

Solo 365 Utility App v1.4 Readme

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1. Introduction

Thank you for downloading the Solo 365 Utility App. This utility is a free Microsoft Windows based application that allows you to update the firmware on your Solo 365 from your own computer via a USB connection.

Before you can use the Solo 365 Utility App you must first ensure you have the necessary USB driver installed. See the instructions below.

By choosing to update your firmware, your tester will benefit from performance and stability improvements.

PLEASE READ THE INSTRUCTIONS BEFORE STARTING THE INSTALLTION.

What is Firmware?

Firmware is a software program or set of instructions programmed on a hardware device, in this case Solo 365.

Why are updates required?

A Solo 365 firmware update could provide either additional functionality and/or enhancements to existing features.

What will I need?

Solo 365 Utility App
Micro USB to USB-A Cable
Fully-charged Solo 370 battery
Solo 365 Electronic Smoke Tester
Windows laptop or PC

Microsoft operating systems

Windows 10 32-bit
Windows 10 64-bit
Windows 7 32-bit
Windows 7 64-bit

UPDATE: 28/04/2021 - V1.4

2. Firmware Update

Step 1 – Download

Download the Solo 365 Utility App from the Detectortesters Support webpage:

<https://www.detectortesters.com/product-support/solo-365-product-support/>

The utility is compatible with the following Microsoft Operating Systems:

Windows 10 32-bit

Windows 10 64-bit

Windows 7 32-bit

Windows 7 64-bit

Run the application to begin. Note that the Solo 365 Utility App is a self-contained executable and does not require installation.

Step 2 – Connecting your Solo 365

Ensure you have the following to hand:

Micro USB to USB-A Cable

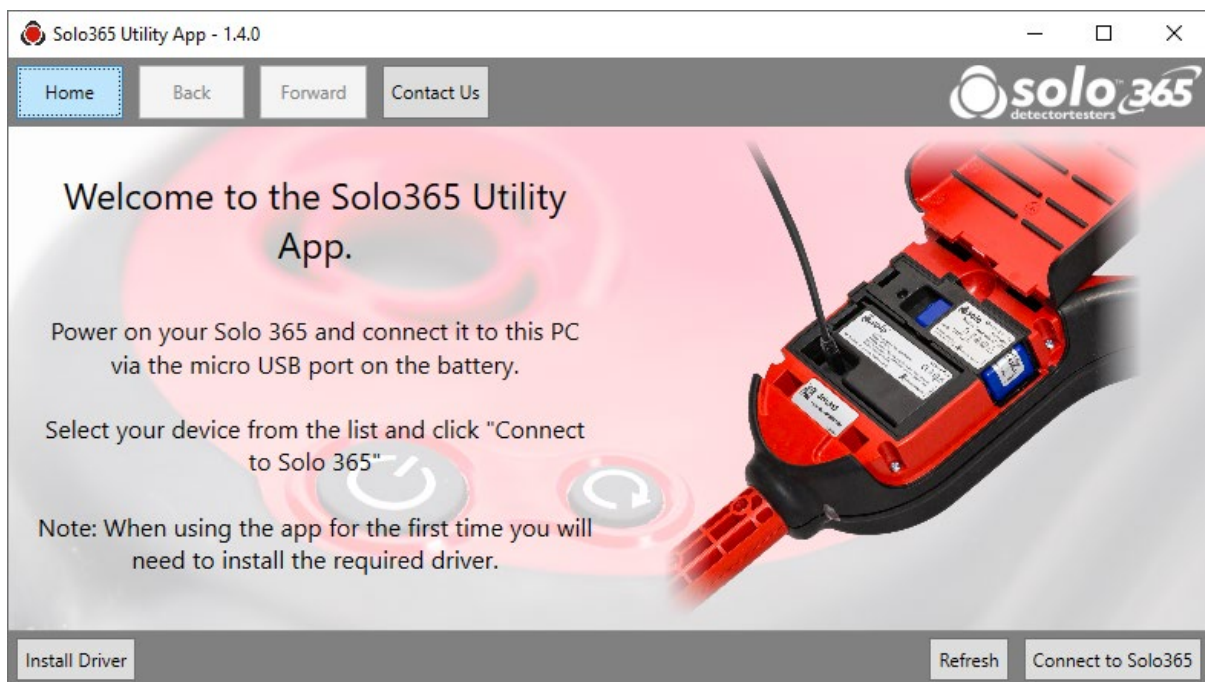
Fully charged Solo 370 battery

Solo 365 Electronic Smoke Tester

Windows laptop or PC

Power on your Solo 365 and connect it to your PC via the micro USB port on the battery. Select your device from the list and click Connect to Solo 365.

