



# Firmware\_Upgrade\_Tool\_Lite

## User Guide

TRACUT001

Revision: 1.14

<http://www.queclink.com>  
[sales@queclink.com](mailto:sales@queclink.com)

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## Contents

Contents .....	2
Figure Index .....	3
0. Revision history .....	4
1. Tool Introduction.....	5
1.1. System Requirements .....	5
1.2. Tool Interface .....	5
1.2.1. Introduction of the UI .....	5
2. Upgrade Operation Instruction.....	9
2.1. Step1_Upgrade Prepare .....	9
2.2. Step2_Upgrade Tool Basic Setting .....	9
2.3. Step3_Power Off Device .....	12
2.4. Step4_Click Start Button .....	12
2.5. Step5_Connect Device to Upgrade Cable .....	13
2.6. Step6_Upgrade Process .....	13
2.7. Step7_Upgrade Accomplishment .....	15
3. FQA.....	16
3.1. COM_PORT_OPEN_FAIL .....	16
3.2. CHANGE_BAUDRATE_FAIL .....	17
3.3. INCORRECT_ROM_LOAD .....	17
3.4. DA_EXT_RAM_ERROR .....	18
3.5. DOWNLOAD_DA_FAIL or BROM_CMD_JUMP_FAIL .....	19
3.6. MATCH_FLASH_TYPE_FAIL .....	20
3.7. MetaErr1: Operation timeout(11).....	20
3.8. MetaErr:General error(1) .....	21
3.9. Progress Bar Does Not Run.....	22

## Figure Index

FIGURE 1: UI OF THE MAIN INTERFACE .....	6
FIGURE 2: UI OF STOP UPGRADE.....	7
FIGURE 3: UI OF PROGRESS BAR.....	8
FIGURE 4: UI OF SELECTING MODEL NAME.....	10
FIGURE 5: UI OF PORT .....	10
FIGURE 6: UI OF BAUD RATE.....	11
FIGURE 7 : UI OF SELECTING SCATTER FILE.....	11
FIGURE 8 : UI OF SCATTER FILE SELECTED.....	12
FIGURE 9 : UI OF STARTING UPGRADE .....	12
FIGURE 10 : UI OF DA PERCENT .....	13
FIGURE 11 : UI OF DOWNLOAD PERCENT .....	14
FIGURE 12: UI OF CLEAR DATA PERCENT.....	14
FIGURE 13: UI OF UPGRADE OK.....	15
FIGURE 14: UI OF PORT ERROR .....	16
FIGURE 15: UI OF BAUD RATE ERROR.....	17
FIGURE 16: UI OF UPGRADE WITH INCORRECT SCATTER FILE PATH.....	17
FIGURE 17: UI OF UPGRADE WITH INCORRECT SCATTER FILE .....	18
FIGURE 18: UI OF POWER SUPPLY OR USB ABNORMAL .....	19
FIGURE 19: UI OF POWER SUPPLY OR USB ABNORMAL .....	19
FIGURE 20: UI OF MATCH FLASH TYPE FAIL .....	20
FIGURE 21: UI OF METAERR1 OPERATION TIMEOUT(11) .....	20
FIGURE 22: UI OF METAERR1 GENERAL ERROR(1) .....	21
FIGURE 23: UI OF COMPATIBILITY SETTING OF TOOL .....	22
FIGURE 24: UI OF PROGRESS BAR DOES NOT RUN .....	23

## 0. Revision history

Revision	Date	Author	Description of change
1.00	2009-09	Moon XIE	Initial
1.11	2010-09	Moon XIE	Initial
1.12	2012-05	Alan ZHANG	Initial
1.13	2012-8	Alan ZHANG	Increase model names and Abnormalities
1.14	2013-2	Ella Huang	Add Chapter “Upgrade Operation Instruction” and “FQA”

## 1. Tool Introduction

Queclink\_Firmware\_Upgrade\_Tool\_Lite is PC tool which can be used to upgrade firmware which provided by Queclink.

### 1.1. System Requirements

The tool can run in PC without install, and the operation system must be in the list below:

- ✧ Windows 95
- ✧ Windows 98
- ✧ Windows 2000
- ✧ Windows ME
- ✧ Windows XP
- ✧ Windows 7
- ✧ Windows 8

Any upgraded version of the tool will be informed in advance and provided by Queclink.

### 1.2. Tool Interface

#### 1.2.1. Introduction of the UI

The Figure 1 shows the main interface of the tool.

