

DUO firmware update

Step 1: Prepare the DUO

Connect the Duo to the computer using a standard RS-232 serial extension cable.

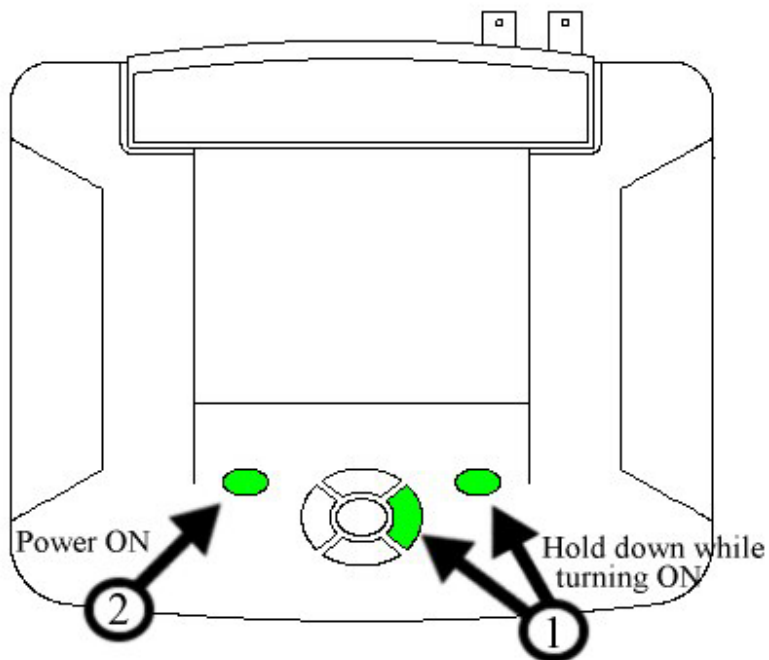
Note that this must have the 9 pin DB-9 connectors, male at one end and female at the other. We also recommend that you plug the DUO to its power supply to make sure a low battery can't interrupt the procedure.

Turn the DUO off, and put it in **Update Mode**.

First press and hold down the **F** key and the **right arrow** key (1),

Then press the **Power button** (2).

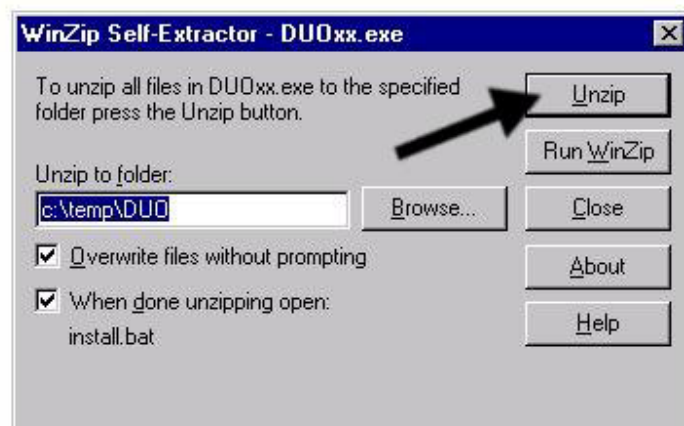
This puts the DUO in update mode. The Gentec-EO logo will appear and stay on the screen. The DUO cannot be updated when running normally.



Step 2: Execute the DUO Update installation file.

This file can be found on the Gentec-EO website, in the download section, and it's name is **DUOxx.EXE** (where xx is the version number). The file is a compressed, self-extractable file.

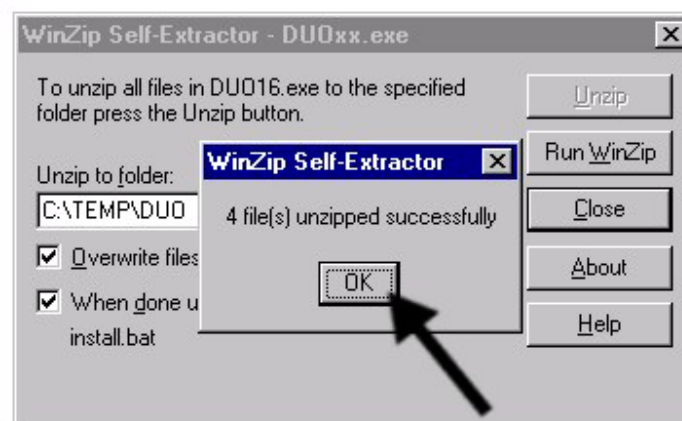
Double click on the file to open it.



