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FAQ 1 : How can I upgrade the firmware of my SC with the latest available functionalities ?

All NAUTEEK SC100 and SC200 show the capacity to be easily firmware upgraded by their owner from their **PC running under windows.** Your investment is also protected. Hence you will be able to enjoy future functionality enhancements with the latest available firmware.

First of all it is necessary to have already installed the communication drivers, included in your NAUTEEK kit, on the CD. For more information, please refer to the user manual.

Step 1 :

Download the free update corresponding to your SC100 or SC200 device from our web site : www.nauteek.com, "Upgrade" section and save the zip file named **UpgradeSCx00_x_xxen.zip** on your computer.
Then unzip this file on your computer, on the desktop for example.

The new **UpgradeSCx00_x_xxxx** directory includes among other files the .hex programming file and the **FmwLoader.exe** firmware loader application tool.

Step 2 :

Be sure your NAUTEEK SC device is switch off and press simultaneously on and .

Step 3 :

Keep pressing on these both buttons, and press now on :

The backlight of your SC device should flash quickly and you should hear a loud "beep", then the backlight of your screen should switch off. Yous device is now waiting for being firmware upgraded.

Press *, and keep it pressed around 10 seconds, if you finally want to cancel the firmware upgraded process.*

Wait for the "beep" and the flashing of the backlight of the screen;
*Your device is now switch off, and is come back into standard functional mode.*

Step 4 :

Please connect now your device to your PC using the supplied USB cable. Wait a few minutes, to let time to the SC device to be detected by the computer as USB serial COM port.

Please check that the hardware connection between the USB cable and your SC device is OK. When you connect the cable to the male SC device connector, you should hear a "click".
Please verify also the good hardware connection between the cable and your USB PC plug.
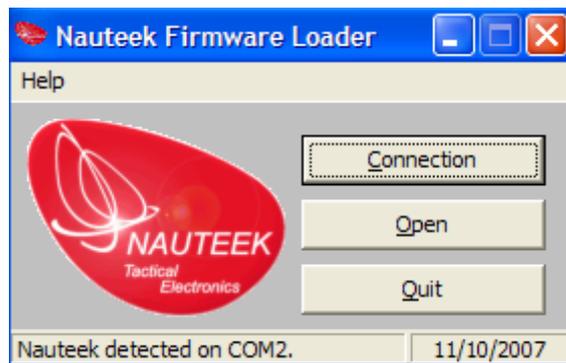
Step 5 :

From the unzipped **UpgradeSCx00_x_xxxx** directory, select the **FmwLoader.exe** application and launch it.
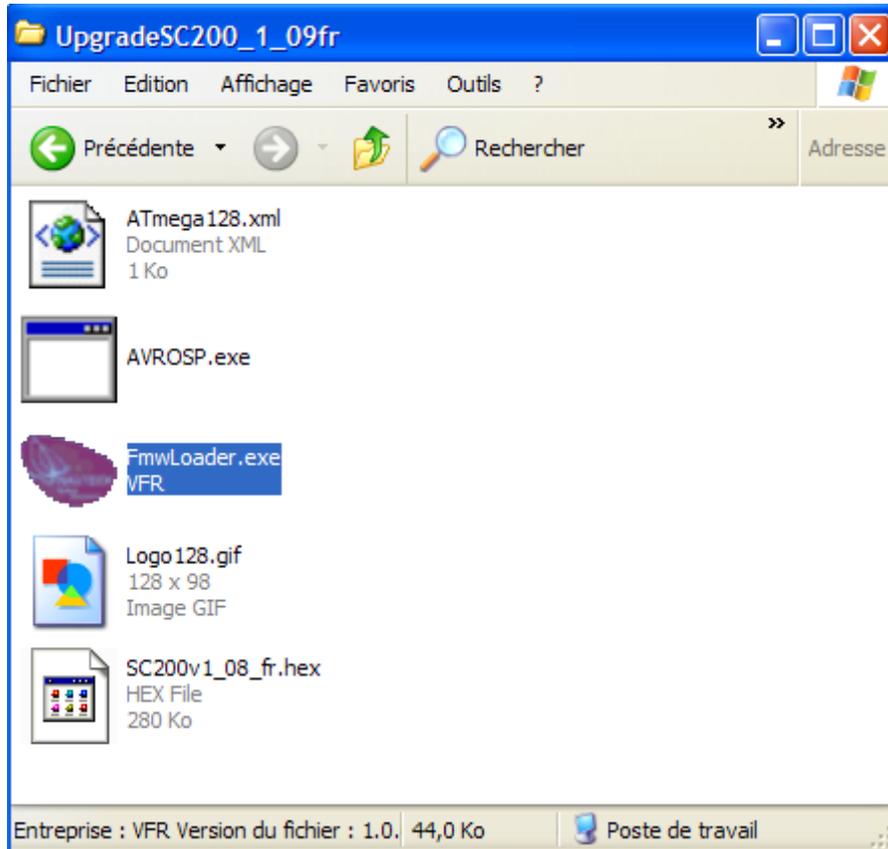
Once the Nauteek Firmware Loader window open on your PC, select Connection.
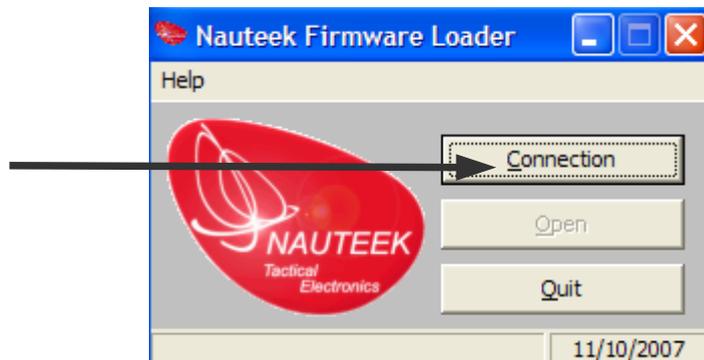
The application looks for your NAUTEEK SC device, checking the different COM port on your PC.
Wait for the device to be detected, a few loops can be necessary.

