

Myriota

Myriota AssetHawk Desktop App User Guide

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Revision History

Rev	Date	Description of Change
01	Jan 2026	Initial version.
02	Apr 2026	Updated to include <ul style="list-style-type: none">- New layout- UI changes- Device Configuration

Related Documentation

Find the latest versions of all Myriota documentation at support.myriota.com

How to Contact Us

Technical Support

support.myriota.com

Sales Support

sales@myriota.com

Myriota Online

myriota.com

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Introduction

AssetHawk Desktop Tool is a desktop tool that supports the following functionality for the Myriota AssetHawk™ devices:

- Update Device Software
- Update Modem Software
- Update Network Information
- Manage Device Configuration

Physical connection

The AssetHawk Desktop Tool utilises the AssetHawk USB-C port to communicate with the device.

Prerequisites

Windows

In the Windows 10/11 environment, the AssetHawk Desktop Tool requires an [FTDI driver](#) to communicate with AssetHawk. This driver will be installed while installing the Desktop tool for the first time.

Installing the AssetHawk Desktop Tool

Windows

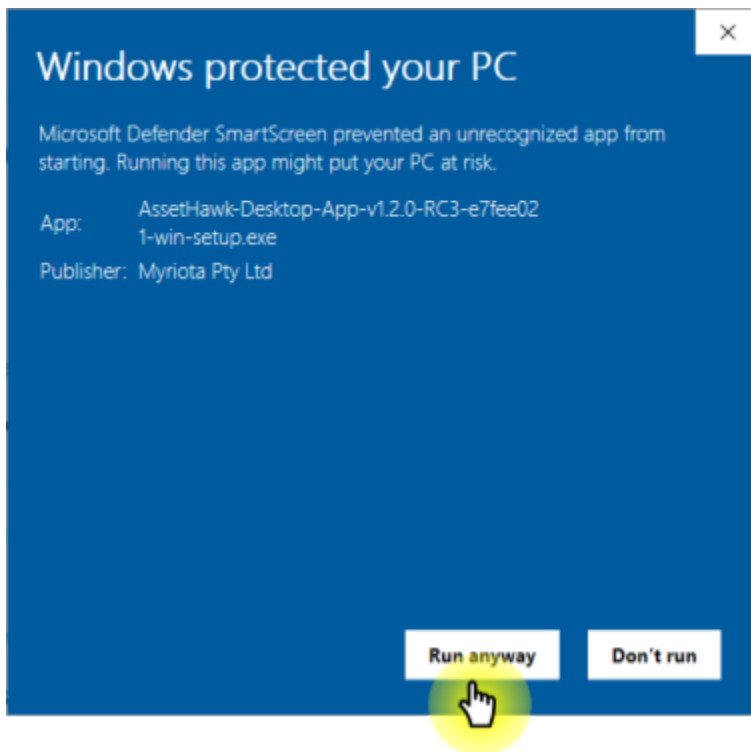
Run the executable to start the AssetHawk Desktop Tool installer.

As we are still awaiting Microsoft's authorisation of the signed application, you may see a Windows Defender screen when you run the executable for the first time on your computer.

If you see this pop-up, select “More info” as shown below.



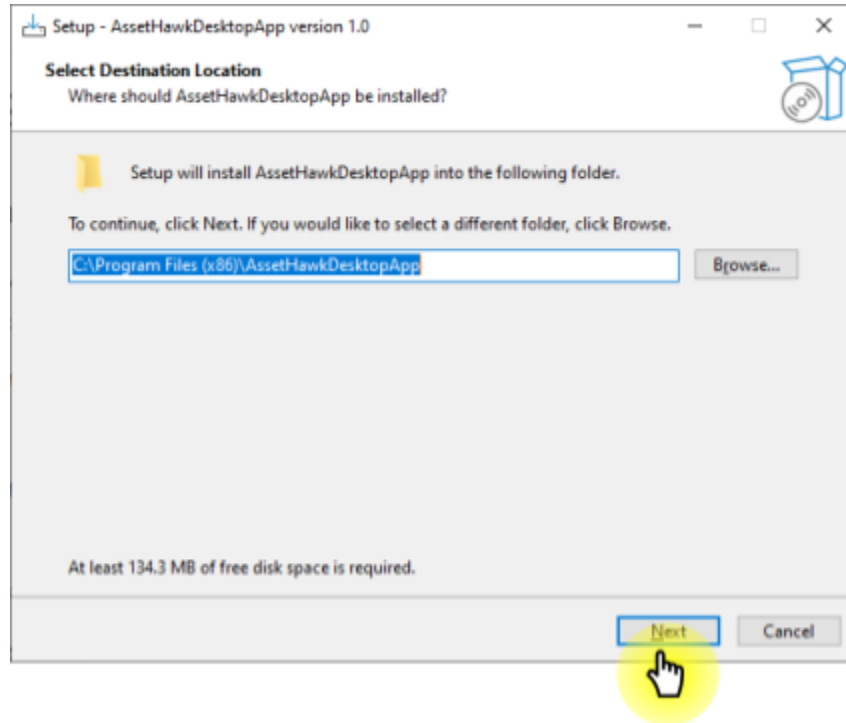
Confirm that Myriota is the application publisher and click "Run anyway".



