



Bouncer – FAQ – Captuvo Firmware Update

Why do I need to upgrade the firmware?

Any new or updated **iOS** apps must be 64-bit to meet Apple's requirements. In order to use a **Captuvo** scanner and run Bouncer v.3.4 or later, the firmware for your existing **Captuvo** scanner(s) must be updated to version 1.6

How do I update the firmware on my Captuvo scanner?

Honeywell manufactures the **Captuvo** and requires a PC Laptop or Desktop Computer with a USB BSL port to perform the firmware update.

You will need to download the following:

- Firmware Upgrade Utility v2.1.0 (Windows Only)
- Captuvo Firmware 1.6

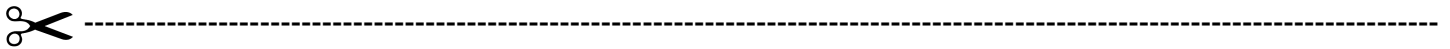
Please see the **Captuvo Support Section** at bouncerapp.com. There is a link where you will be able to download a zip file that contains all the necessary downloads as well as detailed instructions from **Honeywell**.

Follow the manufacturer's instructions for upgrading the firmware.

What if I do not have a PC and/or am unable to update the firmware for my Captuvo scanner?

Please send us your existing **Captuvo** scanner. Our tech support team will update the firmware and return your **Captuvo** to you promptly.

Please detach and enclose the return form with your **Captuvo** scanner:



Captuvo Firmware Version 1.6 Upgrade Request

Please send your scanner to:

Bouncer
Attn: Chris Billetter
9297 Walnut Creek Bottom Rd.
Dundee, OH 44624

User Return Shipping Information

name

business

address

city

state

zip code

phone

bouncer user name