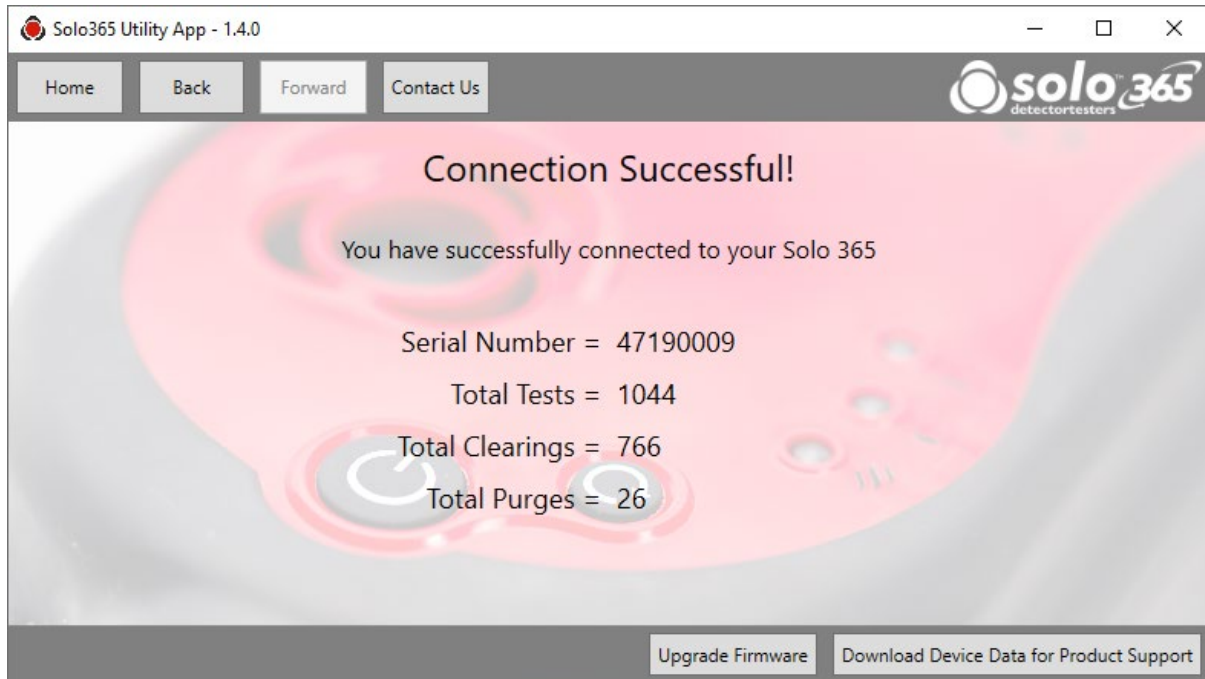
If your device is not shown, please click the **Refresh** button and try again. If it is still not shown, you will need to install the required driver by clicking the **Install Driver** button and following the on screen prompts.