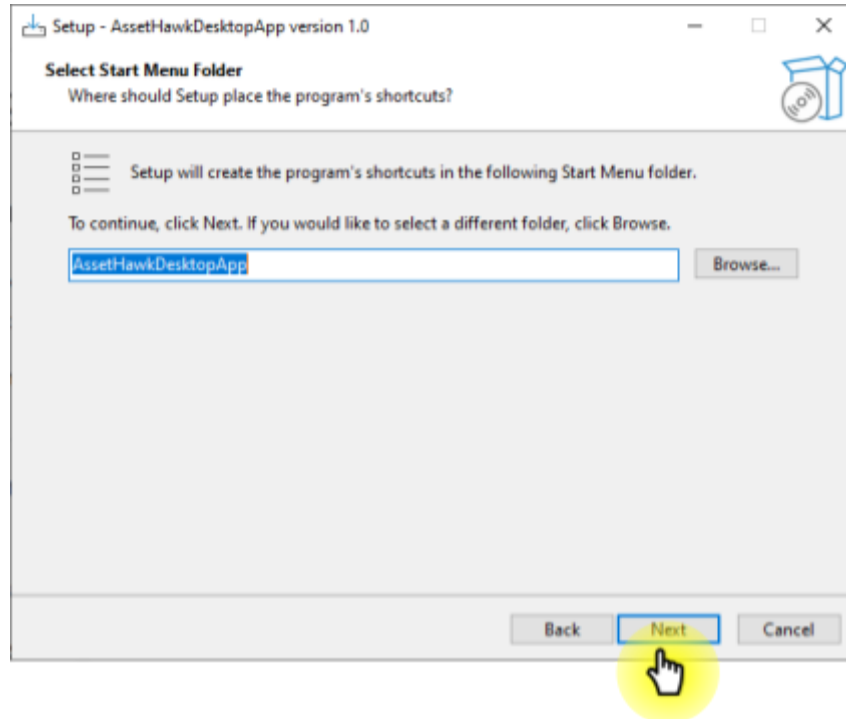
From this point onwards, you will no longer see this warning when opening the AssetHawk Desktop App.

Install Wizard

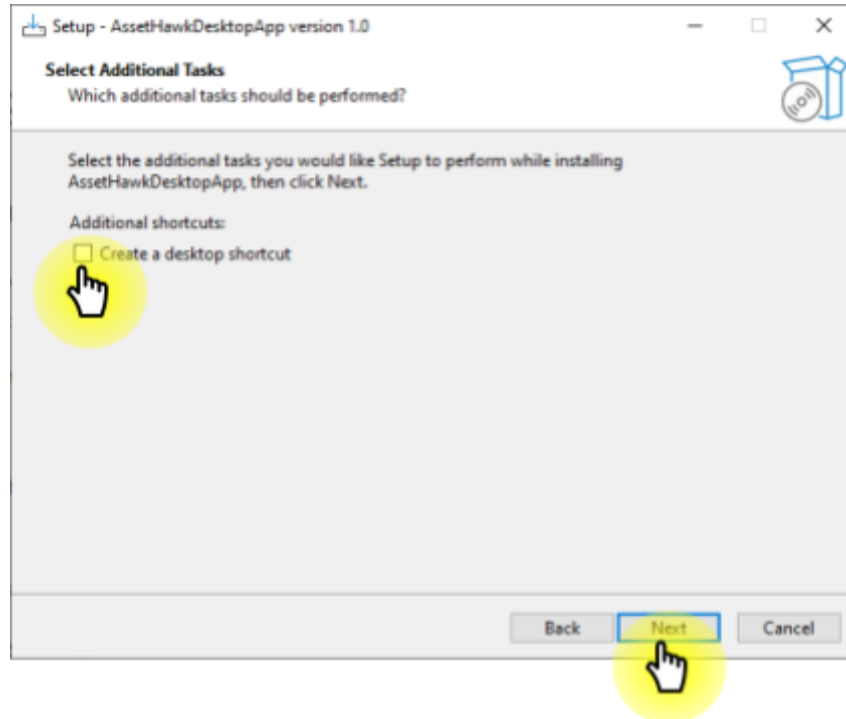
On the installer that opens after clicking on “Run Anyway”, accept the default install directory by clicking Next.