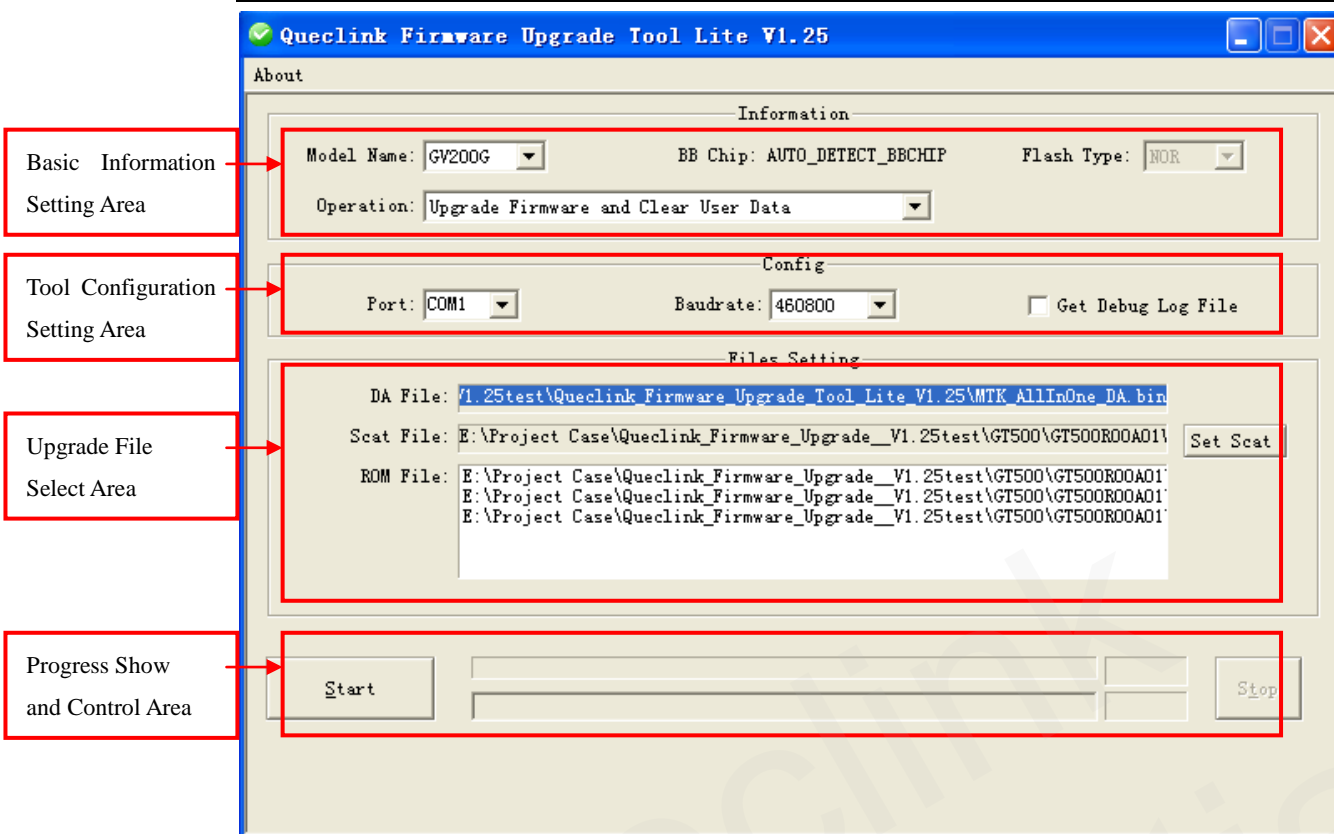


Figure 1: UI of the main interface

#### 1.2.1.1. Basic Information Setting Area

It include <Model Name> setting and <Operation> setting in basic information setting area.

##### <Model Name>:

It supports many model names to upgrade firmware, such as GT300/ GL200/ GV100/ GV200/ CP100/ GA100/ GT500/ GV55/ GV320/ GV35 etc. Please select the correct model name in <Model Name> drop down menu. <Flash Type> will be changed automatically after select <Model Name>.

##### <Operation>:

Option “Upgrade Firmware and Clear User Data”: It is default option. After upgrade firmware in this option, device will be run in default parameters as factory set. Suggest using this option in upgrading if not familiar with device.

Option “Upgrade Firmware Only”: Only upgrade firmware. And protocol parameters will be saved as before, if firmware supported.

#### 1.2.1.2. Tool Configuration Setting Area

##### <Port>:

Make sure select correct serial port according to cable between PC and terminal.

**<Baud rate>:**

It is baud rate to upgrade. It will infect the time of upgrade process. Suggest 460800 or above.

**<Get Debug Log File>:**

It is mainly for deep development. Normally do not select this option.

**1.2.1.3. Upgrade File Select Area****<DA File>:**

DA file will be select automatically after run this tool.

**<Set Scat>:**

Scat file will be found in firmware file. Select correct scat file which would upgrade to.

**<ROM File>:**

This area will be loaded automatically after setting scat file.

**1.2.1.4. Progress Show and Control Area****<Start><Stop> button:**

Start and stop upgrade process.

**Warning:**

Click the **Stop** button to stop upgrading. But if the upgrade process is interrupted, there would be no valid firmware in the module. So it is strongly recommended never to stop the firmware upgrade process.

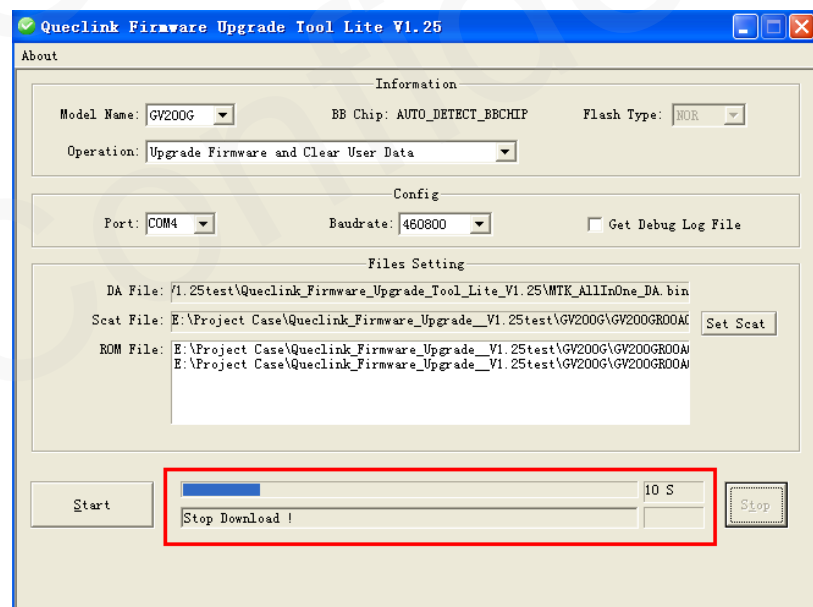


Figure 2: UI of Stop Upgrade



## &lt;Progress Bar&gt;:

Indicate progress of upgrading process.

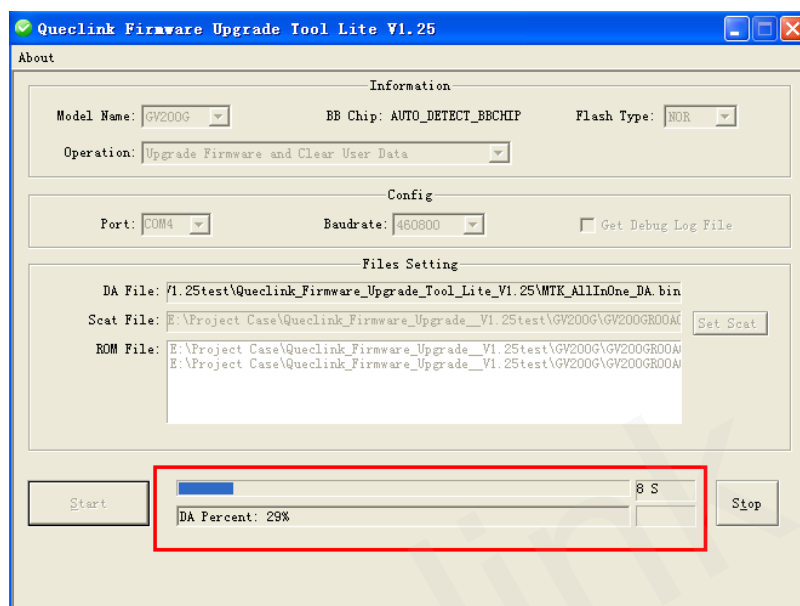


Figure 3: UI of Progress Bar

## 2. Upgrade Operation Instruction

### 2.1. Step1\_Upgrade Prepare

Prepare list is as below:

NO.	Contact	Description	Remark
1	Device	Queclink production	You need know the production type of device, like GV200 or GV300 etc.
2	Upgrade Cable	Upgrade Cable for device	Each device type has its own upgrade cable. Note: Please make sure upgrade cable always connect to PC.
3	Driver of Cable	Make sure cable can be identified by PC.	Queclink will provide cable driver installer "PL2303_Prolific_DriverInstaller.exe". But driver also would be found automatically in WIN 7 or above system after insert upgrade cable to PC.
3	Firmware File	Firmware which you want to upgrade to.	Getting from Queclink. Note: Normally we will compress the firmware file to you. But please make sure decompress this file.
4	Computer	PC for short	Please refer to Chapter 1.1 system requirements.
5	Queclink_Firmware_Upgrade_Tool_Lite	Upgrade tool	Getting from Queclink.

