Queclink_Firmware_Upgrade_Tool_MDM_QFlash User Guide

FRAUTMDMQF001

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0. Revision History

Version	Date	Author	Description of Change
1.00	2019-08-21	Jane Wang	Initial

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1. Tool Introduction

Queclink_Firmware_Upgrade_Tool_MDM_QFlash is PC tool which can be used to upgrade firmware provided by Queclink.

1.1. Availability

Queclink_Firmware_Upgrade_Tool_MDM_QFlash is currently only available for GV500MA and GV500MAP series.

1.2. System Requirements

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

- Windows 7
- Windows 8
- Windows 10

Note: Windows XP is not supported.

You will be informed in advance about any upgraded version of this tool which will be provided by Queclink.

1.3. Tool Interface

1.3.1. Overview of the Main Interface

The following shows the main interface of the tool.

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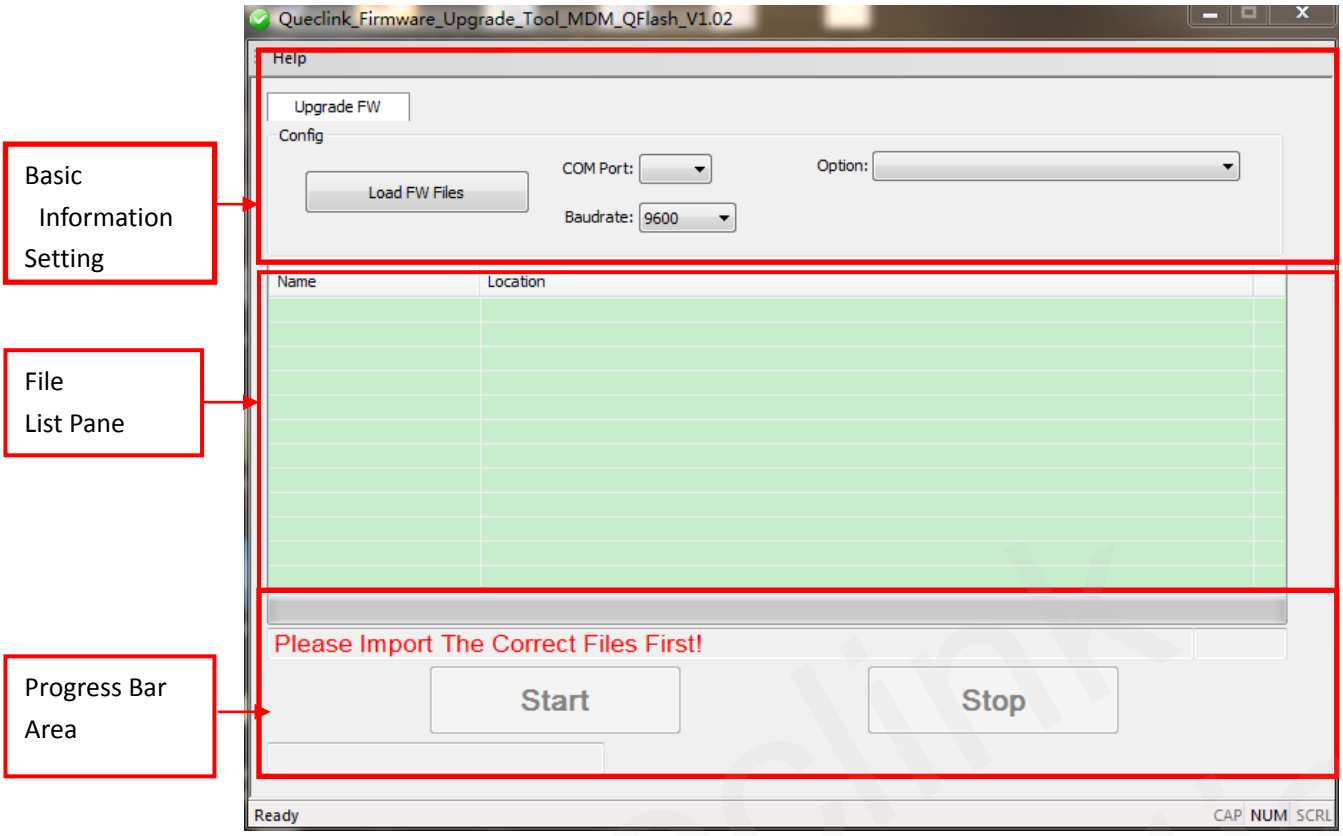


Figure 1: Main Interface

1.3.1.1. Basic Information Setting

[Load FM Files]: It is used to load firmware files of the device for upgrade.
[COM Port]: It is the port that is used to connect the device with PC.
[Baudrate]: It is the baud rate for upgrade.
[Option]: It is used to clear user data.

1.3.1.2. File List Pane

The file list pane shows all the selected files for upgrade.

1.3.1.3. Progress Bar Area

[Start]: Start the upgrade process.