Step 3 – Device Summary

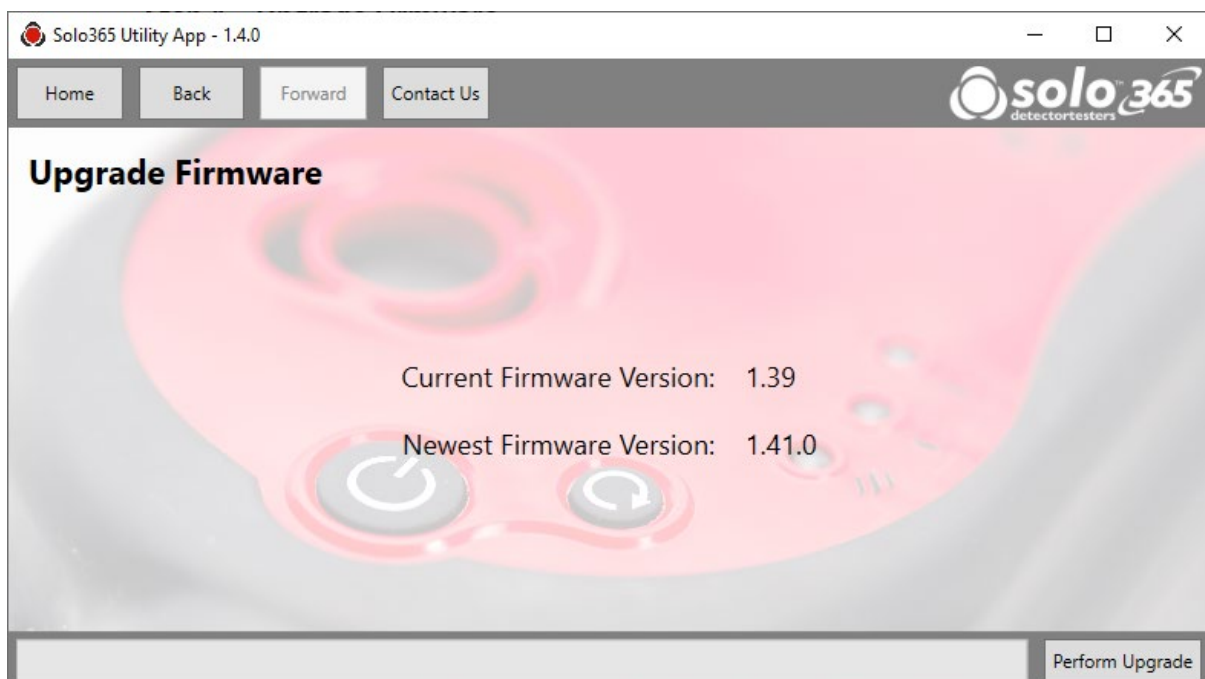
Once your Solo 365 has connected, the device summary page is shown. Here you will see information including device serial number and total test count.

Click the **Upgrade Firmware** button.



Step 4 – Upgrade Firmware

The utility will display the current firmware version installed on your Solo 365 and compare it with the newest version available. If a newer version is available, click the **Perform Upgrade** button to begin the update.