### 2.2. Step2\_Upgrade Tool Basic Setting

In this step, you must already insert upgrade cable to your PC. And now, open Queclink\_Firmware\_Upgrade\_Tool\_Lite and configure basic information in tool, including *<Module Name>*, *<Operation>*, *<Port>*, *<Baud rate>*, and *<Set Scat>*.

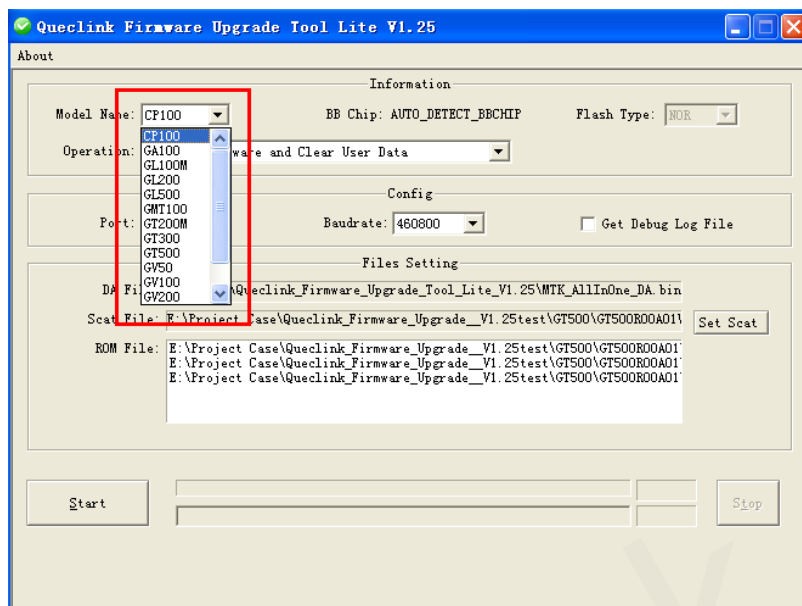


Figure 4: UI of selecting model name

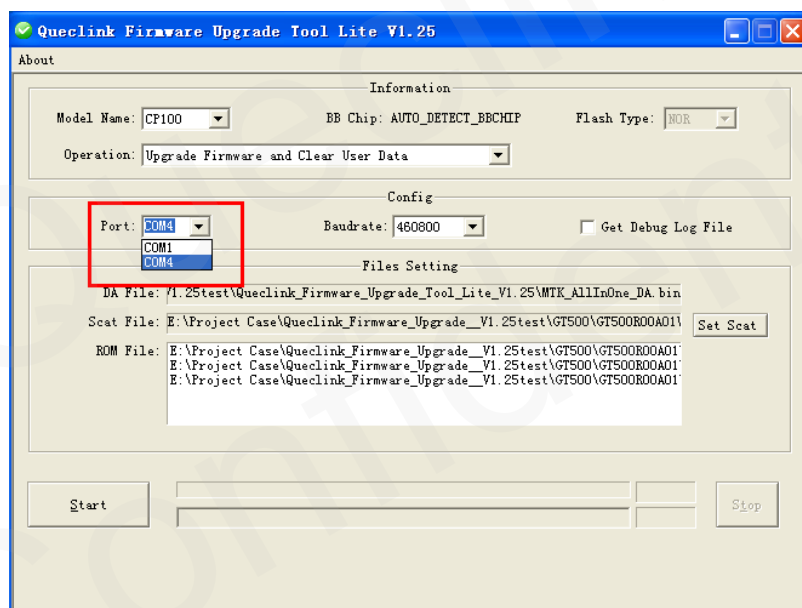


Figure 5: UI of Port

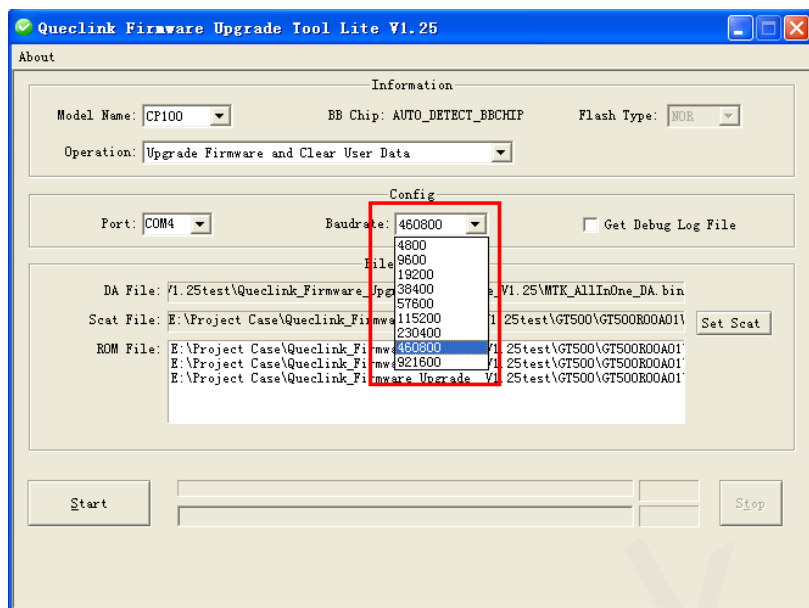


Figure 6: UI of Baud rate

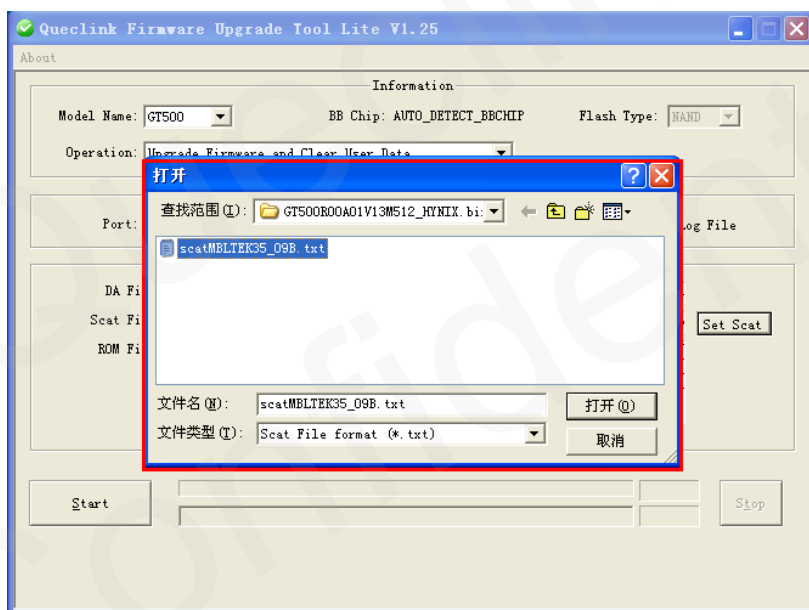


Figure 7 : UI of Selecting Scatter File

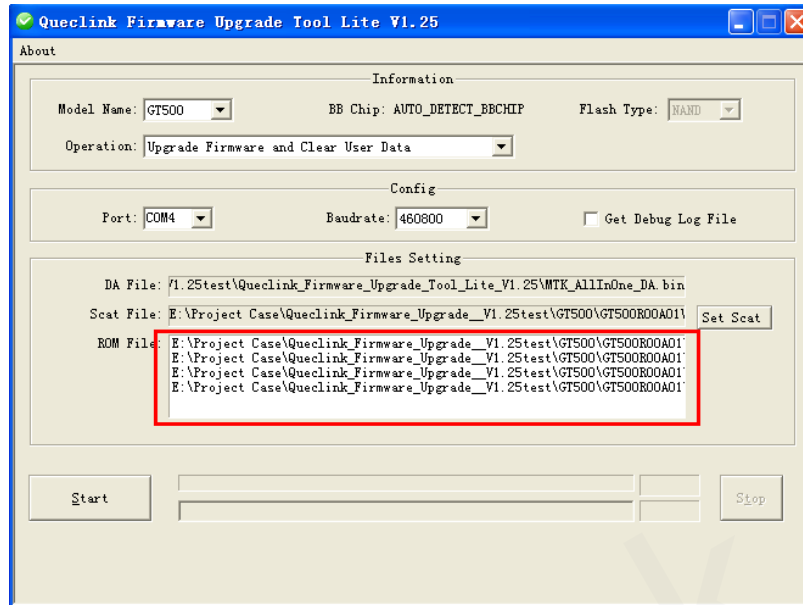


Figure 8 : UI of Scatter File Selected