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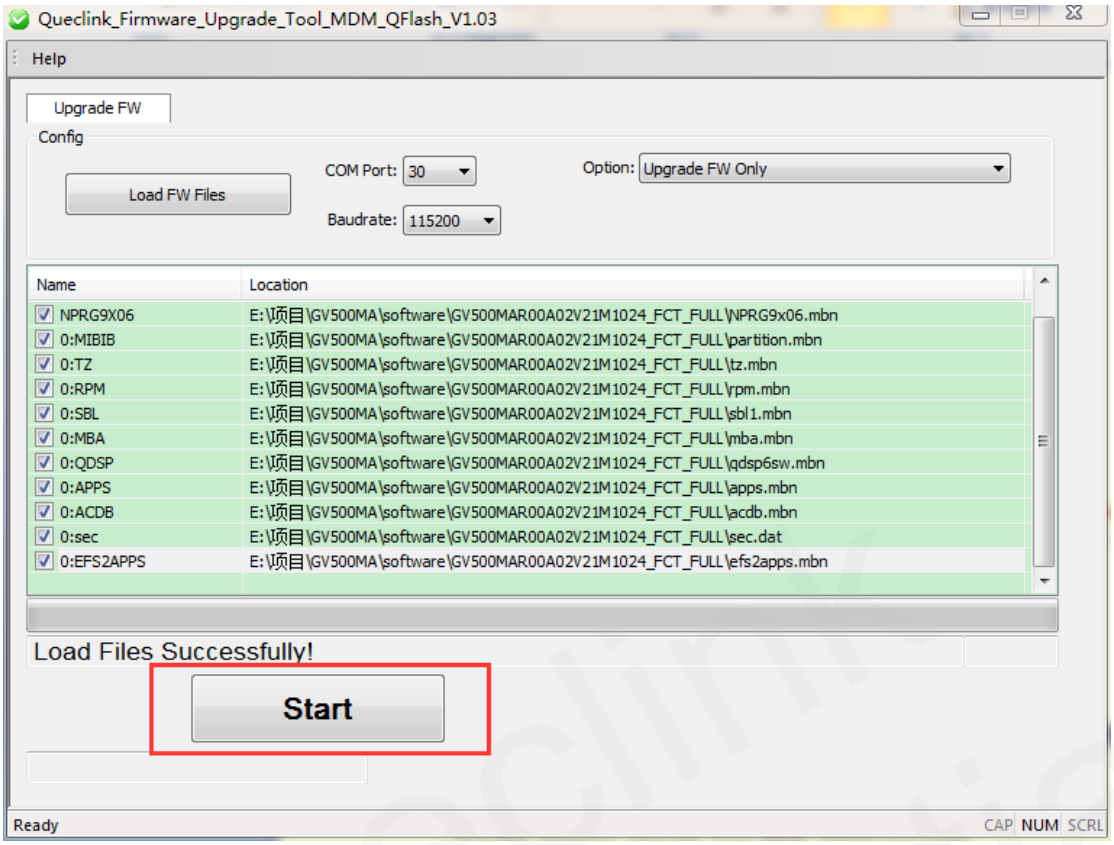


Figure 2**: Start Button**

WARNING:

Please DO NOT remove the upgrade cable or close the tool during the upgrade process. Doing so may cause the device to malfunction and the upgrade to fail.

[Progress Bar]: It indicates the progress of the upgrade process.

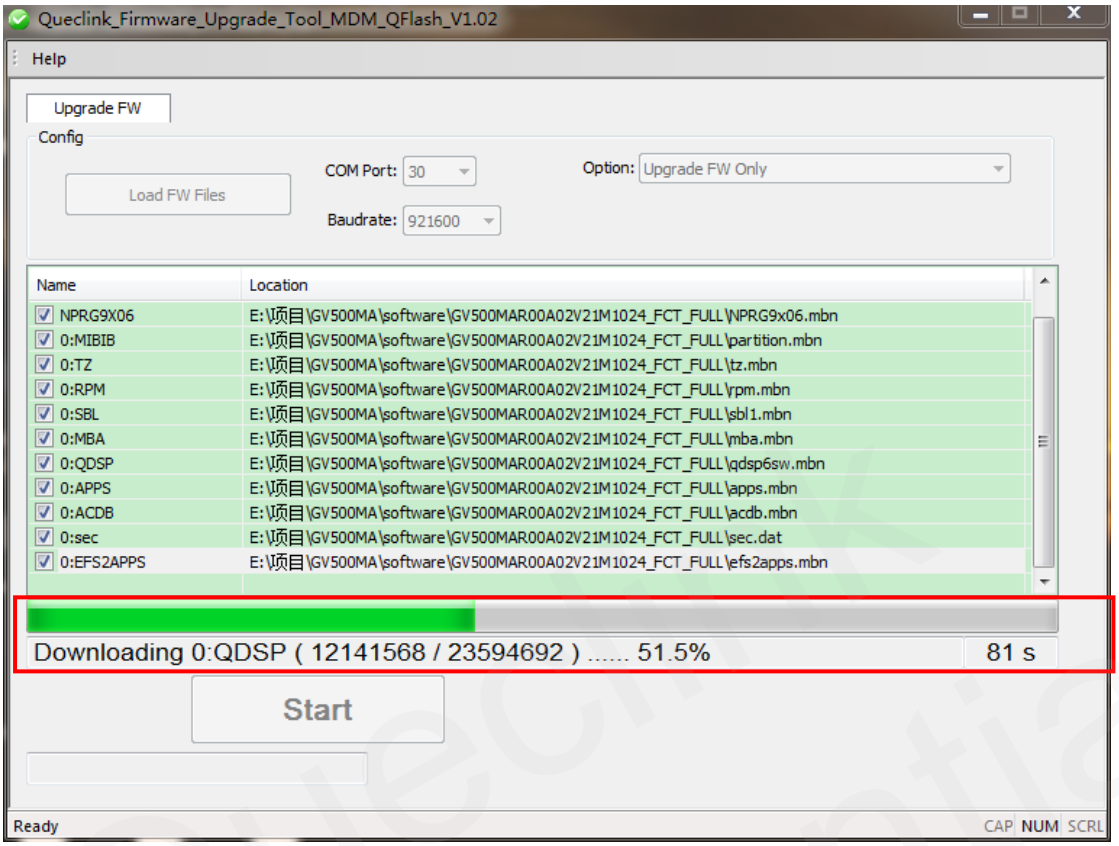


Figure 3: **Progress** Bar

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2. Upgrade Instructions

2.1. Step1_Upgrade Preparation

Get the following list of items ready:

NO.	Item	Description	Remark
1	Device	Manufactured by Queclink	Confirm the type of the device.
2	Upgrade Cable	Upgrade cable for the device	Each device type has its own upgrade cable. Please make sure the upgrade cable is always connected to PC during upgrade.
3	Driver	Make sure the cable can be identified by PC.	Queclink will provide driver based on device type.
3	Firmware Files	Firmware files for upgrade	Provided by Queclink. The firmware files are normally compressed, so make sure to decompress the files.
4	Computer	PC for running the upgrade process	Please refer to Chapter 1.2 System Requirements.
5	Queclink_Firmware_Upgrade_Tool_MDM_QFlash	Upgrade tool	Provided by Queclink.