Once detected, a short message as "NAUTEEK detected on COMx" appears on the bottom of the Nauteek Firmware Loader window.

If the found COM port is not between the range 1 to 16 or if your finally get a message as "NAUTEEK not detected', please go directly to the FAQ 3. You will find there some information to debug the connection.

If the COM port have been detected between the range 1 to 16, goto the following step.

STEP 6 :

Click on "Open", you should directly arrive to the correct directory?
If it is not the case, browse your PC, to select the **UpgradeSCx00_x_xxen** directory you have recently unzipped.
Choose the .hex file corresponding to your NAUTEEK SC device.
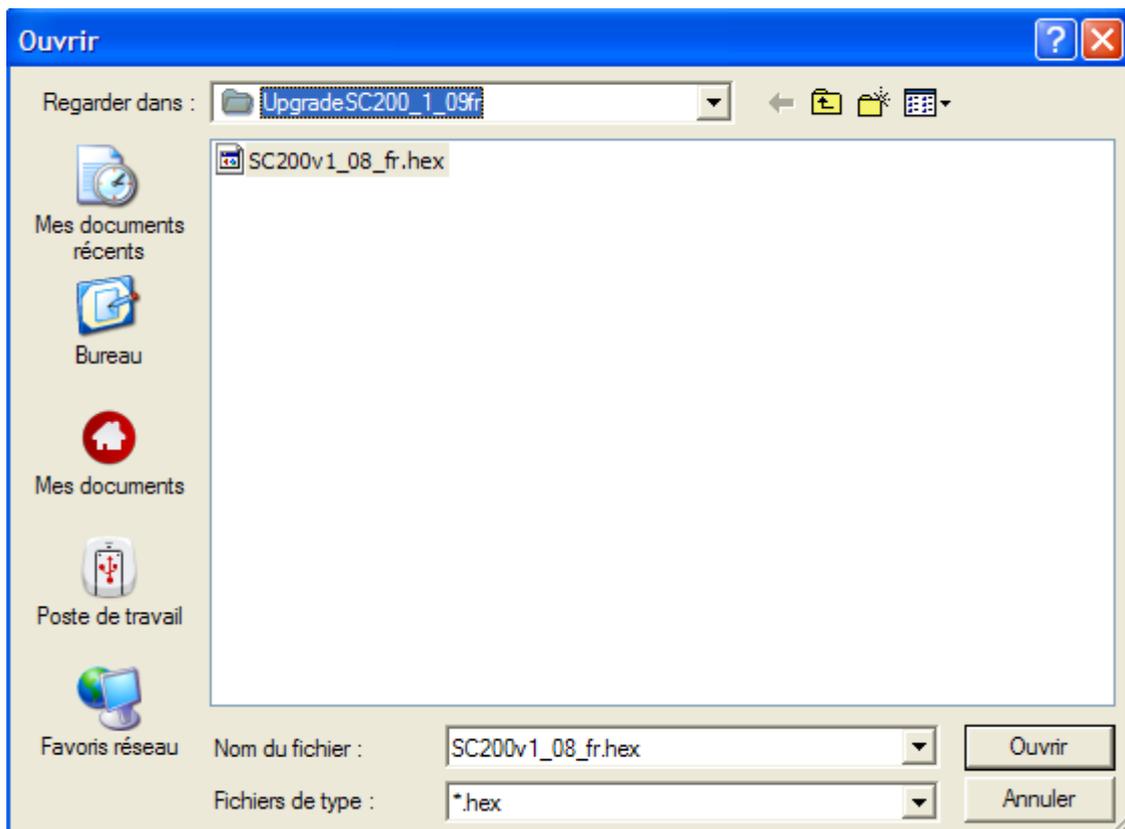
Click Open to validate your choice.