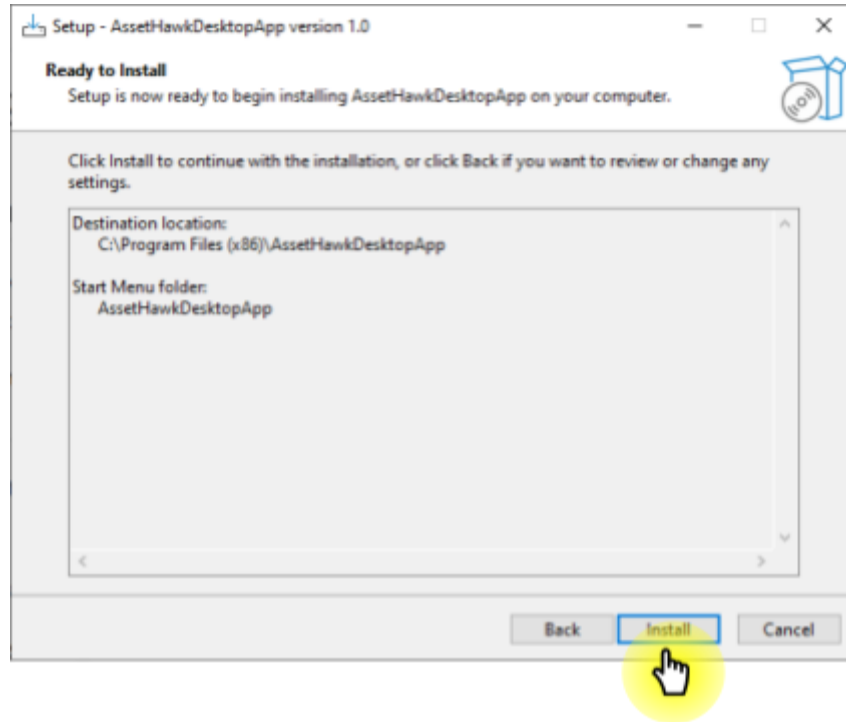
Accept the default app name for the startup menu by clicking Next.



Select whether you want a Desktop shortcut created for the AssetHawk Desktop app, then click Next.

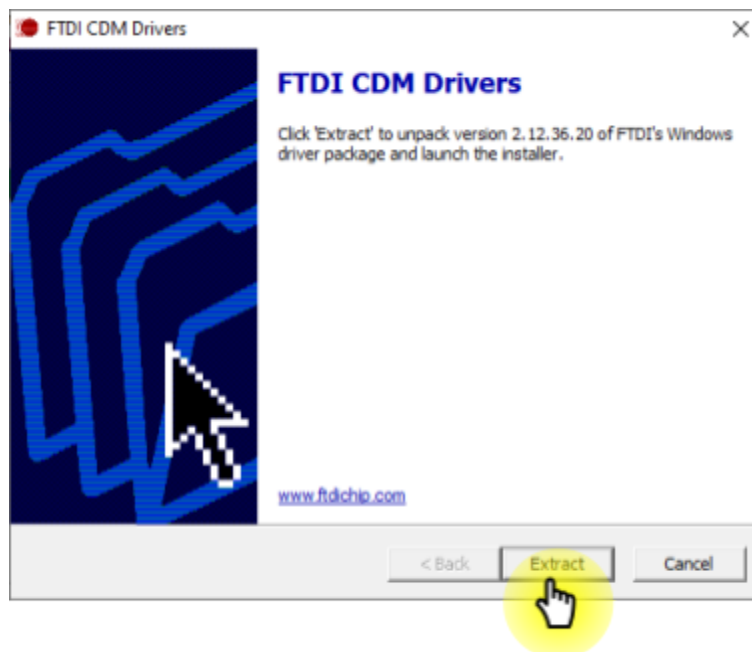


Accept the final confirmation.

