Futronic MKII SOFTWARE UPDATE Installation guide



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INTRODUCTION

Futronic MKII software update allows you to update your test box to the latest software version. The software update provides the latest test feature applications and improvements of existing features.

NB: When you download the latest software version to the Futronic MKII test box it is no longer compatible with previous versions of the Futronic Manager PC software. The latest version of Futronic Manager is always available on <u>our website</u> for free download.

NB: Futronic MKII cannot be updated to the latest software if the calibration date has expired. Futronic test boxes must be calibrated by Danphone for the first time after one year, and then every two years.

Request the software update

1) Go to <u>https://www.danphone.com/service-and-support/software-update/</u> and fill out the contact form to request a software update.

The contact form requires the serial number of the test box.

The serial number is found in the "**Test Box Info**" menu. Press \uparrow or \downarrow to scroll and select "**Serial number**", then press "**OK**".



2) Within 15 minutes an email will be sent to the entered email address from <u>suoti@danphone.com</u> with a link to run the software on your PC.

How to download the software (example from windows 10)

1. When clicking the link in the email, the following icon will appear. Open the setup program by double-clicking the icon.



2. Approve and run the software on the PC.

2.1 Windows 10 enhanced security requires an extra validation of installation. Press "**More info**" to continue.

Х

Don't run



Windows protected your PC

Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk. <u>More info</u>

Windows 7



2.2 Press "Run anyway"



3. Read Danphone's Software License Agreement and tick the "**I accept the agreement**" box. Press "**Next**"



4. Select destination location and press "Next". Then select Start Menu folder and press "Next"



📳 Setup - FUTRONIC MKII Firmware Update 1.0	-		×
Select Start Menu Folder Where should Setup place the program's shortcuts?			
Setup will create the program's shortcuts in the following Sta	art Mer	nu folder.	
To continue, dick Next. If you would like to select a different folder,	click Bro	owse.	
FUTRONIC MKII Firmware Update	В	rowse	
Don't create a Start Menu folder			
< Back Next	>	Ca	ncel

5. Wait for the program to install the software.



NB: If FTDI CDM windows driver <u>is not</u> already installed on your Pc update continues from step nr. 6 below. If FTDI CDM windows driver <u>is installed</u> on your PC, update continues from step nr. 11.

6. Press "Extract" to unpack FTDI's windows driver and launch the installer.



7. To continue, press "Next" In the device driver installation wizard



8. Read the license agreement and tick the "**I accept the agreement**" box. Press "**Next**"



9. Wait while the program is extracting the files.



10. Press "Finish"



11. Press "Finish"



How to install the software update on the test box (example from Windows 10)

1. When the installation of the software (and driver) is complete, the Futronic MKII Software Update box will appear on the PC screen. If the Futronic MKII test box is <u>not</u> already connected to the PC go to step nr. 2. If the Futronic MKII test box <u>is</u> connected to the PC go to step nr. 3.

🗧 FUT	RONIC MKI	l Software U	pdate	—		×
File	About					
					Conn	ect
No FU Connec	FRONIC MKI # FUTRONIC	l found. C MKII to the I	PC and swite	ch unit on.		
					Exit	

2. Connect the Futronic test box to the PC and press "Connect".

(The USB cable is included in the standard accessories delivered with the Futronic MKII test box)



NB: We strongly recommend that the test box is, and remains, connected to mains supply during the installation of the software. Disconnection during installation can cause severe damage to the test box. In that case, contact service@danphone.com.

3. When the test box is connected to the PC, this box will appear. Check that the serial number in the box is the same as the serial number on the connected Futronic MKII test box. Press "**Update**"

FUTRONIC MKII	Software Update	—		×
File About				
FUTRONIC MKII seria	al: 01800	Update		
			Exit	:

NB: If the serial number requested for the software update in the contact form on www.danphone.com does not match the Futronic MKII test box connected to the PC, the software will display the following message box.

🗧 FUTRONIC MKII Software Update 🛛 — 🗆 🗙	REQUEST SOFTWARE UPDATE
File About	
FUTRONIC MKII serial: 01800	Company name * Danphone
	Name *
Incorrect EUTRONIC MKII serial no	Mr. Smith
Update not posible.	E-mail *
Contact Danphone.	sm@danphone.com
	Phone *
Exit	+4596444444
	Test box senal number *
	01900
	01900

To solve the issue, you have the following options:

- 1) Connect the correct Futronic MKII test box to the PC and try again.
- 2) Make a new request with the correct serial number and try again.
- 3) Contact service@danphone.com

4. After pressing "**Update**" hold the left button and then switch the Futronic MKII test box unit off and on. Release left button after 3 seconds and then press "**OK**".

FUTRONIC MKII Software Update	—		×				
File About							
FUTRONIC MKII serial: 01800							
On FUTRONIC MKII front panel press and hold left button, then switch unit off and on. Release left button after 3 seconds. Then click "OK"							
	Ok	Exit					

5. Wait for the master software update to complete

FUTRONIC MKII Software Update	—	×
File About		
FUTRONIC MKII serial: 01800		
Updating Master firmware.		

6. After installation of the *Master Software*, the Futronic MKII test box will automatically restart and continue with the *Application Software* update after 10 seconds.

FUTRONIC MKII Software Update	—		×			
File About						
FUTRONIC MKII serial: 01800						
Please wait approximately 10 seconds.						

NB If the update is required for the *Master software* only, the installation is complete. Press "**Exit**". Otherwise, it will automatically continue to the next step.

	C MKII Soft	ware Upda	ate	—		×
File Abo	out					
FUTRONIC M	KII serial:	01800				
FUTRONIC M	KII serial no	. 01800 is u	updated to I	atest versi	on.	
					Exit	

7. Wait for the application software update to complete.

FUTRONIC MKII Software Update	—	×
File About		
FUTRONIC MKII serial: 01800		
Updating Application firmware.		
+++++++++++++++++++++++++++++++++++++++		

8. When the software update is complete, switch the Futronic MKII test box off and on.

NB: Even though the display on the Futronic MKII test box says "**Programming app**" the installation is complete, and you can switch the Futronic MKII test box off and on.

🗧 FUT	RONIC MKII So	ftware Upd	late			×
File	About					
FUTRO	NIC MKII serial:	01800				
FUTRO Switch)NIC MKII serial n FUTRONIC MKII	no. 01800 is off and on.	updated t	olatest ven	sion.	
					Exit	:



How to check that the Futronic MKII test box is updated with the latest software

1. Use the up/down buttons to navigate to the required menu item "test box info" and press "OK"



2. Navigate to the menu item "Software version" and press "OK"



Note: The software version includes two numbers, the master version and the application

3. Select "Exit"