2.2. Step2_Basic Setting of the Upgrade Tool

Firstly, please make sure the upgrade cable is connected to PC.

Then, open the tool and configure basic information, including "*Load FW Files*", "*COM Port*", "*Baudrate*" and "*Option*".

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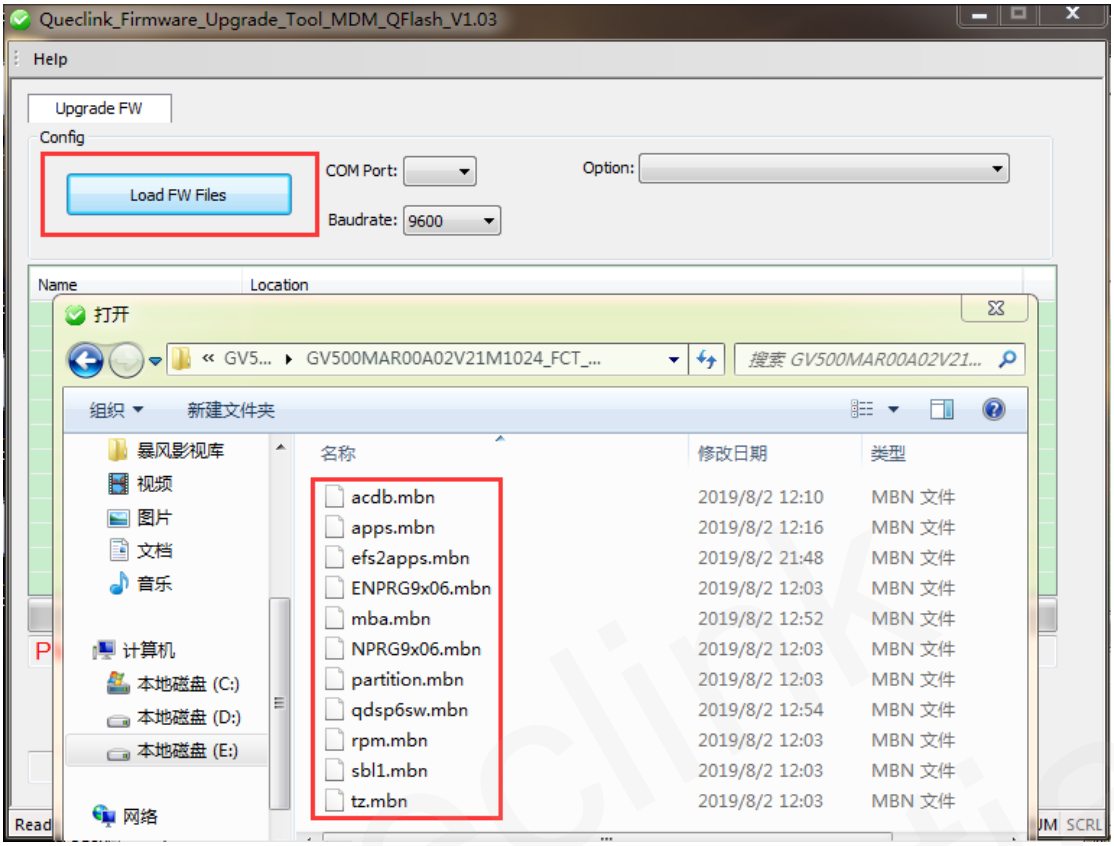


Figure 4: Basic Setting

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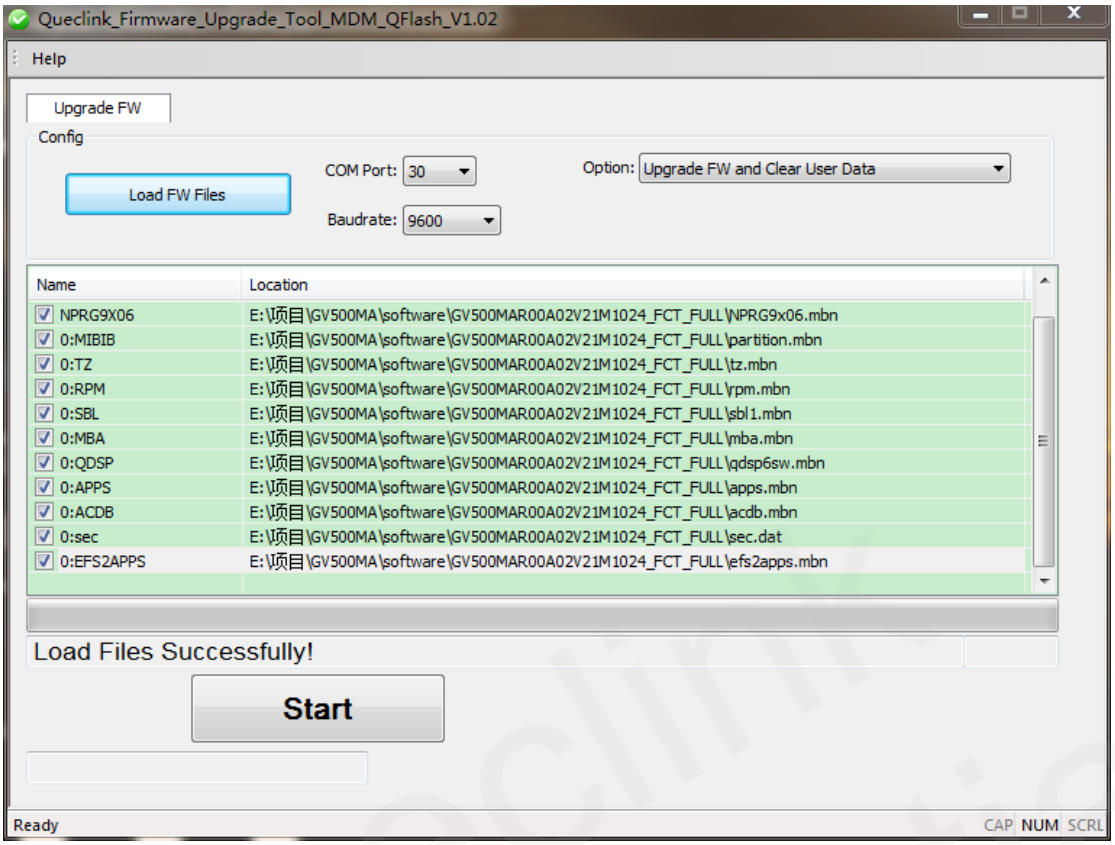