Click on the **Unzip** button

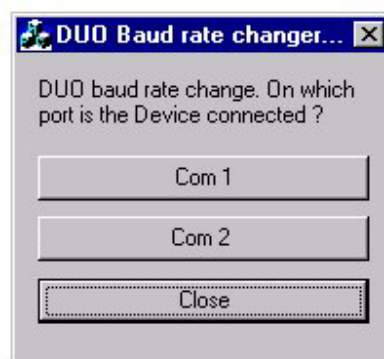
The file content will then be extracted to the **C:\TEMP\DUO** folder (you can change the destination folder). A small pop-up window should then tell you that the files have been extracted,

Press **OK** to acknowledge



Step 3: Set Baud Rate on the DUO

A small window will pop-up. It is used to set the Baud rate of the DUO's serial port to 115200 bps. The DUO's default Baud rate is 19200 bps, but the firmware transfer will be much faster if the computer supports 115.2k. You have 2 options: to accelerate the baud rate or stay with the default. Note that this step sets the DUO's Baud rate to 115.2k, not the computer's. If the computer's serial port does not support 115200 bps you must use the default. The DUO firmware updater does not verify whether or not 115200 bps it is supported by the computer.



Option 1: To accelerate the Baud rate (115.2 kbps)

Select **COM1** or **COM2**

At this point, you need to select on which COM port the DUO is connected to the computer. The software will then notify you that the Baud rate request message has been sent to the DUO.

Press the **Close** button to continue the installation.

Option 2: To use the default Baud rate (19.2 kbps)

Select this option if your serial port does not support 115200 bps. Keep in mind that the update will be made at 19200 bps (slower transfer).

Press the **Close** button without selecting a port.

Step 4: Set Baud Rate on the computer

The Visual Loader window will appear.

The default setting for the serial port is COM 1 at 19200 bps.

IF the DUO is connected to the serial port COM 1 on the computer, **AND** if the Baud rate was **NOT** changed (Option 2 in step 3),

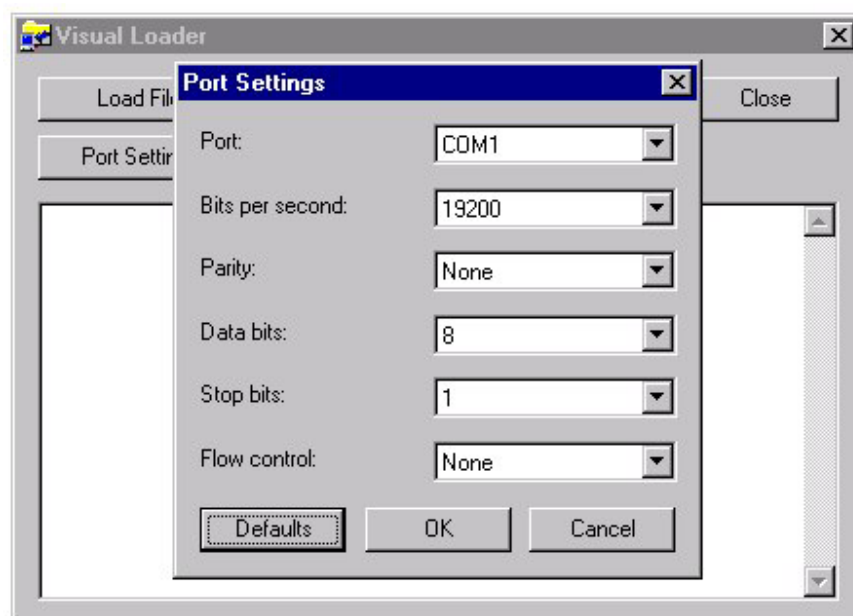
THEN skip this step. Go directly to step 5.

OTHERWISE,

Press the **Port Settings** button

Select the correct **Port** and **Bits per second** values

In the **Port Settings** window, use the drop-down lists to select the correct COM **Port** and **Bits per second** (Baud rate) values. The other values should not be changed.