### 2.3. Step3\_Power Off Device

Make sure power off device, and device does not connect to upgrade cable.

### 2.4. Step4\_Click Start Button

Click “Start” button in Queclink\_Firmware\_Upgrade\_Tool\_Lite.

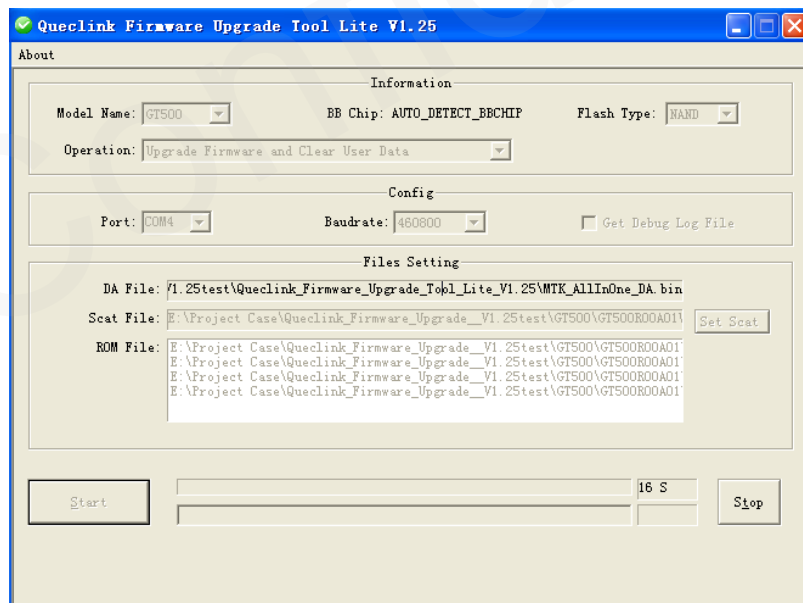


Figure 9 : UI of Starting Upgrade

## 2.5. Step5\_Connect Device to Upgrade Cable

Connect device to upgrade cable.

Note:

For GL500, it need connect device to upgrade cable, and then install battery in.

For GV200/GV200G, it needs external power supply after upgrade cable connected.

## 2.6. Step6\_Upgrade Process

There are several steps in the progress of upgrading firmware.

- ✧ DA Percent
- ✧ Download Percent
- ✧ Clear the flash

Dialogue frames are shown in Figure 10, Figure 11, Figure 12.