Figure 5: After Loading FW Files

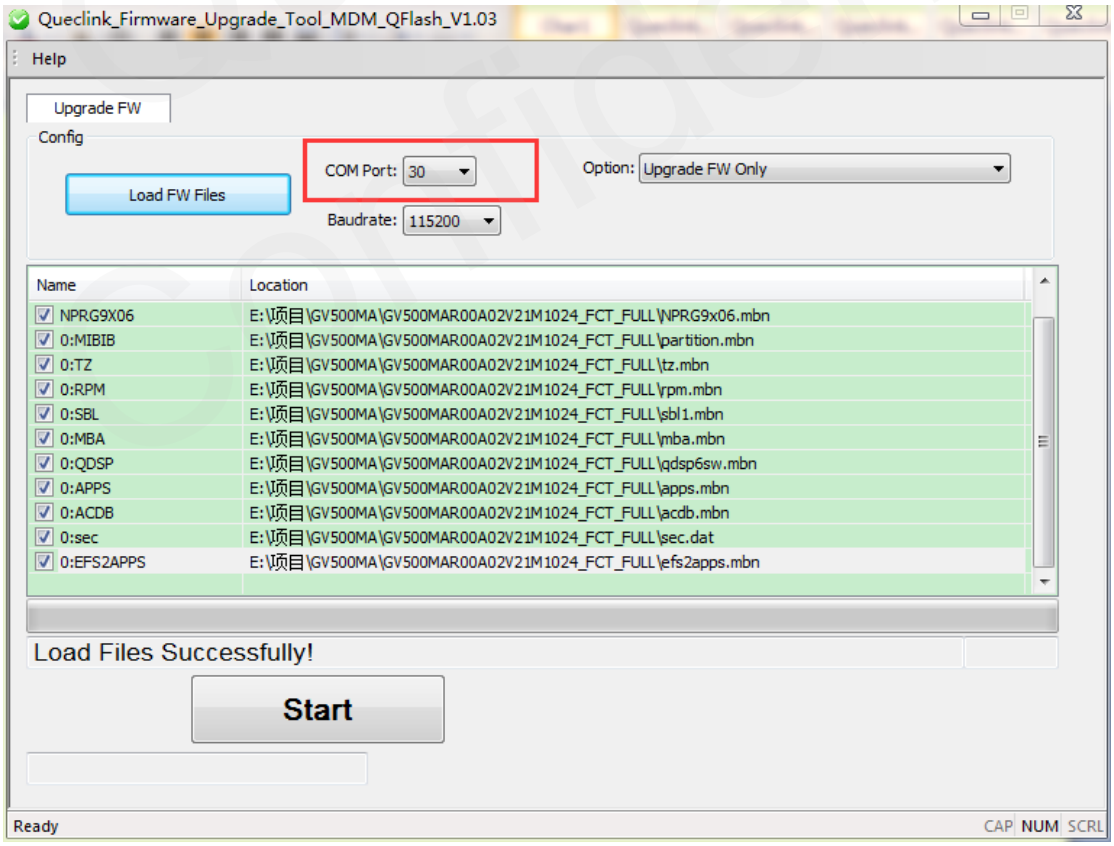


Figure 6: COM Port Setting

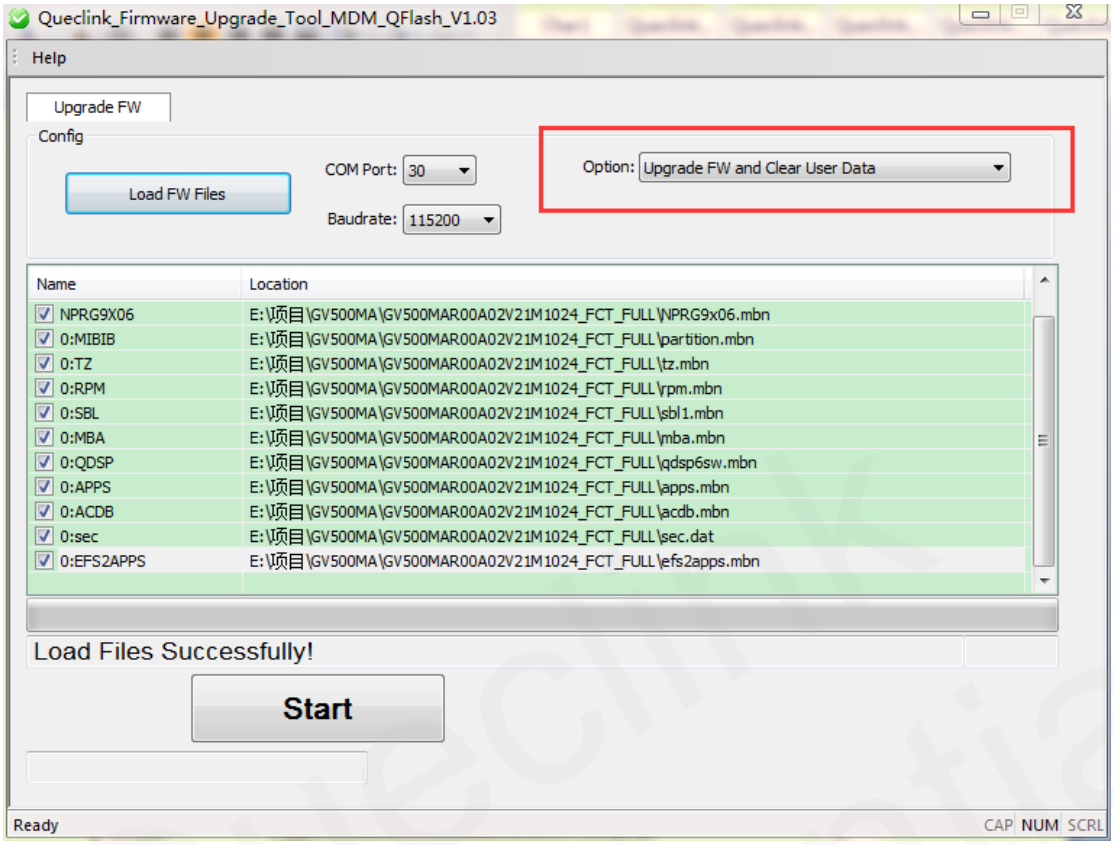


Figure 7: Option Setting

Note:

If this is the first time you are using this tool, first click "Load FW files" to select firmware files before configuring the "*COM port*" and "*Option*" settings.

2.3. Step3_Starting the Upgrade

Here are step by step screenshots of the upgrade process:

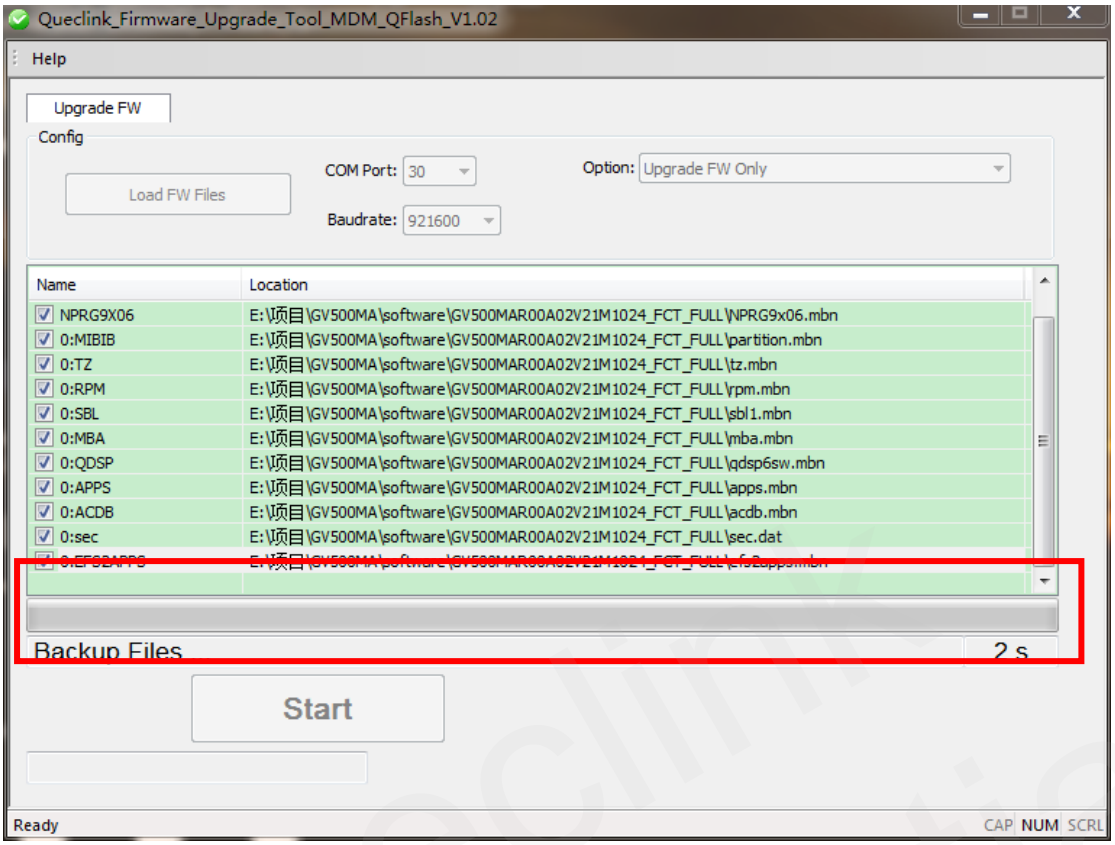


Figure 8: Backup Files

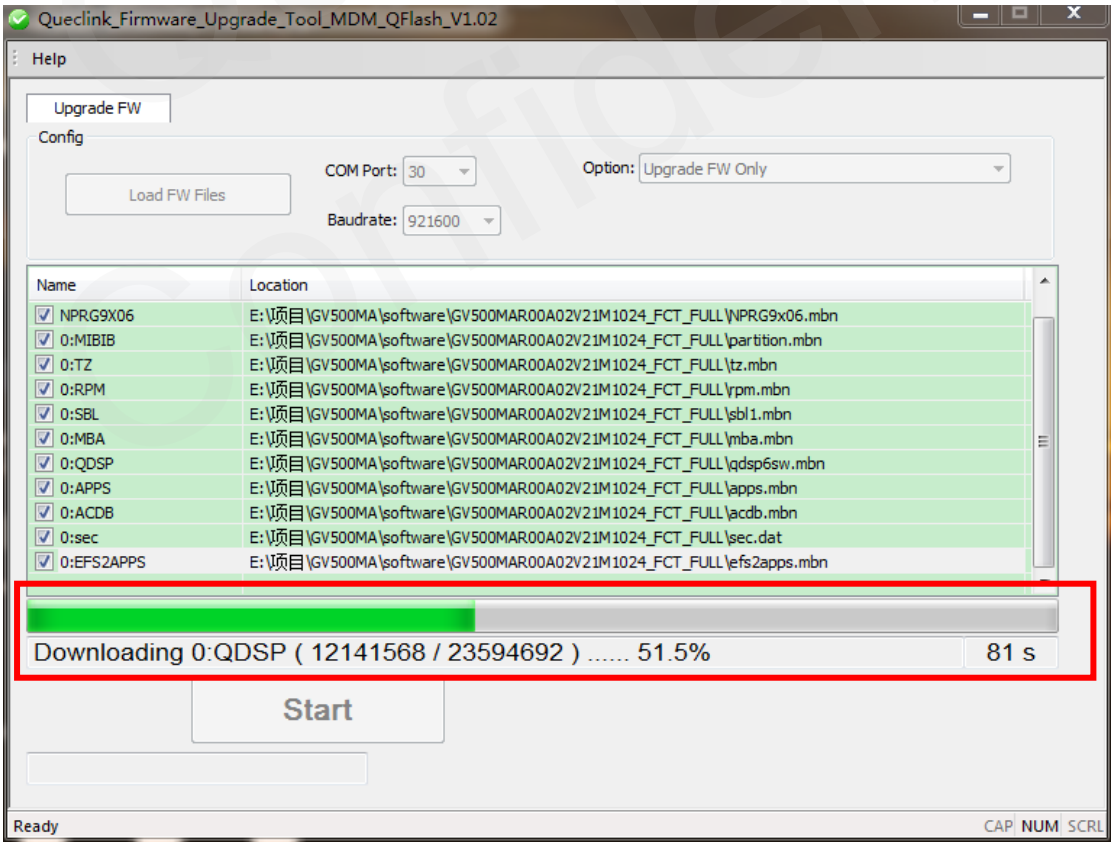


Figure 9: Downloading Files