Please note : if you own a NAUTEEK SC100 device, you will not be able to install a SC200 firmware to upgrade your SC100 in SC200 device. If you try to do so, you will block you SC100 device and you will have to contact us to unblock it. Do not try!

The following new window automatically appears on your computer screen.
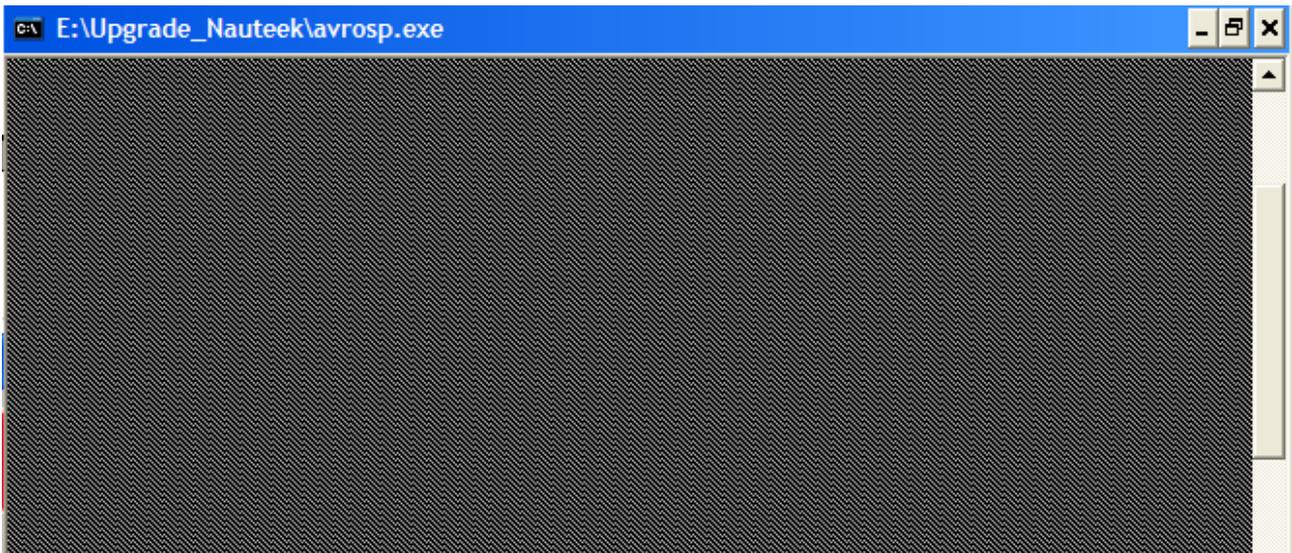
The firmware upgrade of your NAUTEEK SC device is in progress and will take a few minutes.

Be careful :
Do not touch neither to your Nauteek SC device during this time, do not close nor this window , and please wait to this window to automatically be closed by itself.

Once upgraded, your device will make a loud ''beep'' and will automatically restart.

Congratulations : your device has been upgraded, you will be able to enjoy the new functionality enhancements with the latest up-ti-date available firmware.