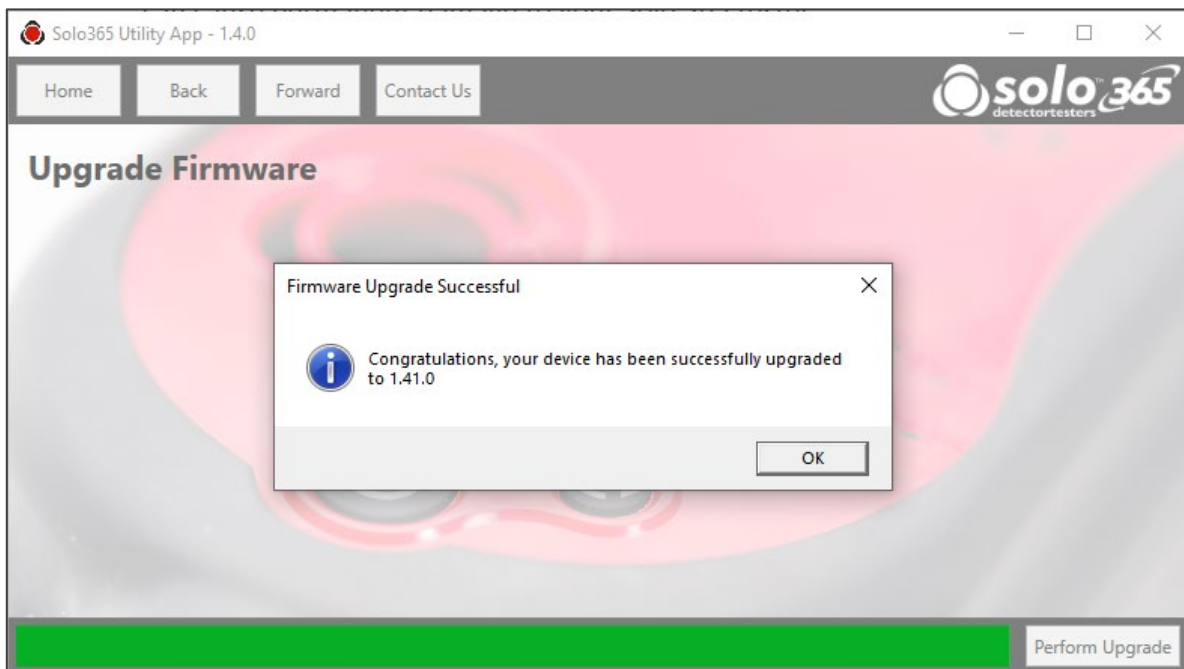


Once the upgrade begins, the main LEDs on your Solo 365 will turn orange and will return to flashing green once the upgrade is completed.

IMPORTANT: Please do not unplug, power off or attempt to interrupt the upgrade process as this can cause permanent damage to your Solo 365 tester.

Step 5 – Update Complete

A message will appear to confirm the firmware update is complete.



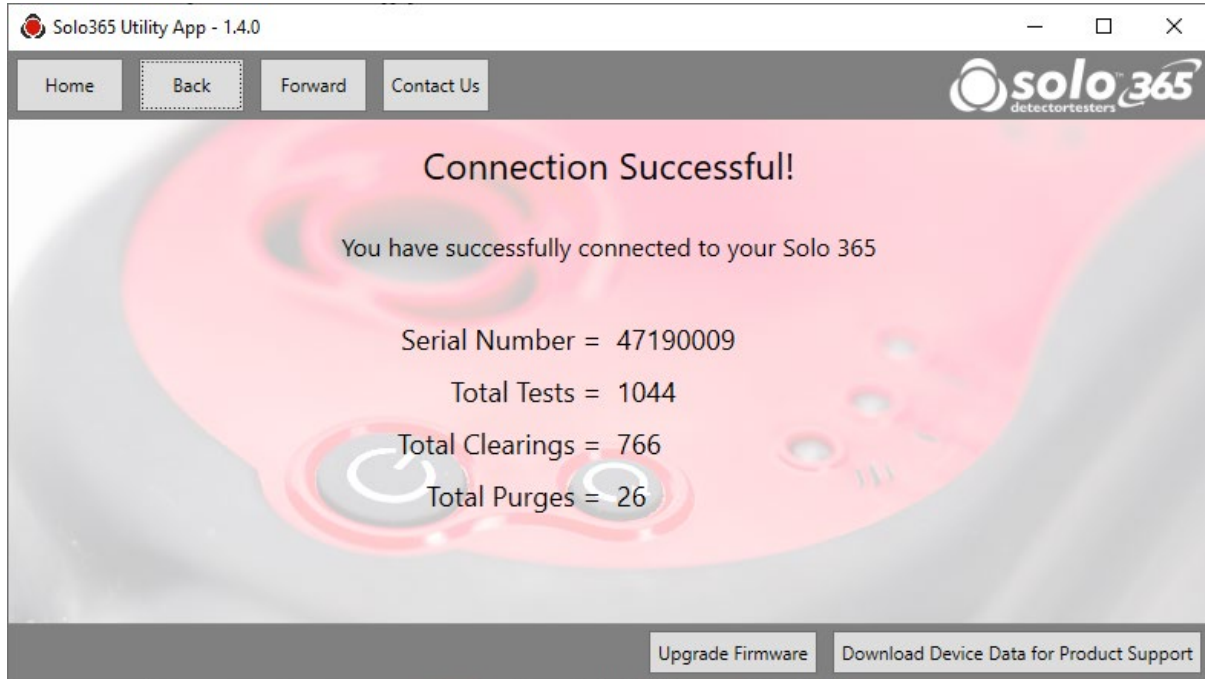
Click OK to end the upgrade.

The current firmware version should now match the newest version and you may now disconnect your Solo 365.

3. Device Data Download

Step 1 - Connecting your Solo 365

Follow steps 1 & 2 from the Firmware Update section to connect your Solo 365 to the Utility App and select **Download Device Data for Product Support** from the Device Summary page.



Step 2 – Customer Detail Form

A form will open. Please complete all mandatory fields and then click submit.