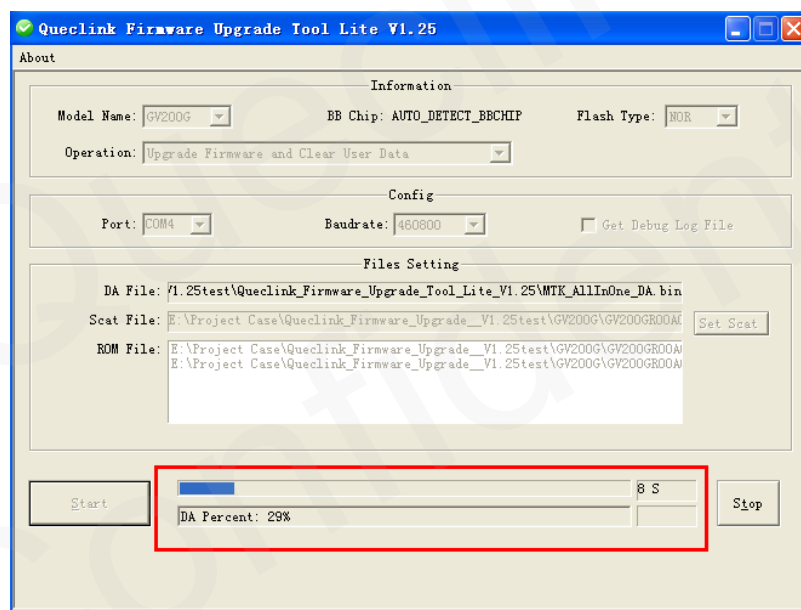


Figure 10 : UI of DA Percent

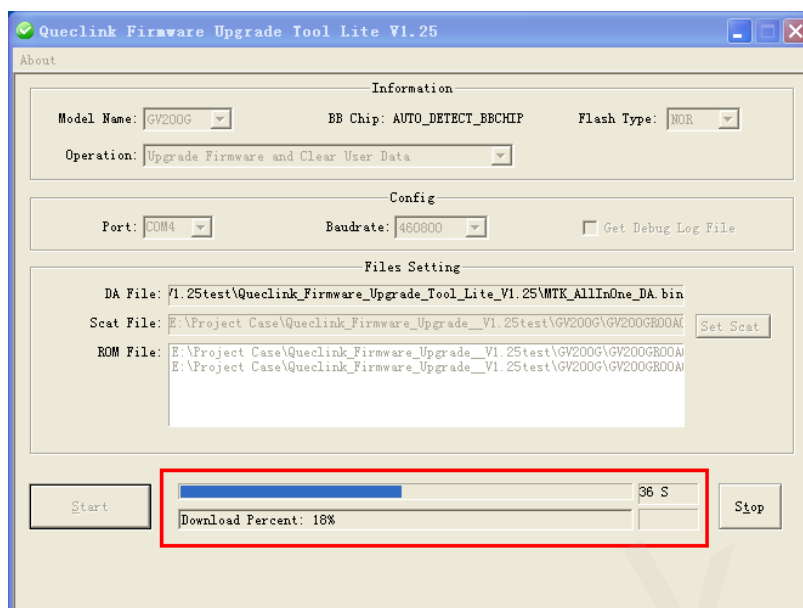


Figure 11 : UI of Download Percent

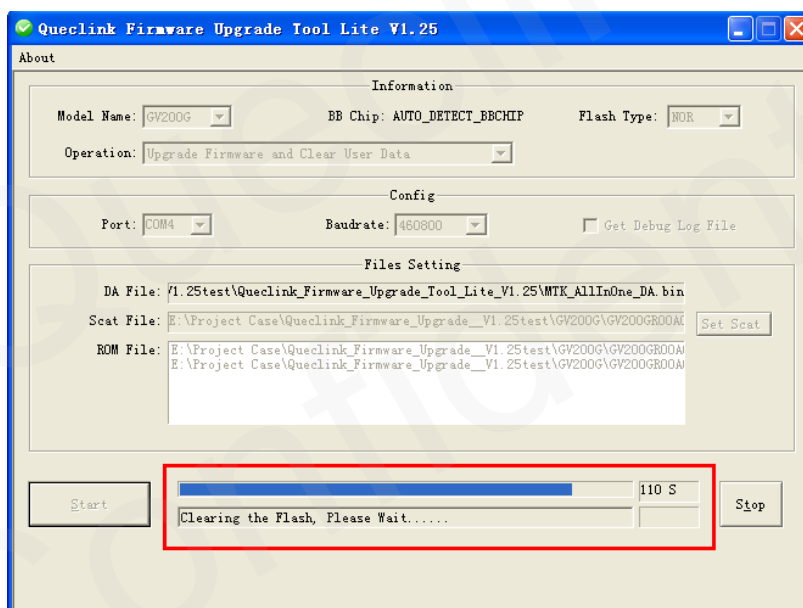


Figure 12: UI of Clear data Percent

## 2.7. Step7\_Upgrade Accomplishment

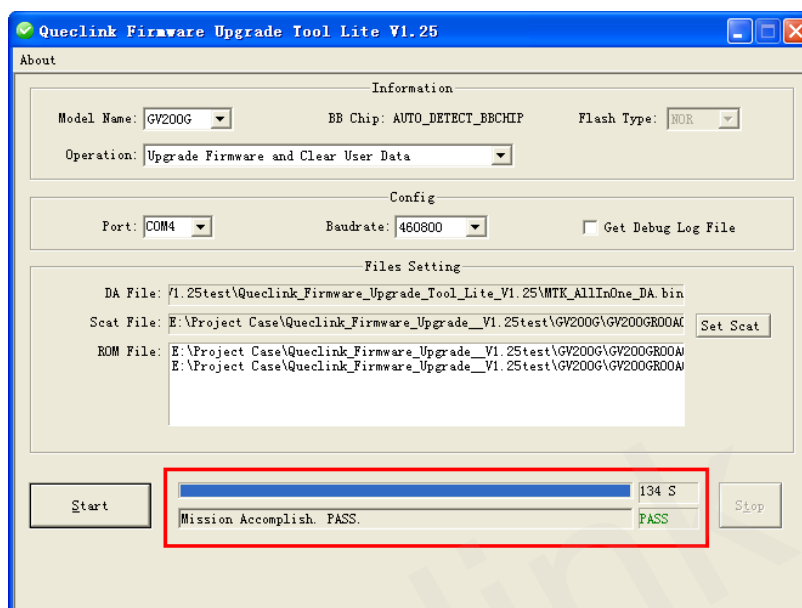


Figure 13: UI of Upgrade OK



## 3. FQA

### 3.1. COM\_PORT\_OPEN\_FAIL

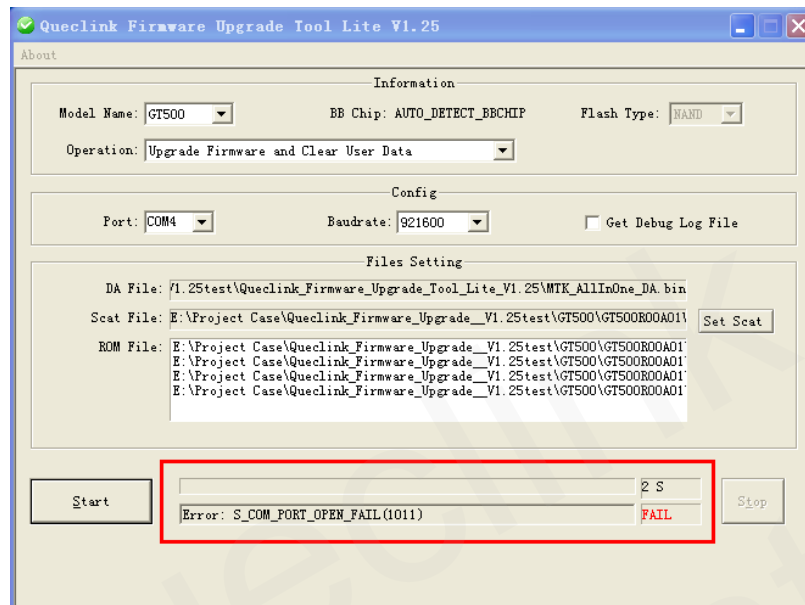


Figure 14: UI of Port ERROR

Possible Reason	Solution
COM port is occupied by other tools, this tool cannot open COM.	Release this COM in other tools.
Upgrade cable is not connected.	Connect cable to PC.
This COM port is dead.	Reboot PC.