FAQ 2: My NAUTEEK SC device doesn't switch on anymore.

My NAUTEEK SC device doesn't switch on when I press :

My NAUTEEK SC device doesn't look to charge nor, no information appears on its screen when I plug it to the mains via its AC adapter.

To resume, my NAUTEEK doesn't look to switch on anymore, what can I do?

>>>

It looks possible you have turned accidentally your NAUTEEK SC device into the firmware upgrade process mode.

In this case, try to press   et keep pressing this buttons around 10 seconds.

After this period, you should hear a loud ''beep'' and you should see the backlight of your screen flash one time quickly.

You NAUTEEK SC device has left the firmware upgrade process mode.
Just switch it on normally, it should work properly now .
If no audible ''beep'' of flash of the backlight appear, although you have wait the indicated time pressing , please contact us by Email or phone. We will help you to debug your device.
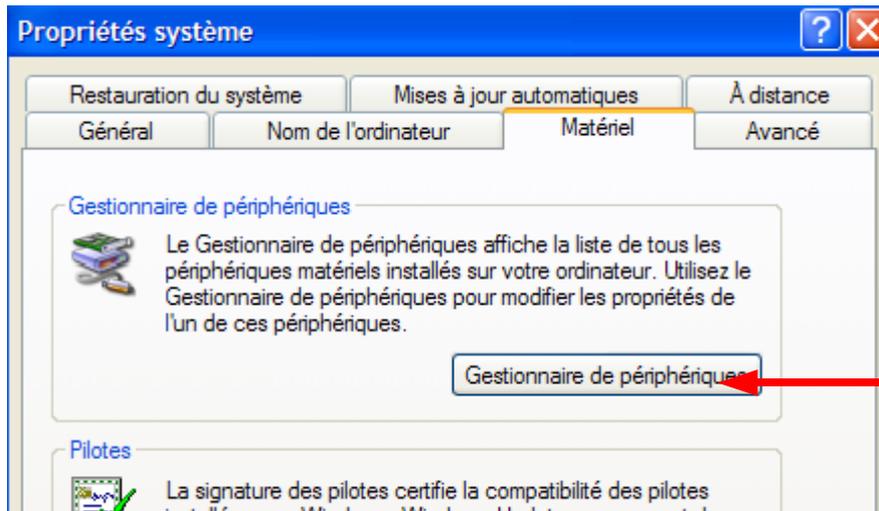
FAQ 3: My SC NAUTEEK device has been correctly detected by the Nauteek Firmware Loader, but the affected COM port is not between the range 1 to 16.

Or my SC NAUTEEK device has not been detected by the Nauteek Firmware Loader.
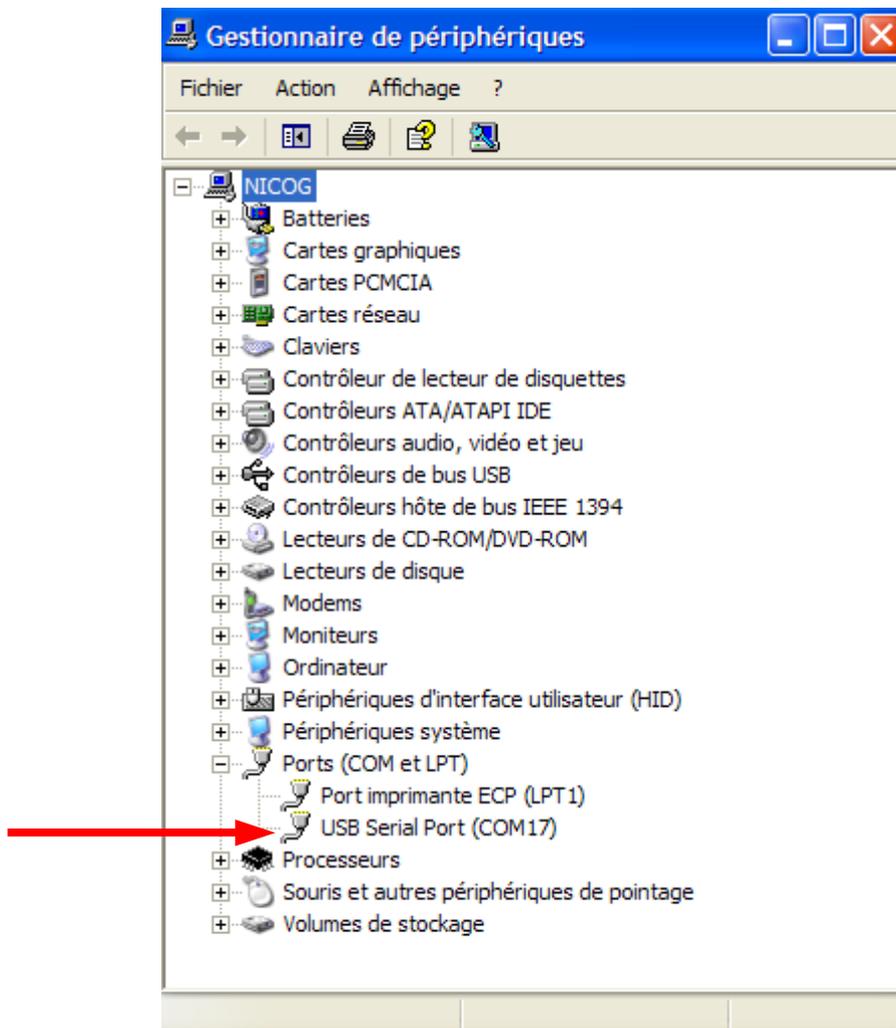.