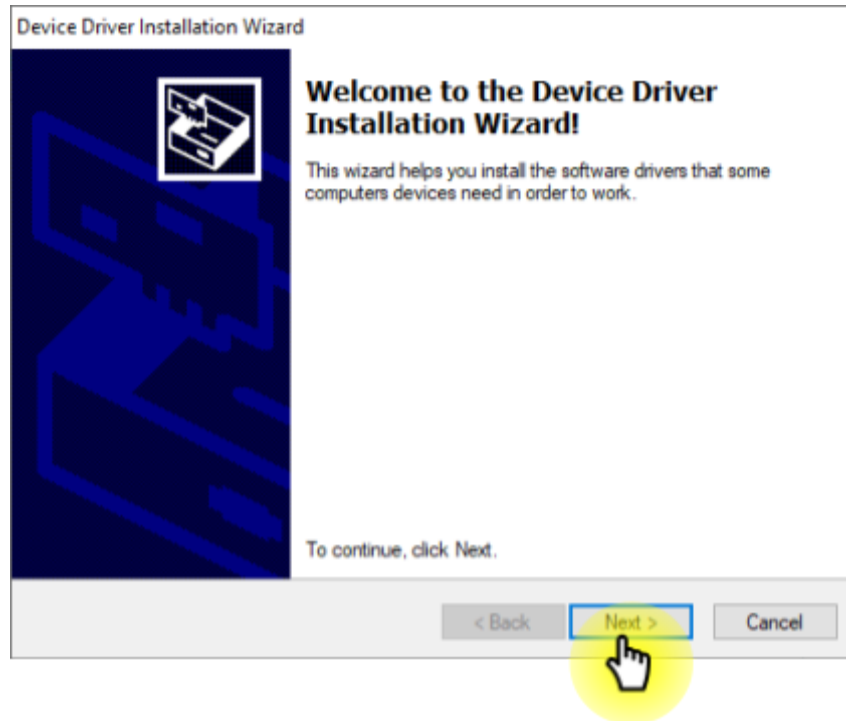


Driver Installation

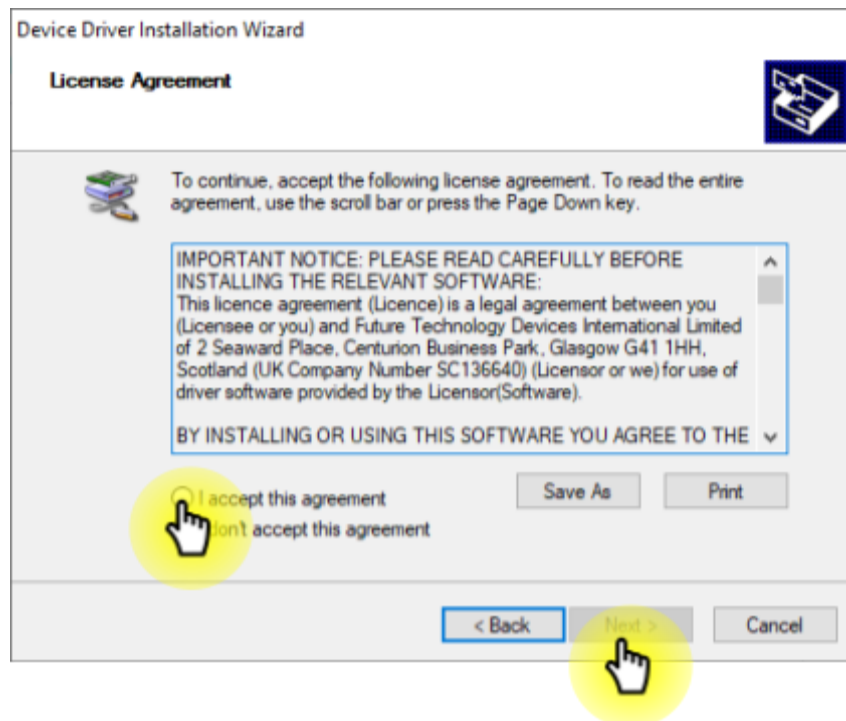
A new pop-up will appear, prompting you to install [FTDI CDM Drivers](#). These drivers are required to communicate with the AssetHawk device, and the AssetHawk Desktop app will not function without them. Click on Extract to begin the installation process.



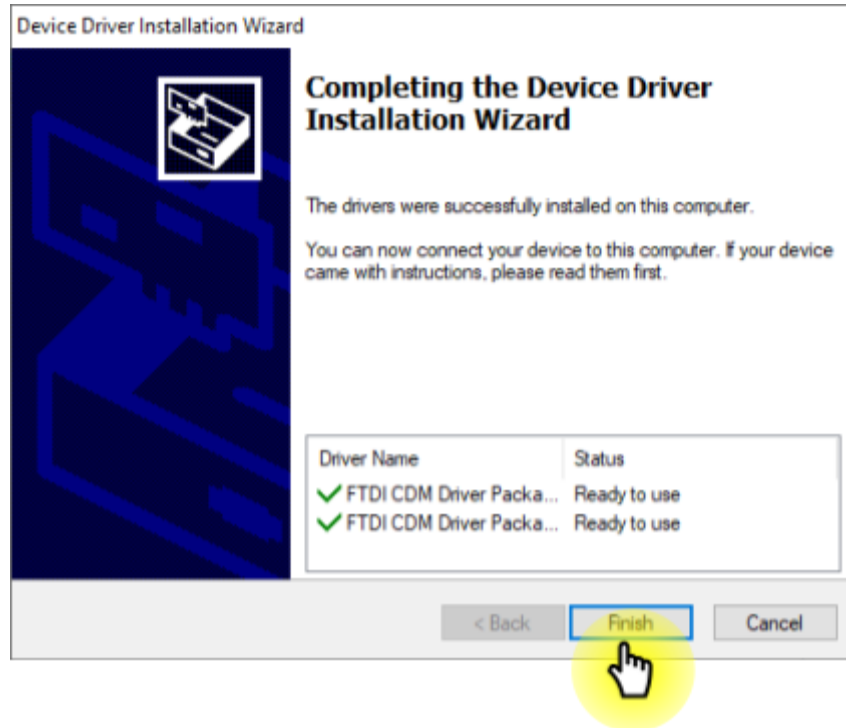
Click Next to proceed.



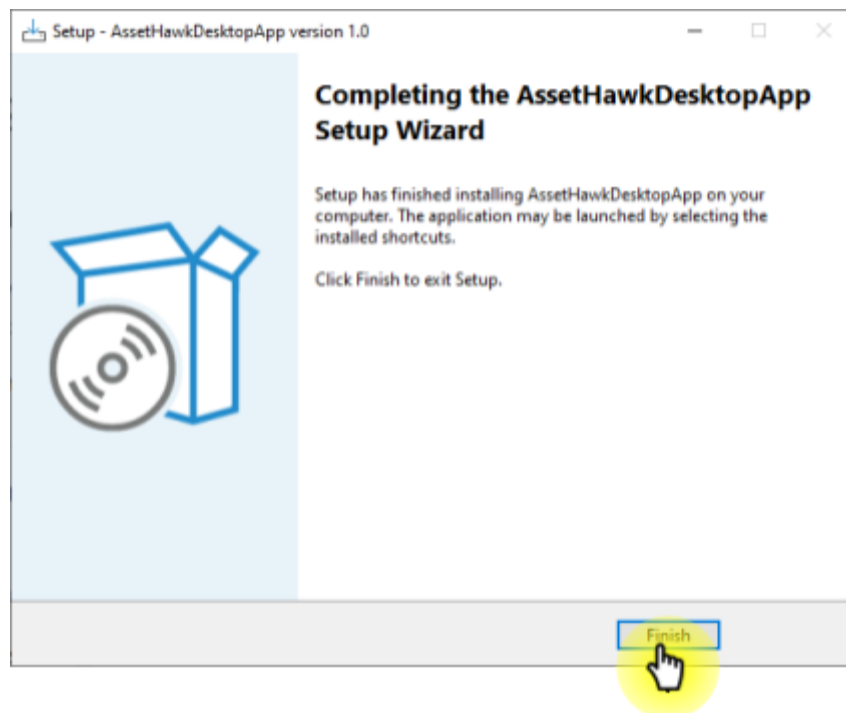
Accept the License Agreement and click Next