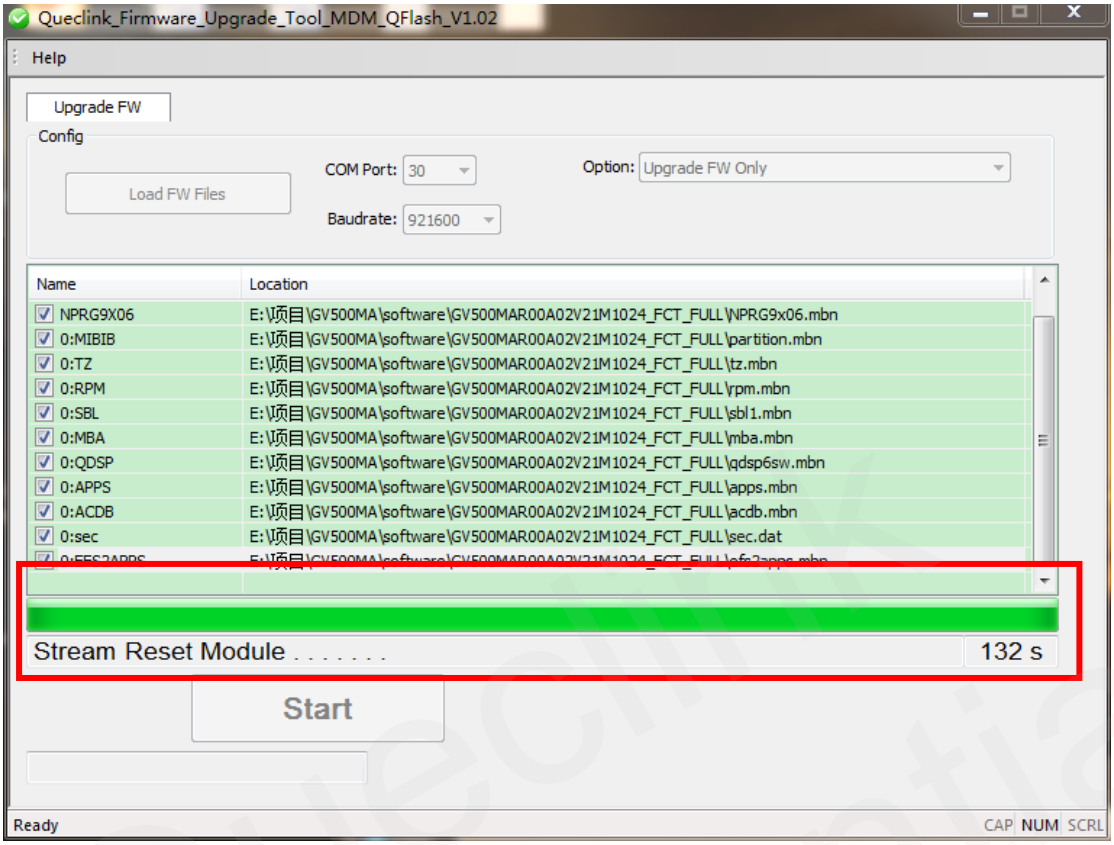


Figure 10: Reset Module

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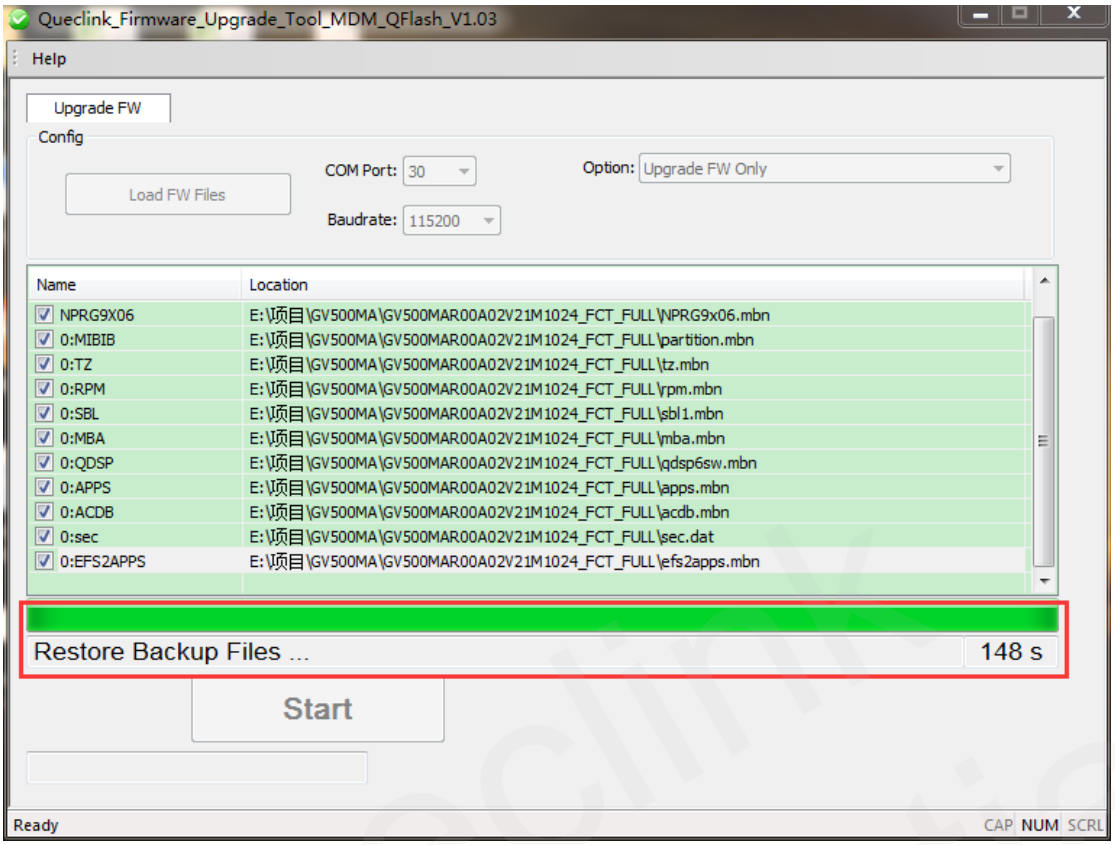