Please consider the following instructions :

Go to START/ Configuration panel / System / Hardware profile / Device manager /
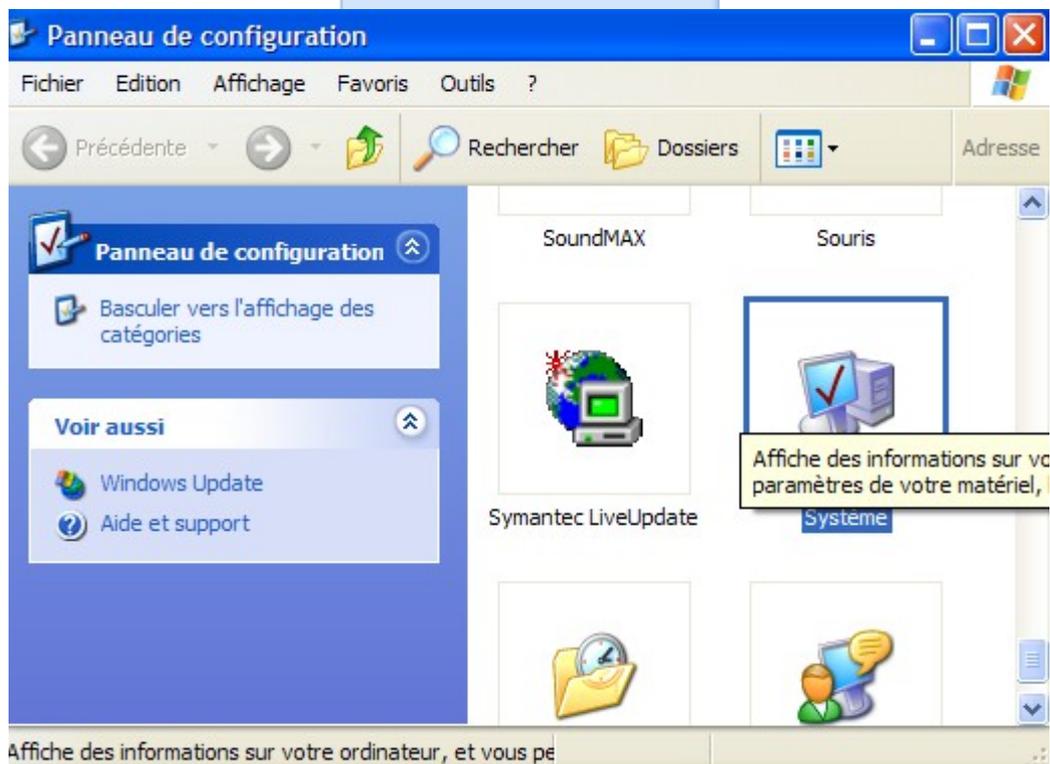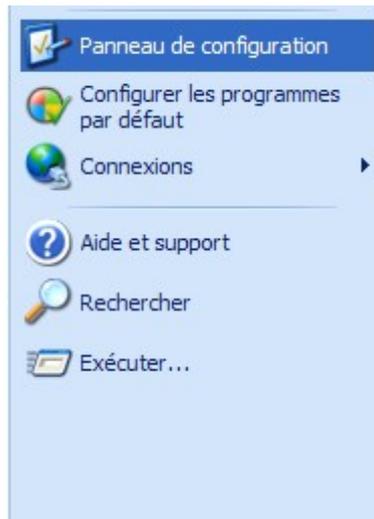
Please check you can see a USB Serial Port unit in the COM and LPT port list.