Complete the Driver Installation



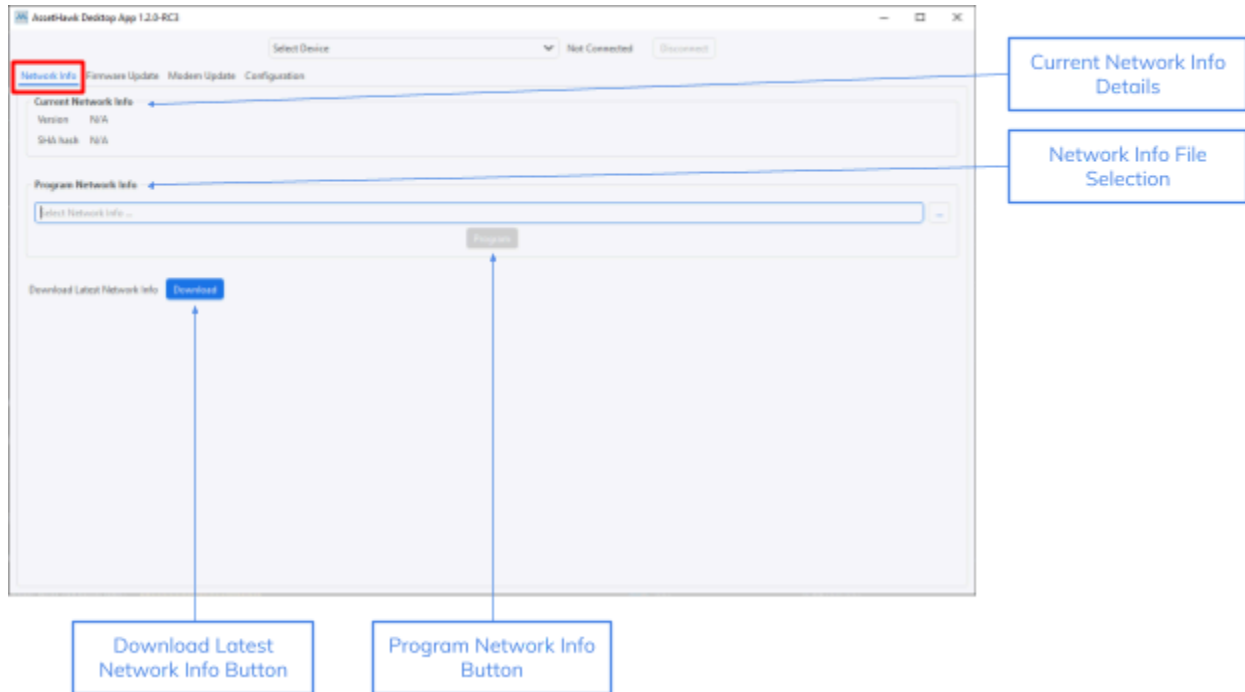
Complete the AssetHawk Desktop app Installer.