### 3.2. CHANGE\_BAUDRATE\_FAIL

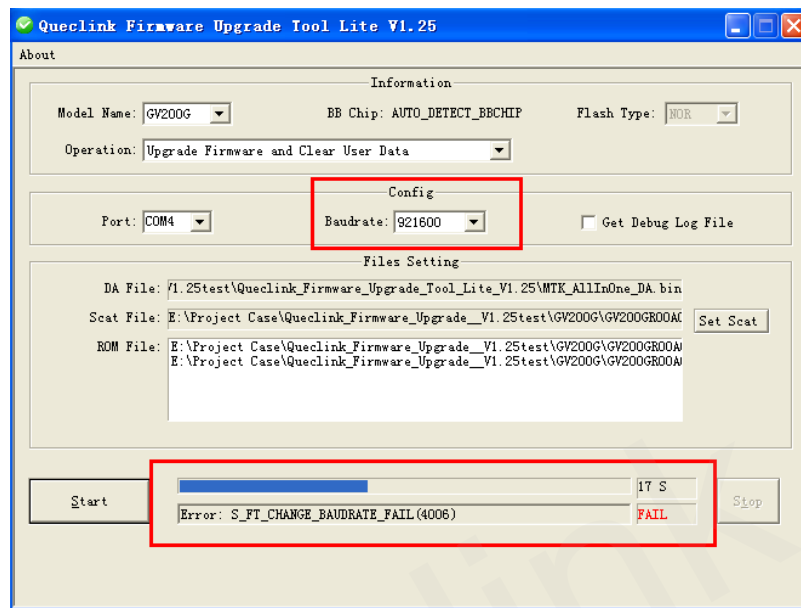


Figure 15: UI of Baud rate ERROR

Possible Reason	Solution
Baud rate is not supported by environment.	Change baud rate, and try again.

### 3.3. INCORRECT\_ROM\_LOAD

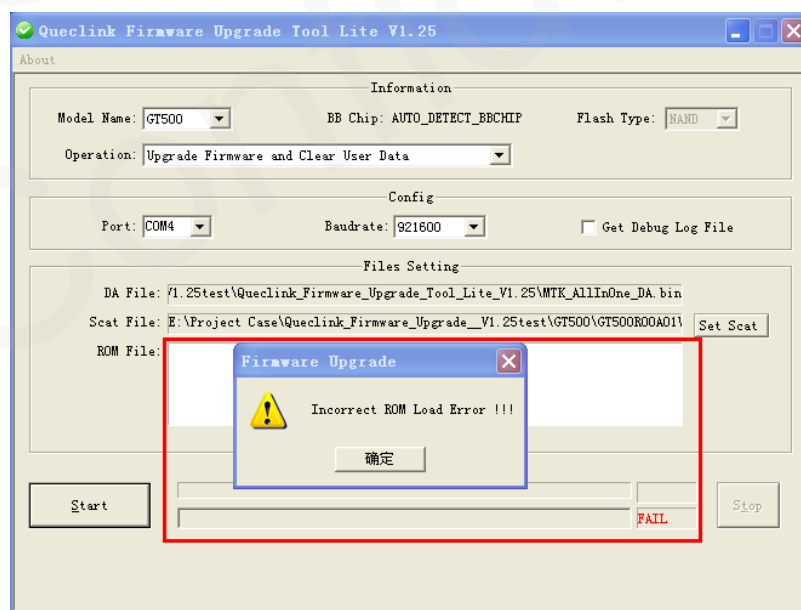


Figure 16: UI of Upgrade with Incorrect Scatter File Path

Possible Reason	Solution
Wrong scat file select.	Correct the scat file.

### 3.4. DA\_EXT\_RAM\_ERROR

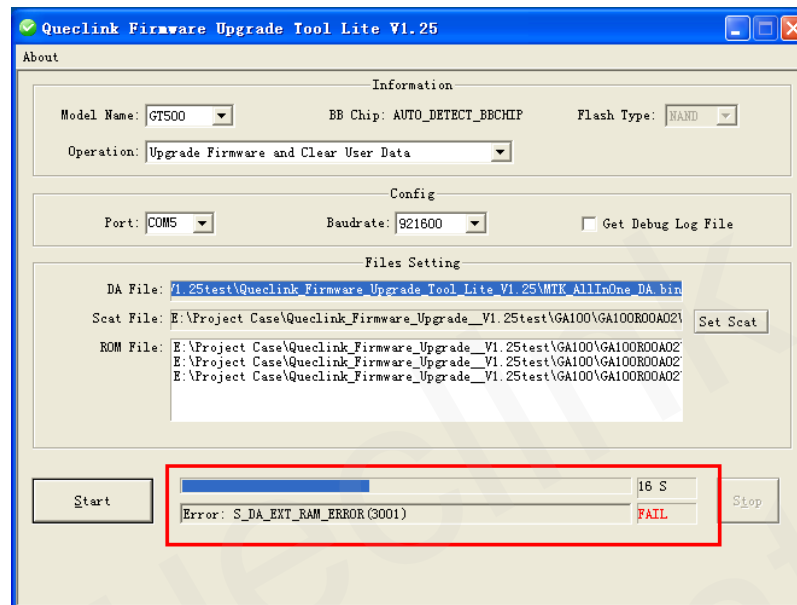


Figure 17: UI of Upgrade with Incorrect Scatter File

Possible Reason	Solution
Wrong scat file select.	Correct <Model Name> and the scat file.

