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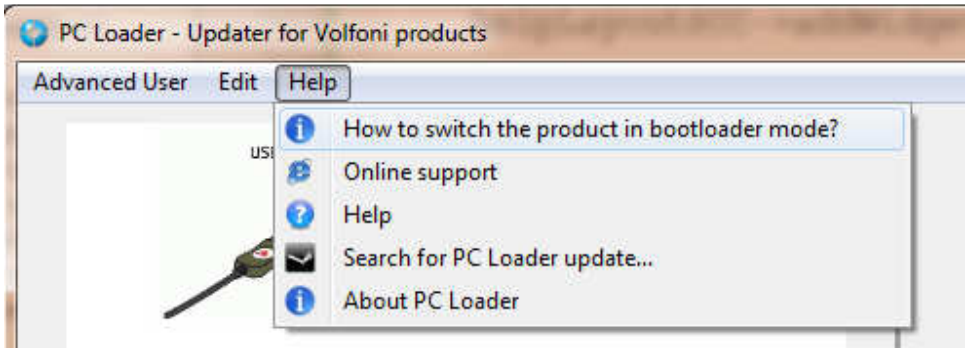
1 Using Volfoni Loader

1.1 Set device in update mode

Some devices need a procedure to turn it in update mode (also called bootloader mode). Most of time, you need to push a button and then turn on device / plug it to USB.

Procedure change for each product. To see procedure for your device, go on “Help” menu and then “How to switch the product in update mode?”.

This menu appears only if PC Loader didn’t find a device.