The screenshot shows the "Solo 365 Utility Tool" window. The title bar reads "Solo 365 Utility Tool". The main content area contains a form with the following fields and values:

- Your name: * John Smith
- Company name: * Smith Fire and Security
- Email Address: * John.Smith@SmithFS.co.uk
- Phone Number: 02081234567
- A quick description of the problem: * My Solo 365 is not powering on
- How often do you encounter the problem: * Once

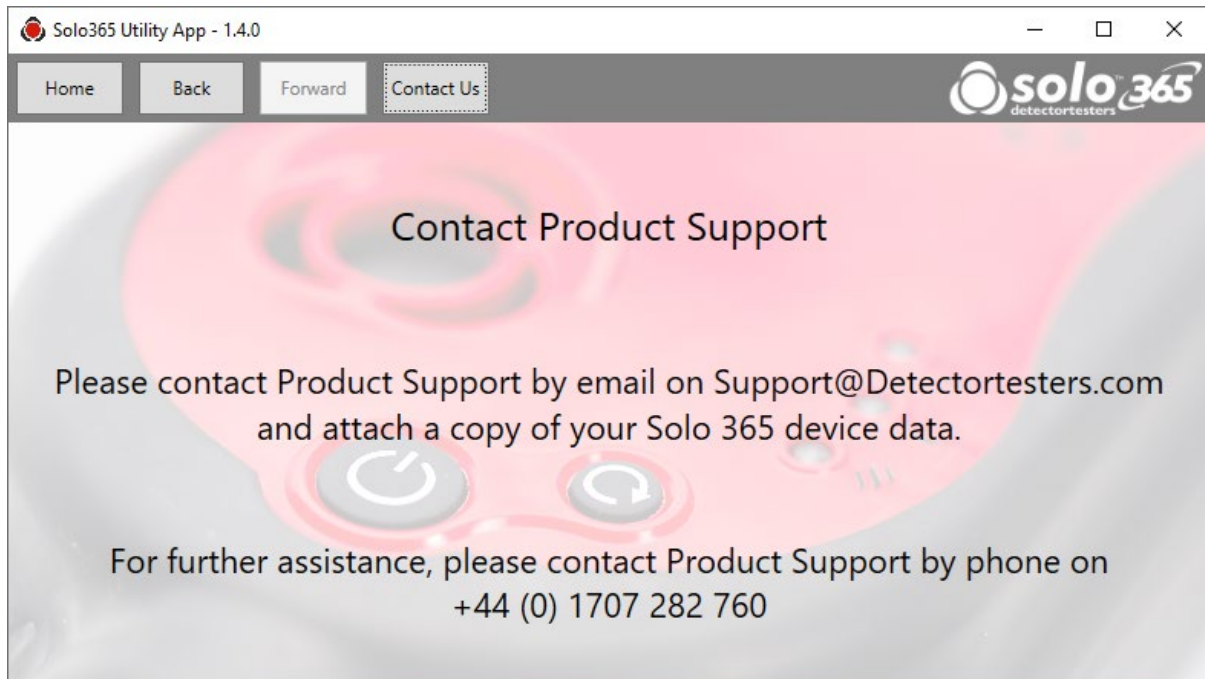
Below the form, there is a disclaimer: "Detectortesters will only use this information to assist with technical support. Your details will not be shared with third parties or used for marketing purposes." At the bottom, there are "Cancel" and "Submit" buttons. A note at the bottom right indicates "* Mandatory field".

You will be prompted to choose a location on your PC to save the file. Please choose a location where you can access the file easily as you will need it in the next step.

Step 3 – Contact Product Support

You have successfully downloaded your device data. Please contact Product Support by email and remember to attach a copy of your Solo 365 device data.

Email: Support@Detectortesters.com



4. Product Support

If you are having trouble with your Solo 365, you can access a range of troubleshooting topics on our Product Support website.

<https://www.detectortesters.com/product-support/>

If you are experiencing difficulties using the Solo 365 Utility App, please contact our Product Support team for assistance.

Email: Support@Detectortesters.com

Telephone: +44 (0) 1707 282 760

If you have downloaded a copy of your device data using the Utility App, we recommend you contact us by email and attach the data file so we can assist you.