button to automatically download the latest firmware version from the Testifire website.

Testifire Flash Loader	×
Download the lastest file from the Internet (Recommended) Download	
Open file from disk (Advanced)	
Open	
Selection	
< Back Next > Cancel Help	

Once the file has been selected it is checked and the version number is shown. Click "Next" to continue.

Testifire Flash Loader		
Download the lastest file from the Internet (Recommended)  Download  Download  Download  Download complete		
Open file from disk (Advanced)		
Open		
Selection Testifire Firmware Version V6.9		
To continue, click Next.		
< <u>Back</u> <u>Next</u> > Cancel Help		

Now start the programming process, Click "Program". Testifire is switched into Boot Loader Mode automatically and the new firmware is loaded on to the attached Testifire.

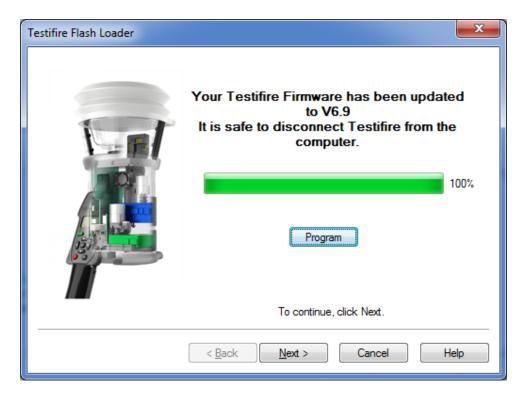
Testifire Flash Loader	
	Click Program to start the Testifire Firmware update process.
	Program
	< Back Next > Cancel Help

Do not interrupt programming or disconnect the USB cable.

The progress bar is shown while the firmware is being updated.

Testifire Flash Loader		x
	Testifire Firmware update in progress. Please wait. DO NOT DISCONNECT !	
	Program	50%
	< <u>B</u> ack Next > Cancel	lelp

When programming is completed successfully the following screen is shown. Click "Next" to continue.



In the unlikely event that the programming process fails or programming is aborted by the user, Testifire remains in Boot Loader mode. Click "Cancel" to continue to exit the program. Then disconnect the USB cable and Battery Baton from Testifire. The programming process can then be repeated from Step 1.

Testifire will remain in Boot Loader mode until programmed successfully and cannot be permanently damaged by this process.

When Testifire is powered up in Boot Loader mode, the screen remains blank and a double beep is sounded. This indicates the Testifire is working and can be programmed as normal from Step 1.

To exit the Testifire Flash Loader application click "Finish". Disconnect the Testifire from the USB cable The Testifire firmware update is complete.



# **USB Driver Support**

#### Testifire not recognized.

Testifire is supported by the Microsoft Windows Driver Distribution Center and will download the drivers automatically if an internet connection is present.

If the Testifire is not detected instantly, the scanning process will continues until either the Testifire is detected or the user clicks on Back or Cancel buttons.

Testifire Flash Leader	X
	Scanning USB Ports
⊷⇔	
< Back Next	> Cancel Help

Failure to detect the Testifire may be due to:

- The unit is not switched on.
- The USB cable is not connected correctly.
- The Testifire USB device drivers may not be installed correctly.
- The USB port on the computer may not be functioning.
- More than one Testifire is connected to the computer at the same time.

• No internet connection to enable Windows to connect to the Microsoft Windows Distribution Center and download drivers.

#### **Reinstall drivers.**

The most likely reason for the Testifire USB drivers to not install correctly is if Testifire was connect to the USB port prior to the installation of the Testifire Flash Loader application being installed.

By default, if a customer installation folder has not been selected, the Testifire USB drivers are installed by default to the following locations:

#### "C:\Program Files (x86)\Testifire \Testifire Flash Loader \USB Drivers" for Windows 7 and 8

#### "C:\Program Files\Testifire\Testifire Flash Loader\USB Drivers" for Windows XP and Vista

The Testifire USB drivers can be reinstalled via the Windows Device Manager

Windows Device Manager can be accessed in a number of different ways including via the Control Panel or Command prompt.

To access the Windows Device Manager, use the Run command in the Start menu or press. "Windows Key"+"R" and then enter "mmc devmgmt.msc" without the quotes

😅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>Open:</u>	mmc devmgmt.msc 🗸 🗸
	This task will be created with administrative privileges.
	OK Cancel Browse

Click OK

Windows 8, Windows 7, Windows Vista, and Windows XP all have slightly different processes for completing driver updates:

### Further help:

If you require further help with Testifire USB drivers, do not hesitate to contact SDi Service at 732-751-9266 or email service@sdifire.com

## **Technical Support**

If you experiencing any problems using the Testifire Flash loader application, do not hestitate to contact SDi Service at 732-751-9266 or email servcservice@sdifire.com.

In order for us to give you a quick and accurate solution, please include:

- Description of problem and how it can be replicated (if possible)
- Your Operating system (MS Windows 7, XP etc.) and localization
- Any other information you think may be helpful.

We will do our best to reply to you within two working days.

For additional information, visit Testifire Support: http://www.testifire.com/site/support

## **Testifire Support Centres (TSC)**



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International Testifire Support Centers (TSCs):

http://www.testifire.com/site/support/international service centres/