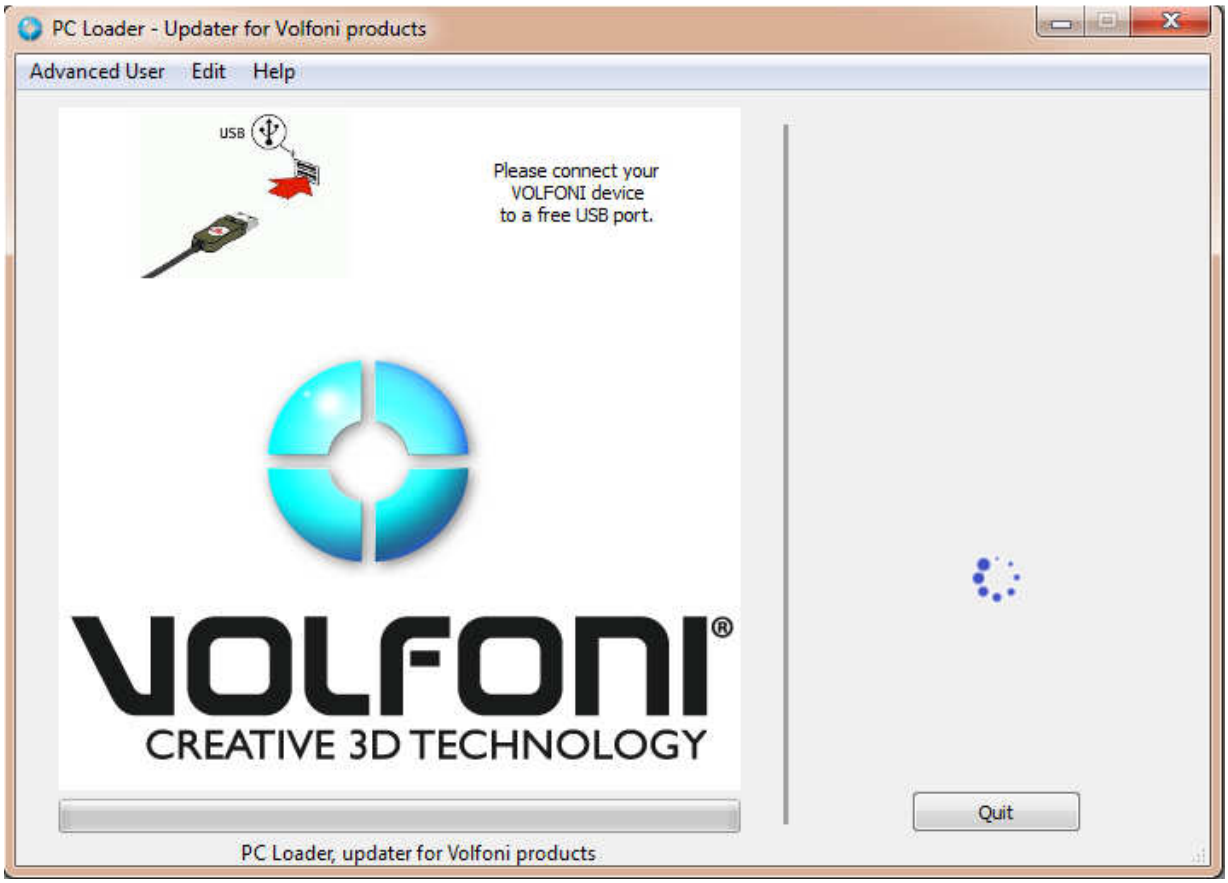
Help for update mode

1.2 Connect a device

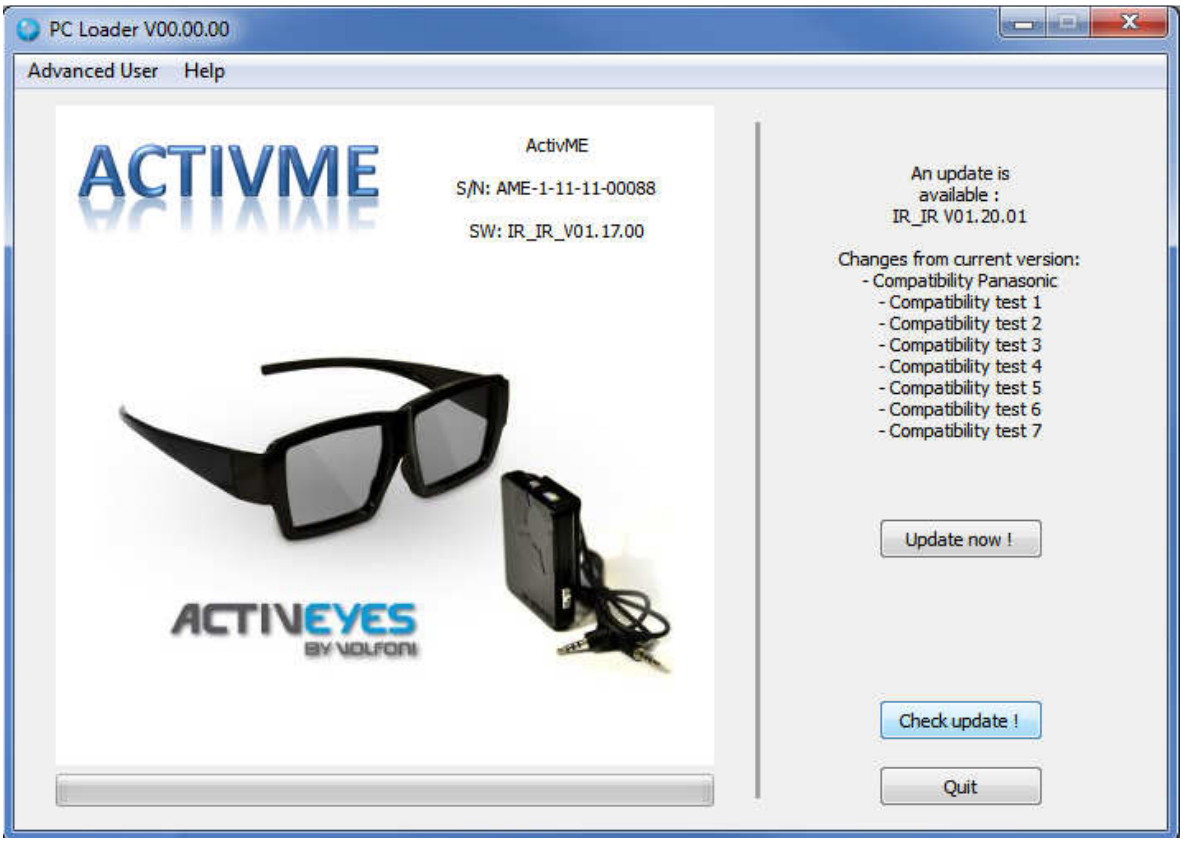
On each Volfoni product, you have an USB Micro-B connector; you need to connect it with an adapted wire to your computer.

If PC Loader recognized your product, you will see some information about your device like a photo, the serial number or the software version installed on it.

If you don’t see information about your device when connected, it’s because PC Loader didn’t recognize it. Verify that link between computer and device is good and that you are in **update mode**.



PC Loader is waiting for a Volfoni device



Volfoni Loader recognized a device

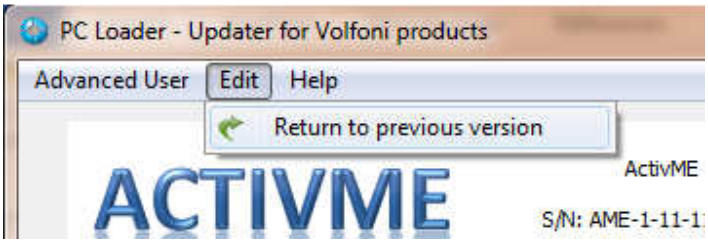
1.3 Check for update

If PC Loader recognized your device, a button “Check for update!” appeared. Click on it if you want to check if there is a new software version available for your device.

If a new version is available, you will see a message about it. Changes between your current software and the last one will appear and also the button “Update now!”. Click on it to update your device.

1.4 Return to the previous version

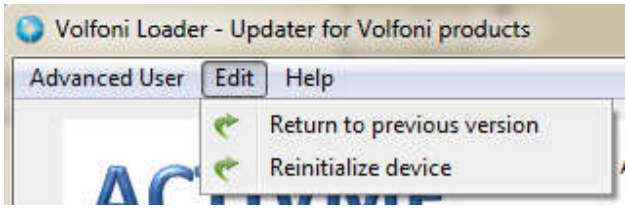
There is an option to return at the last version installed on the device (for example if it was better than the new one), to do that go on the “Edit” menu and select “Return to last version”. This option is enabled only if you did an update of this device in the past with the same computer.



Menu to return to previous version

1.5 Restore the device

A menu is available to return to factory version, you can use it without internet, to do that, go to “Edit” menu and then “Reinitialize device”.



Menu to restore device

2 FAQ

PC Loader doesn’t recognize my device, what can I do?

- Be sure that your device is plugged to an USB connector.
- Be sure that you have only one Volfoni device connected.
- Be sure that you product is in update mode.
- Be sure that your device is compatible with PC Loader (only product sold after 2011).

PC Loader crashes when I want to check for updates, why?

- Check your internet connection, PC Loader send a request to Volfoni server when clicking on “Check update!”.
- Maybe Volfoni server is not available, try to update your device later or check that http://www.activeyes.com/ website is available.

Update failed during processing, why?

- Downloading update can failed during processing, check that you internet connection is working and try again.
- Downloading update to your device can failed, check that your device is plugged and try again.