Figure 11: Restore Files

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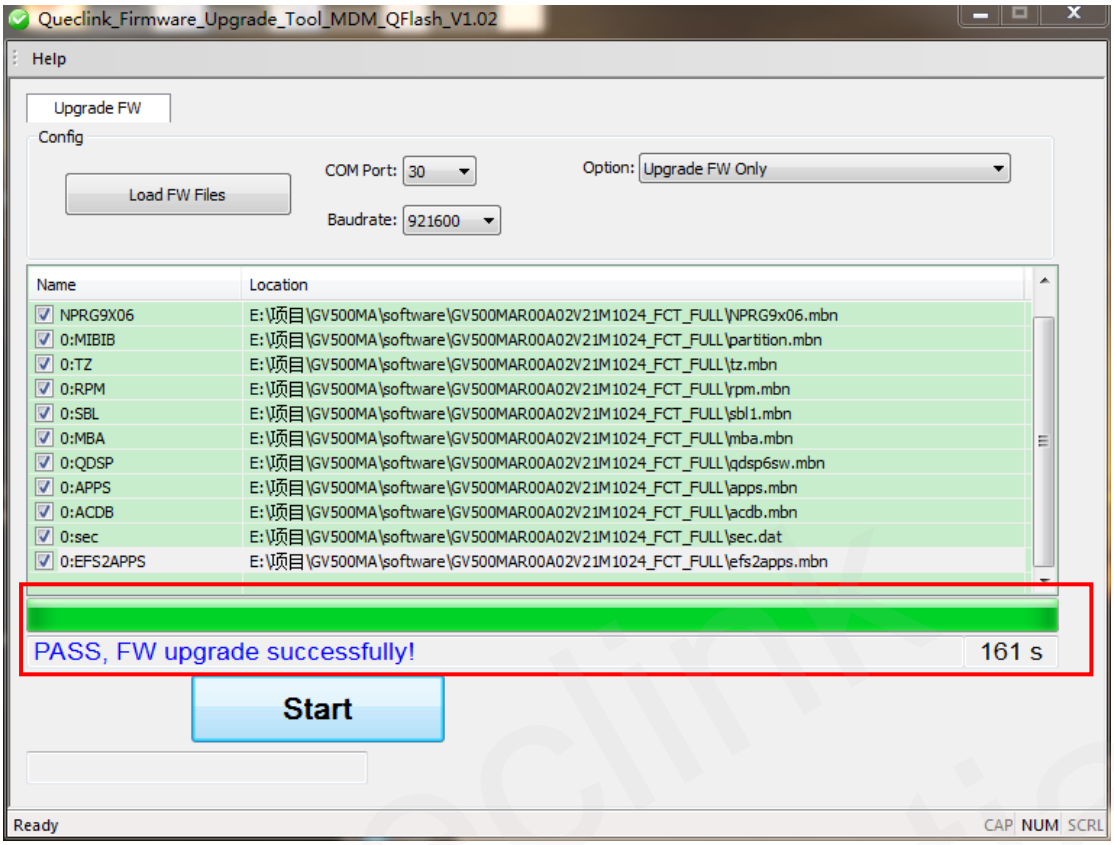