UI Overview

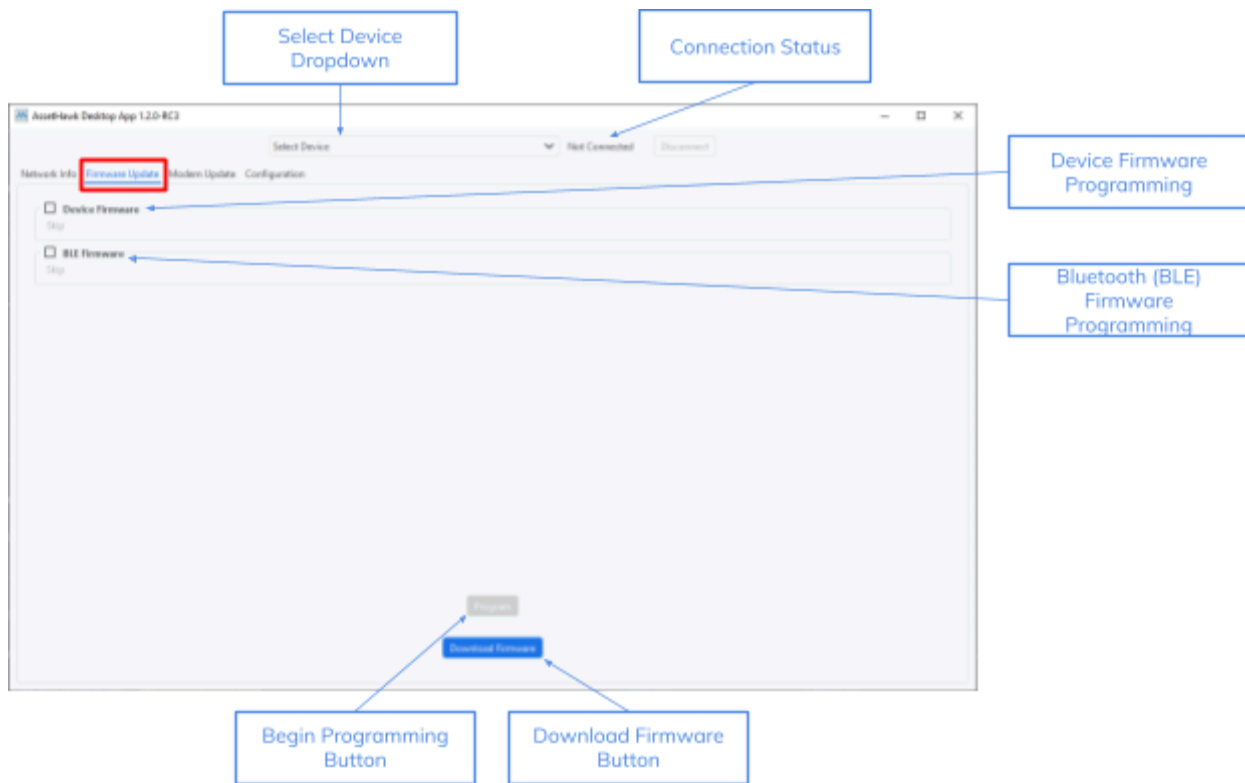
Network Info Update

The Network info of the AssetHawk device can be updated through the Desktop tool. The Network information can be downloaded via the tool, or an already saved file can be selected for programming.



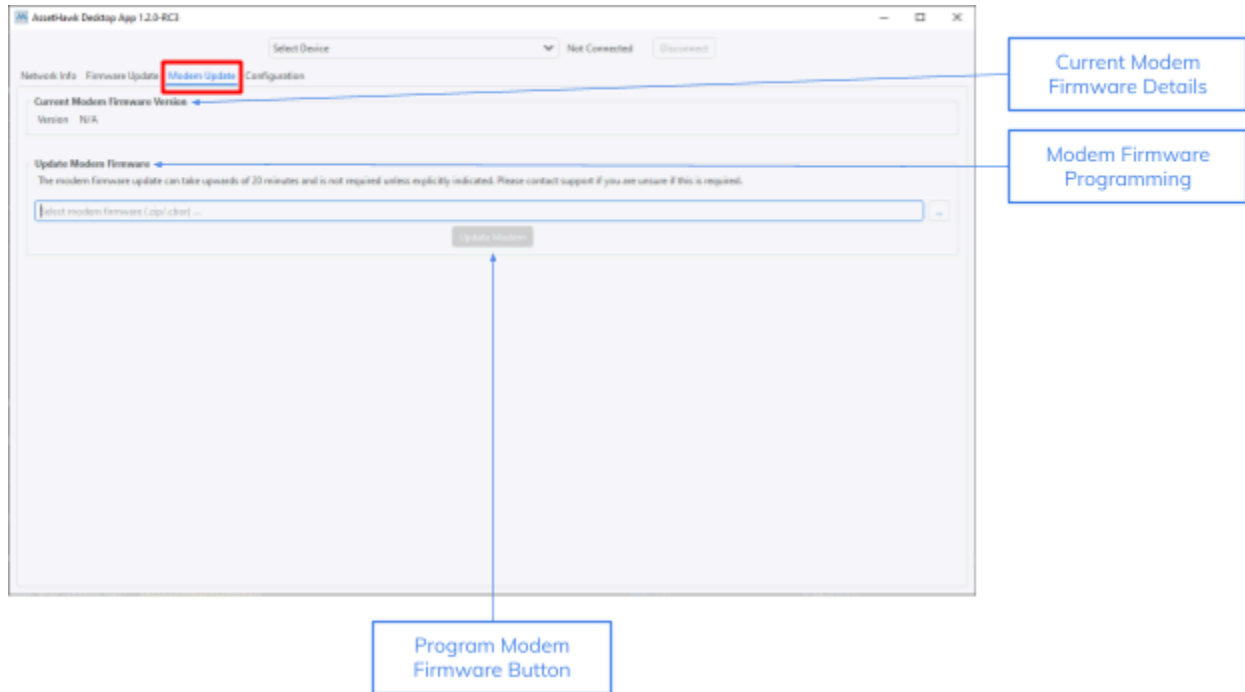
Device Firmware Update

The Device firmware and the Bluetooth firmware can both be updated from the same tab. Device and Bluetooth firmware can be downloaded via the tool. The tool supports reading the version and SHA-Hash from the selected firmware file, as well as the current firmware of the connected device, for easy verification.