Press the **OK** button when done,

Step 5: Download the update

Click on the **Load File** button

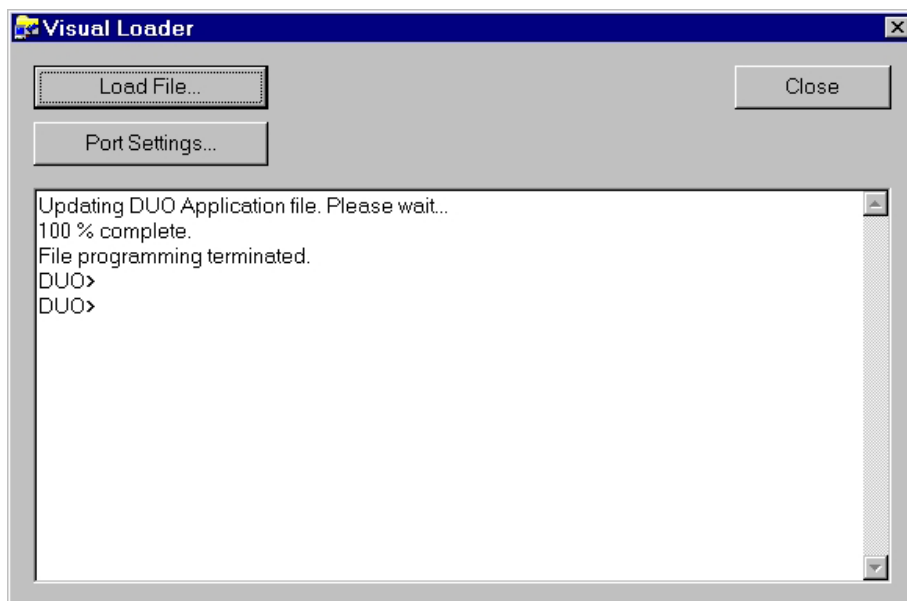
Select the DUOxx.SMP file (where xx is the version number).

The SMP file is located in the C:\TEMP\DUO folder.

Press **Open** (Or double-click on the file).



The transfer should start and will take about 5 minutes. First will be a download and then an update process. When complete you will see a message telling you the process has been terminated.



Step 6: Verify the installation

At the end of the transfer, remove the cable and turn OFF the DUO

Press the **power button** for a few seconds until the DUO screen goes blank.

Press the **power button** again to turn it back on again

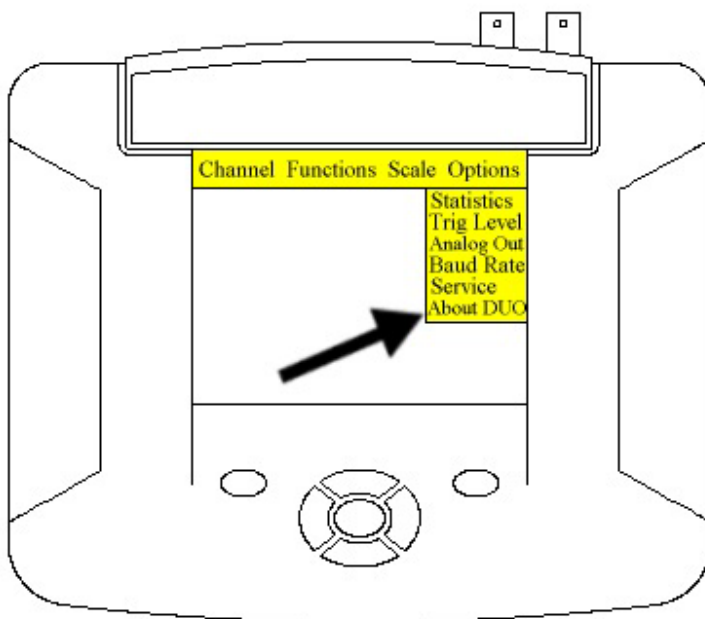
Press the **F** key,

Press the **right arrow** key until the **Option** window opens.

Press the **down arrow key** to highlight **About DUO**.

Press the **enter button** (in the middle) to open the **About DUO** window.

Verify that the correct version number is displayed to make sure that the firmware update operation was successful. If not, please read the **Notes and Troubleshooting** section at the end of this document, and try again from Step 1.



Step 7: Finish up

Close the open windows (for the download and visual loader) on the computer.

If you had to unplug a mouse or other peripheral to connect the DUO to the computer you can now disconnect the DUO and reconnect the peripheral. You may need to reboot the PC for it to recognize that device again.

Notes and troubleshooting:

If the Visual Loader upload progression indicator shows no progress after a few seconds, there is a communication problem. Here are a few solutions:

-Check the serial cable and make sure that it is a straight-thru extension cable, not a null-modem cable.

-Try to execute the update at 19200 bps instead of 115200 bps by closing the Windows in step 3 without selecting a **COM** button (Option 2).

-Turn off the DUO and put it back in Update mode (step 1) if you retry the update.

In the event of conflicts or incompatibilities with the computer's serial ports that impede communication with the DUO, the easiest solution is to try to execute the update from another computer. Troubleshooting serial ports is beyond the scope of this document.