### 3.5. DOWNLOAD\_DA\_FAIL or BROM\_CMD\_JUMP\_FAIL

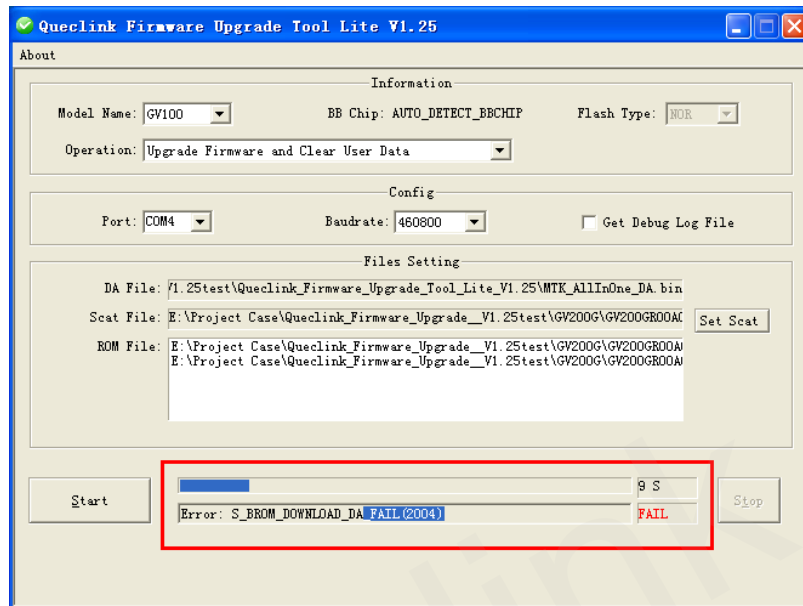


Figure 18: UI of Power supply or USB Abnormal

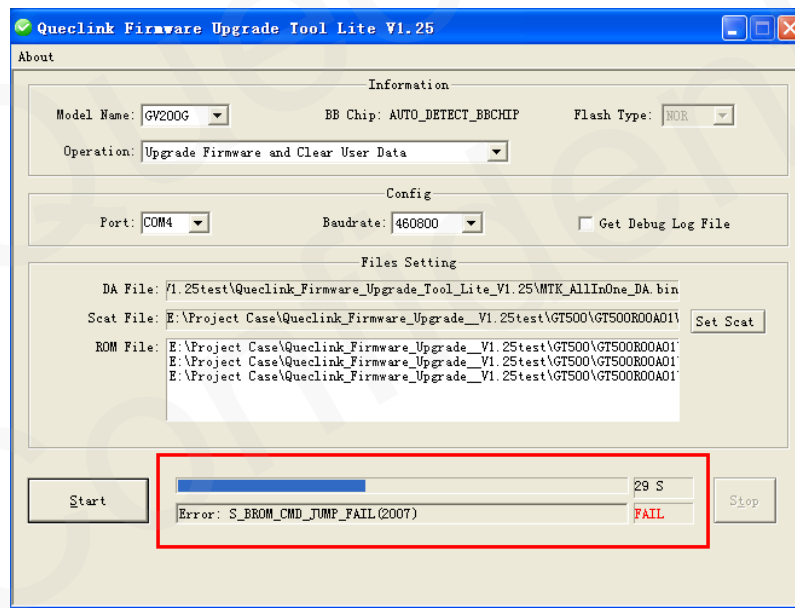


Figure 19: UI of Power supply or USB Abnormal

Possible Reason	Solution
Power supply is unstable.	Obtain stable power supply.
USB abnormal	Change PC or upgrade cable to obtain stable COM port communication.

### 3.6. MATCH\_FLASH\_TYPE\_FAIL

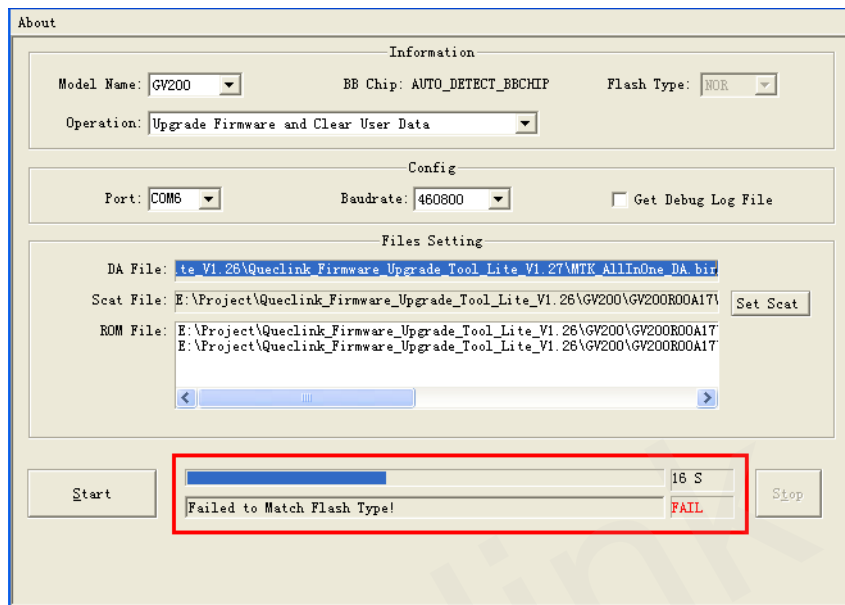


Figure 20: UI of Match Flash Type Fail

If firmware selected in upgrade tool and flash type do not match, there will be fail as Figure 20. Such as upgrading GV200 which flash type is TOSHIBA, and using GV200 NMX firmware in upgrade tool, fail frames are shown in Figure 20 as “Failed to Match Flash Type”.

Note: If you are not clear for the flash type in your device, please contact with Queclink technical support.

### 3.7. MetaErr1: Operation timeout(11)

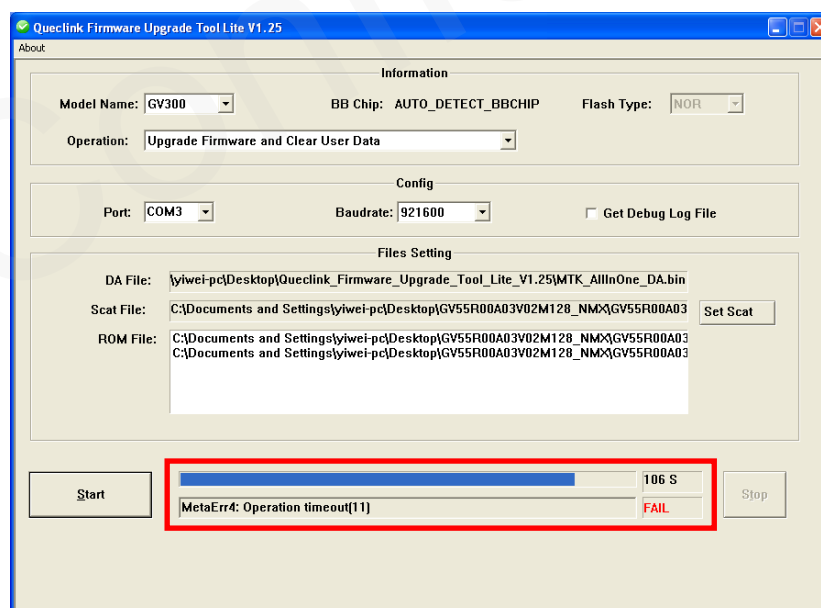


Figure 21: UI of MetaErr1 Operation timeout(11)

Possible Reason	Solution
low baud rate	Change to a higher baud rate and upgrade again. Recommend: 460800, 921600