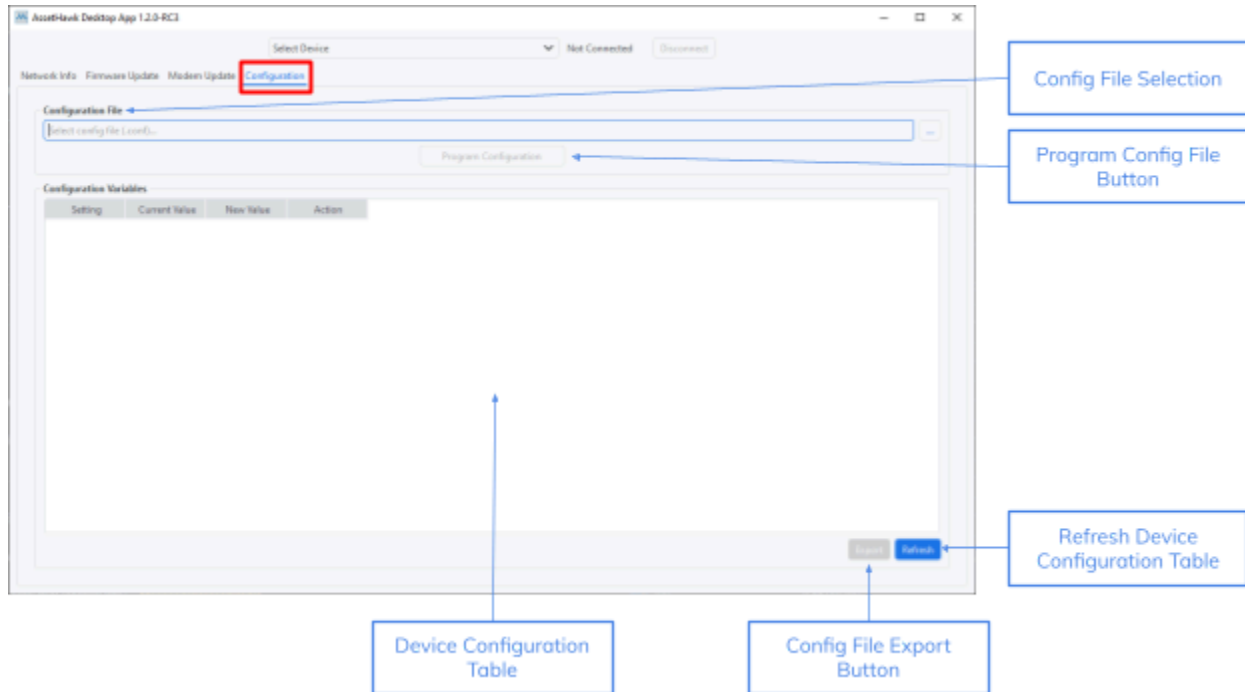
Modem Firmware Update

The Modem firmware can be updated via the tool. However, this does not need to be updated frequently and can take upwards of 20 minutes to complete. The currently programmed modem firmware version is displayed if the Device firmware supports this.



Configuration Update

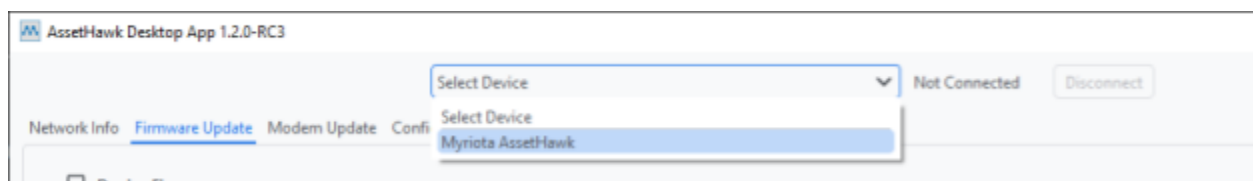
The behaviour of the AssetHawk device can be controlled via its configuration, which is editable in the Desktop app. The configuration variables of the connected device will be displayed if the device's firmware supports this feature.



Establishing Device Connection

Connect the USB cable to the AssetHawk.

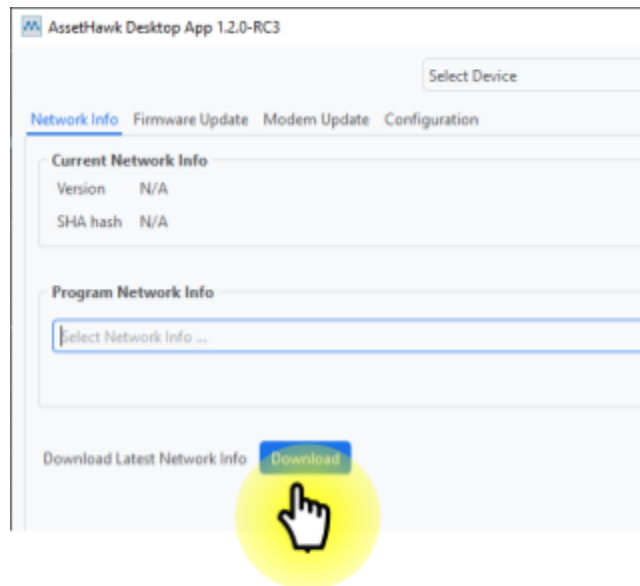
In the 'Select Device' dropdown of the Desktop app, select "Myriota AssetHawk"