If any USB serial Port unit is detected in the COM and LPT port list , and if your wiring is correct, your communication driver should surely not have been installed successfully. Goto FAQ 4 to get more information about how to install my driver.

If your USB Serial Port unit has been affected to a COM port number upper than COM16, we mean COM17 and more, please consider the following instructions :
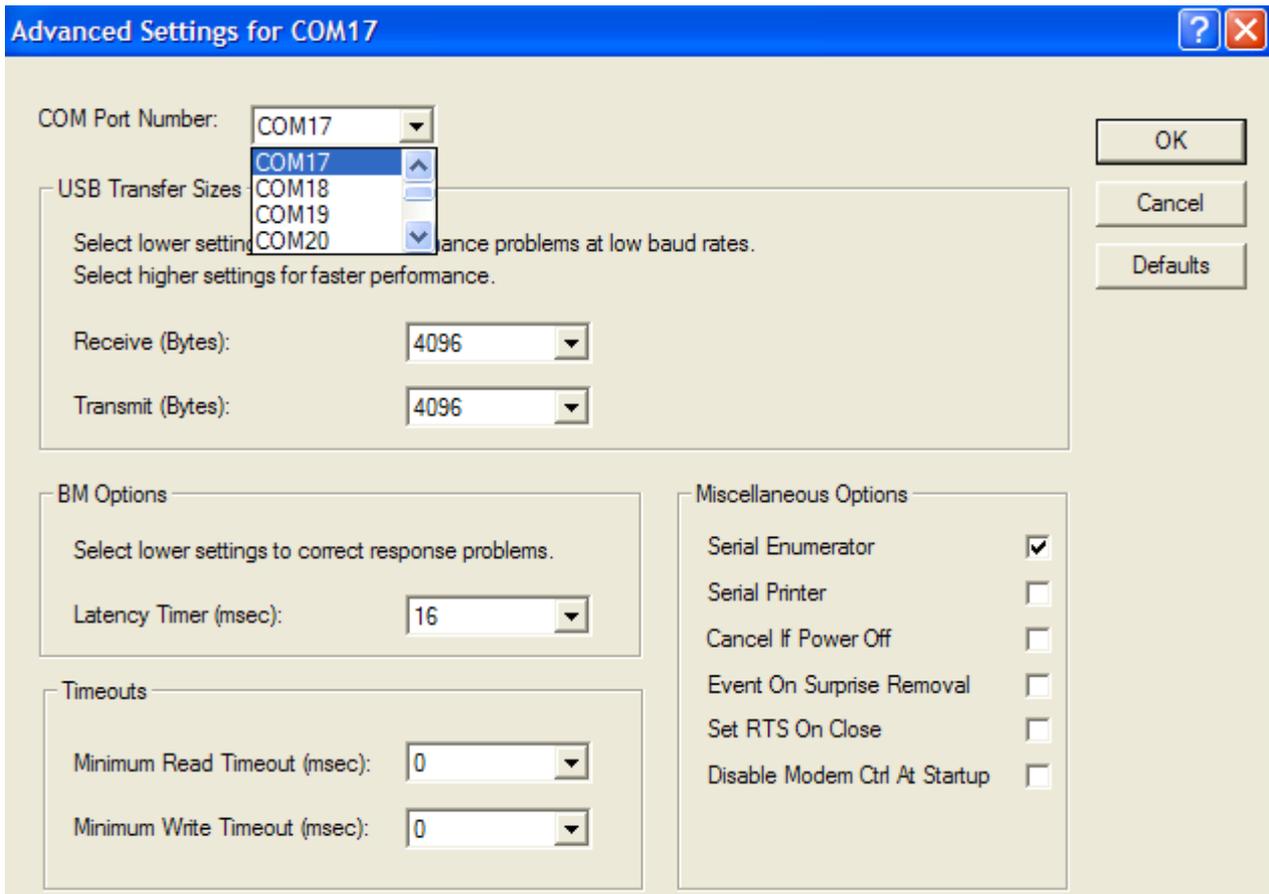
Right click on your USB Serial Port COM unit.
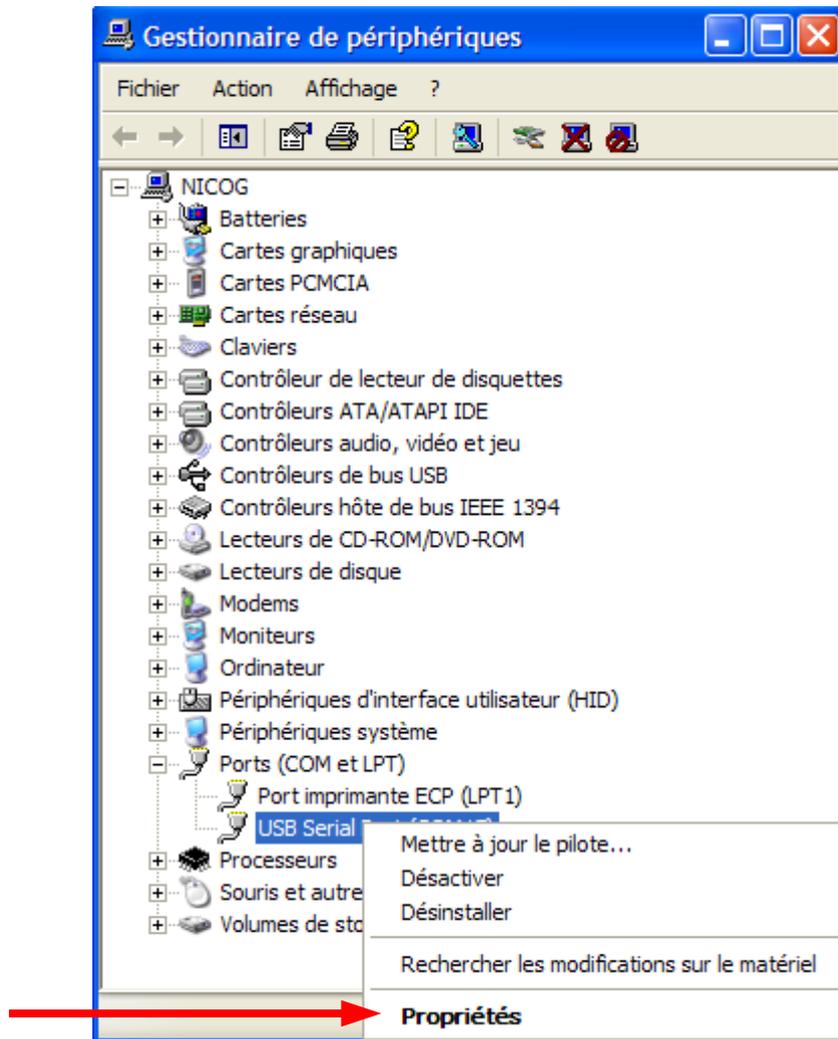
Choose Property / Port settings / Advanced.
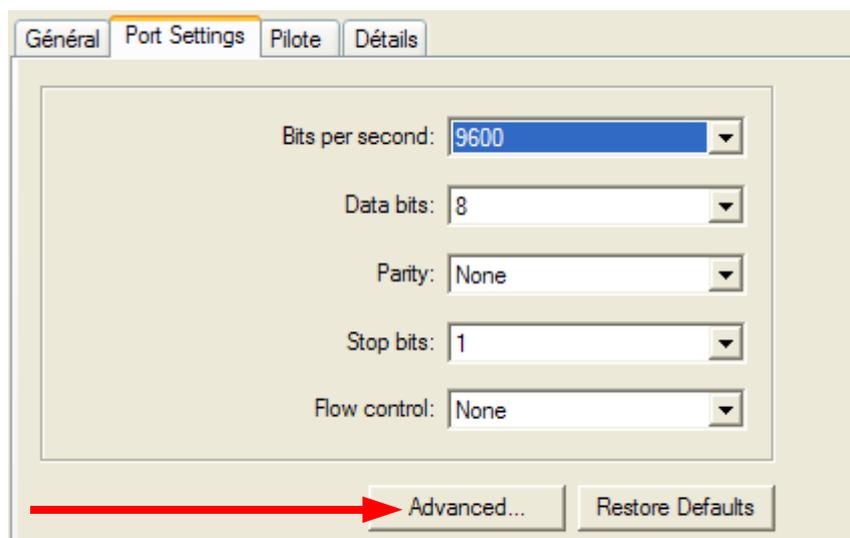
And use the interface to affect to your device a port COM number between 5 and 16. Most of the time COM 1 to 4 are frequently used by your hardware devices : modem, and so on.... Click on OK to validate your choice.