Figure 12: Successful Upgrade

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3. Troubleshooting

3.1. Fail to Open COM port

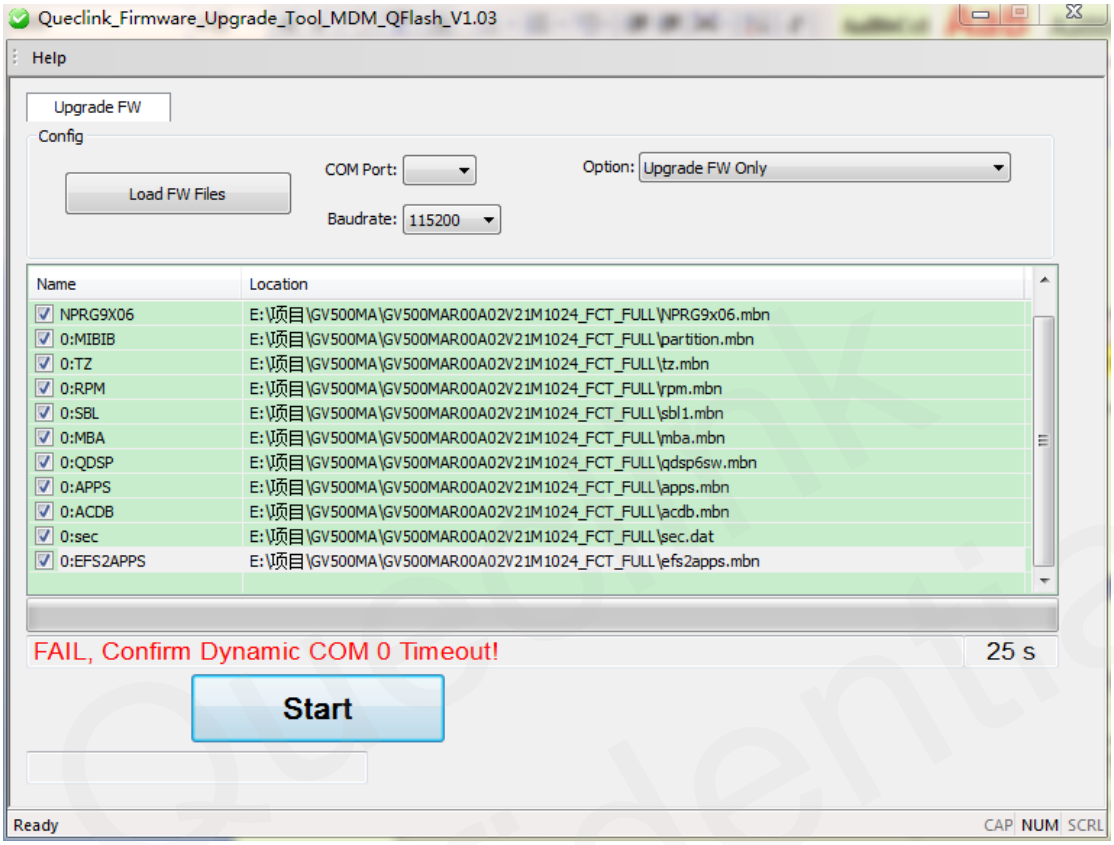


Figure 13: Port Error

Possible Reason	Solution
This COM port is occupied by other tools, and this tool cannot open COM port.	Release this COM in other tools.
Upgrade cable is not connected.	Connect the upgrade cable to PC.
FW files are not loaded.	Load the FW files first.
This COM port is dead.	Reboot PC.

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3.2. Fail to Download FW files

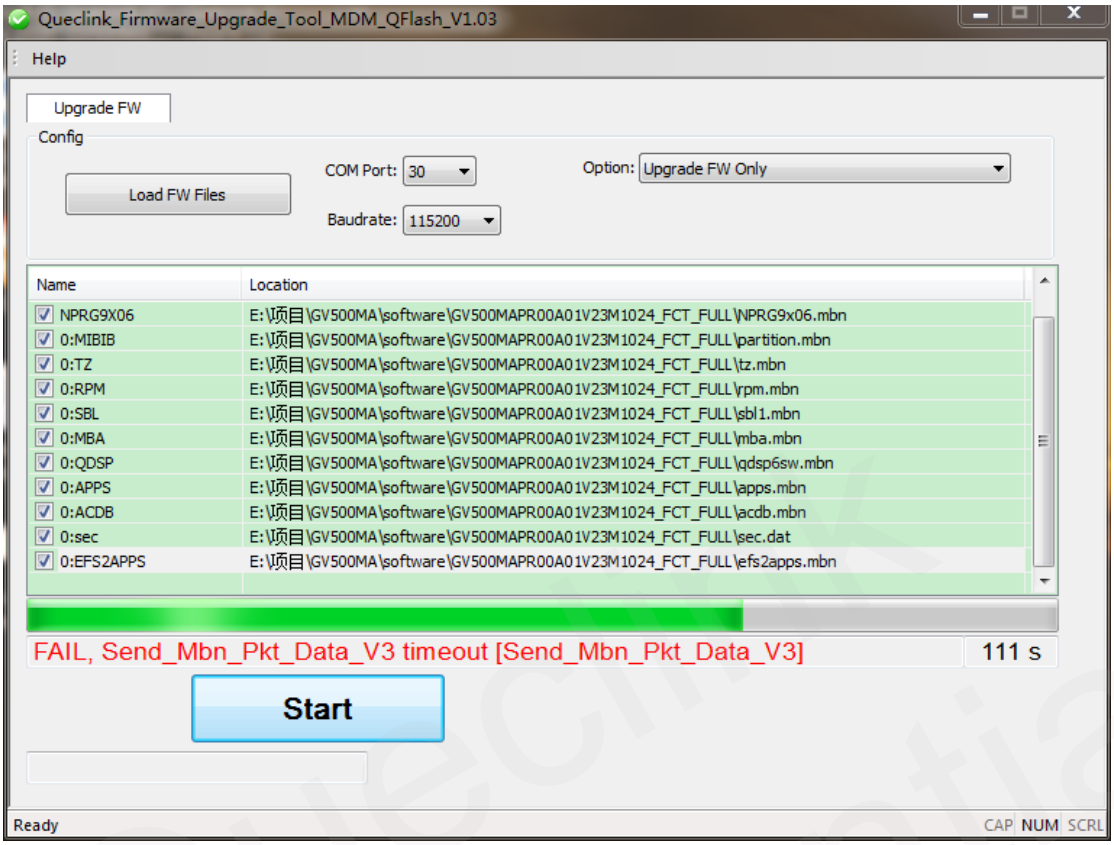


Figure 14: Download Failure

Possible Reason	Solution
Power supply is unstable.	Obtain stable power supply.
USB port is not working.	Change PC or upgrade cable for stable COM port communication.

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Grace Wang Checked
2018.8.30