### 3.8. MetaErr:General error(1)

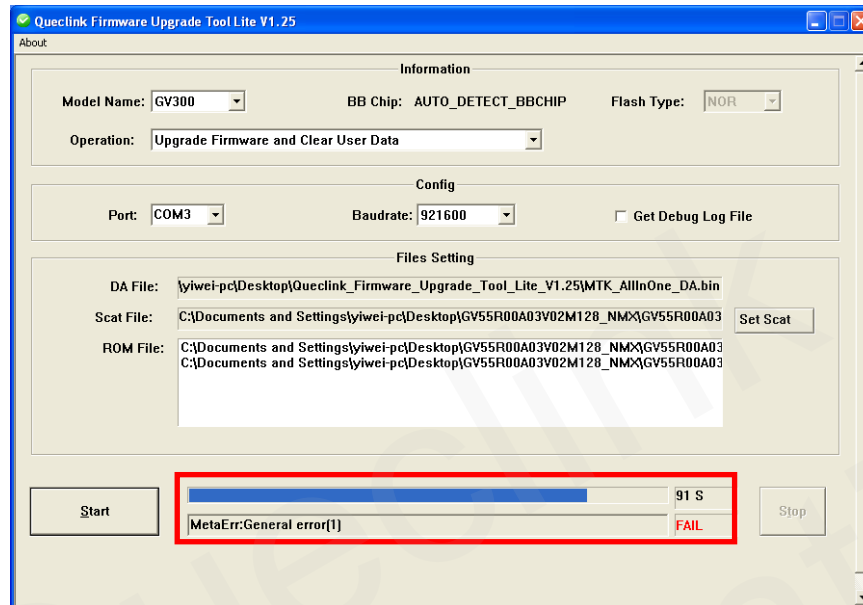


Figure 22: UI of MetaErr1 General error(1)

Possible Reason	Solution
USB driver issue or operation system incompatible.	1) Wait for a while then follow the traditional steps and upgrade it again. 2) Change another PC and upgrade again. Strongly recommend using Windows XP OS. 3) Change compatibility mode of upgrade tool to “Run this program in compatibility mode for Windows XP” by right click icon and choose Properties. Show as Figure 23.

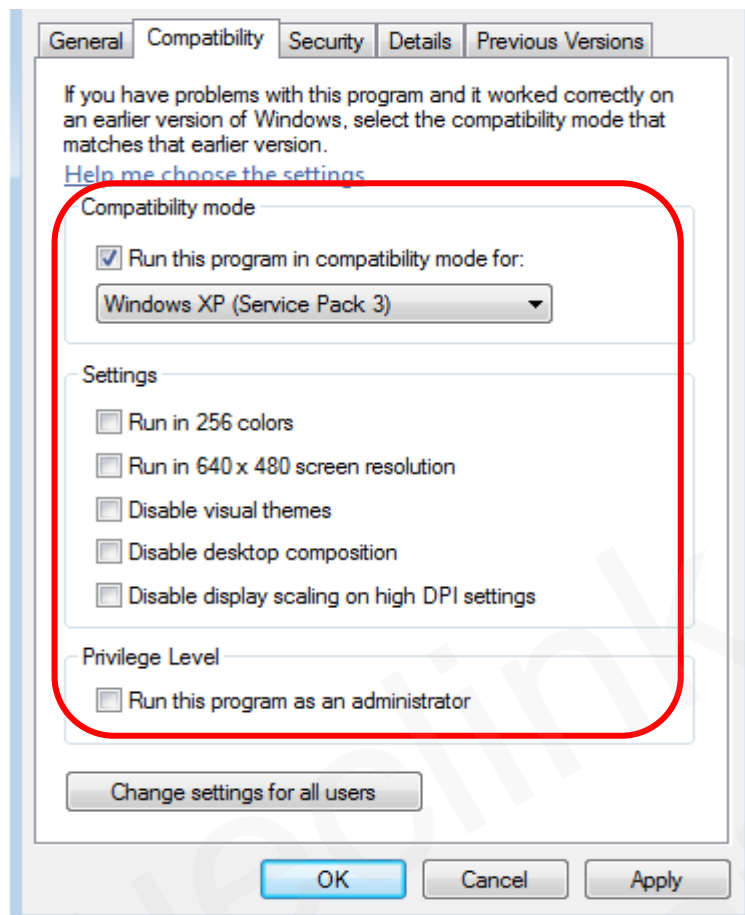


Figure 23: UI of Compatibility Setting of Tool

### 3.9. Progress Bar Does Not Run

Follow the standard steps, in step 2.6, progress bar does not run in this step.

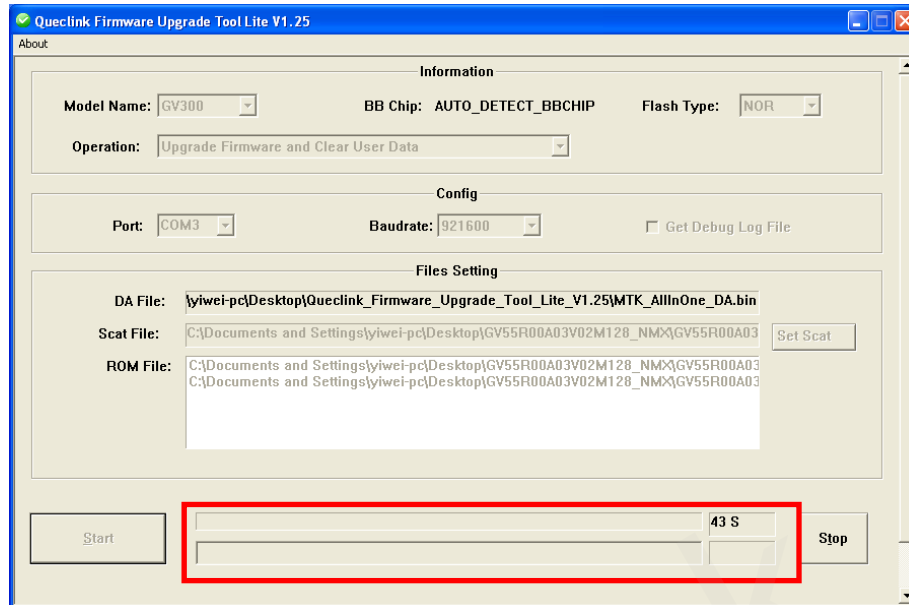


Figure 24: UI of Progress Bar Does Not Run

Possible Reason	Solution
Upgrade Cable Broken	Change another upgrade cable to try;
Serial port problem	1) Make sure COM Port is available or try to change another valid COM Port; 2) Reboot PC and try to upgrade once more.