Click YES one more time to validate your choice, even if the COM number is described "in use" state.
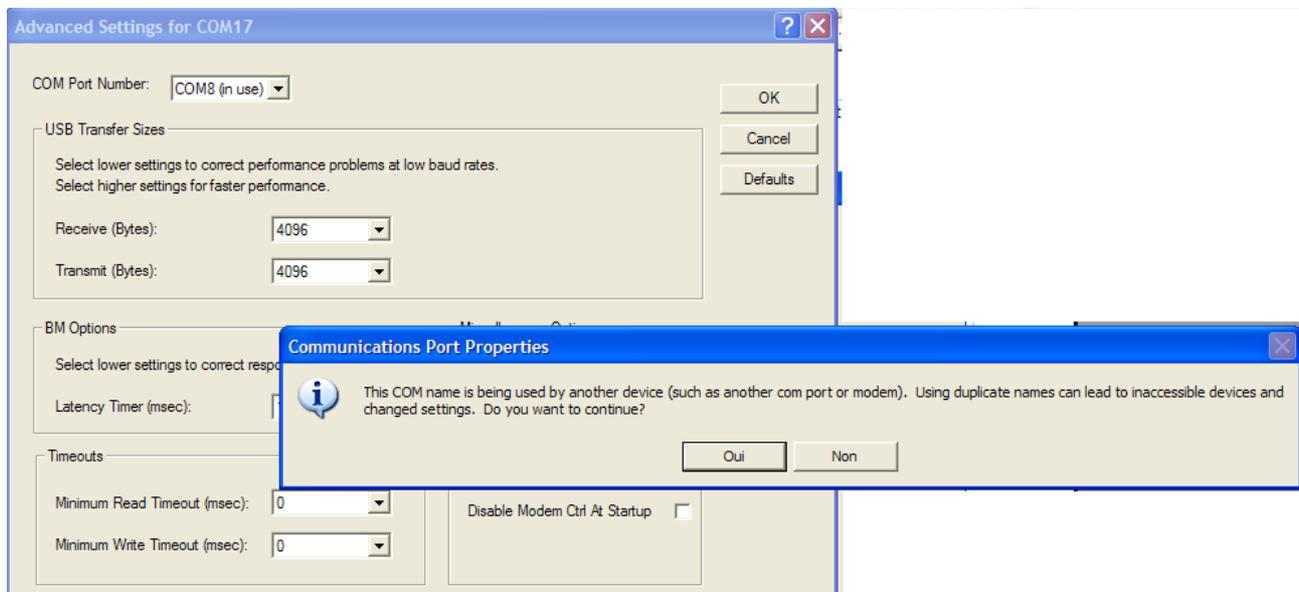
Congratulations, you have correctly solved the trouble you had.
You can now launch again the **FmwLoader.exe** Nauteek Firmware Loader and goto the Step 6 of the FAQ 1.

FAQ 4 : My NAUTEEK SC device doesn't appear as USB Serial Port.

Your communication driver should not have been installed correctly.
No worries.
Please check the device manager list.
An unknown device, signaled with a yellow warning background should appear in the USB Bus controller list.

Please insert your installation CD in CD drive.
Right click on this unknown device, and realize a manual driver upgrade. Please orient the driver research yourself with the path of the 'driver' directory contained in the CD.

Feel free to refer to the User guide for more information about how to install my USB driver.

FAQ 5 : My device doesn't appear in the list, I don't have any warning in the device manager list

Your USB cable can be out of order. Please feel free to contact us and we will help you to solve the problem you have.