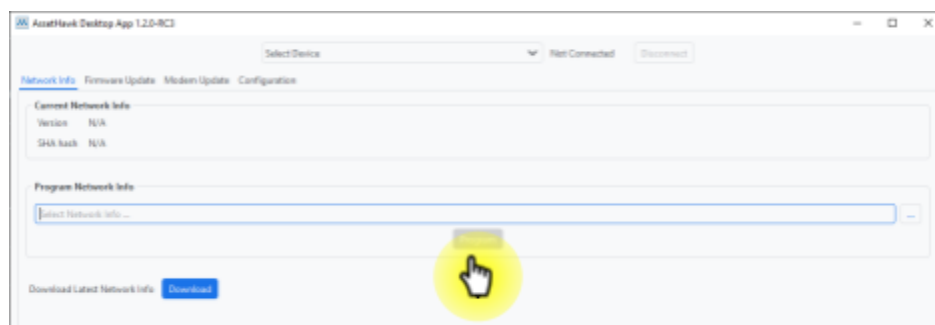
Network Info Update

Loading network info onto your AssetHawk ensures it has the latest information about the satellites to connect to the network as fast as possible. Although not required, it is recommended to update all devices with the latest network information before deploying them in the field for quicker install verification.

You can download the Network info at any time by selecting the Network Info Download button, as shown below.



This will prompt you to select a save location. The new file will be automatically selected once the file is saved. Click the program button to load the network info onto AssetHawk.



Internet connectivity is required to make use of the Network Info **Download** feature.

Firmware Update

Firmware Types

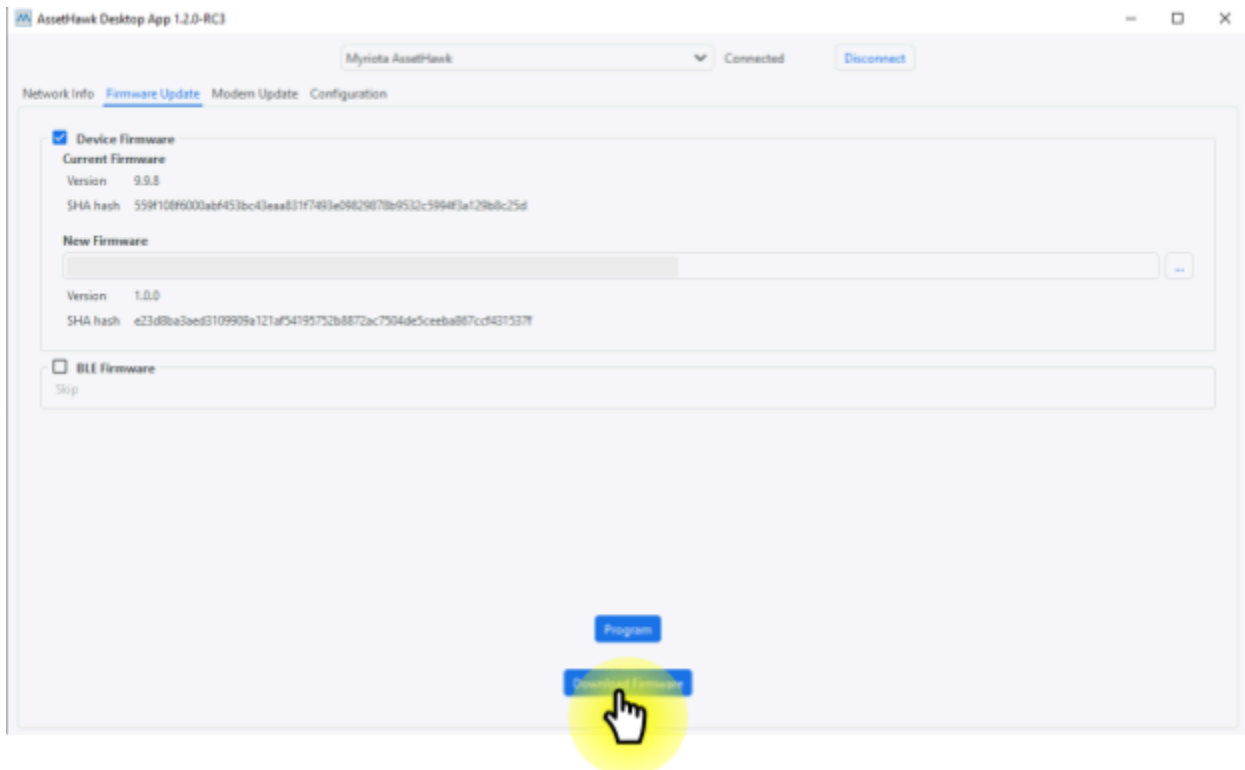
The Desktop app supports updating the AssetHawk Device, Bluetooth (BLE) and Modem firmware.

Device Firmware: The Device firmware is responsible for the device's behaviour, such as location sampling and communication with the Myriota HyperPulse network.

BLE Firmware: The Bluetooth firmware is responsible for the device's BLE behaviour, including BLE Gateway capabilities.

Modem firmware: The Modem firmware is responsible for the modem's operation, managing network connections and behaviour.

The latest firmware can be downloaded from the [Myriota Device Manager](#) by clicking on the Download Firmware button located at the bottom of the Firmware Update tab.

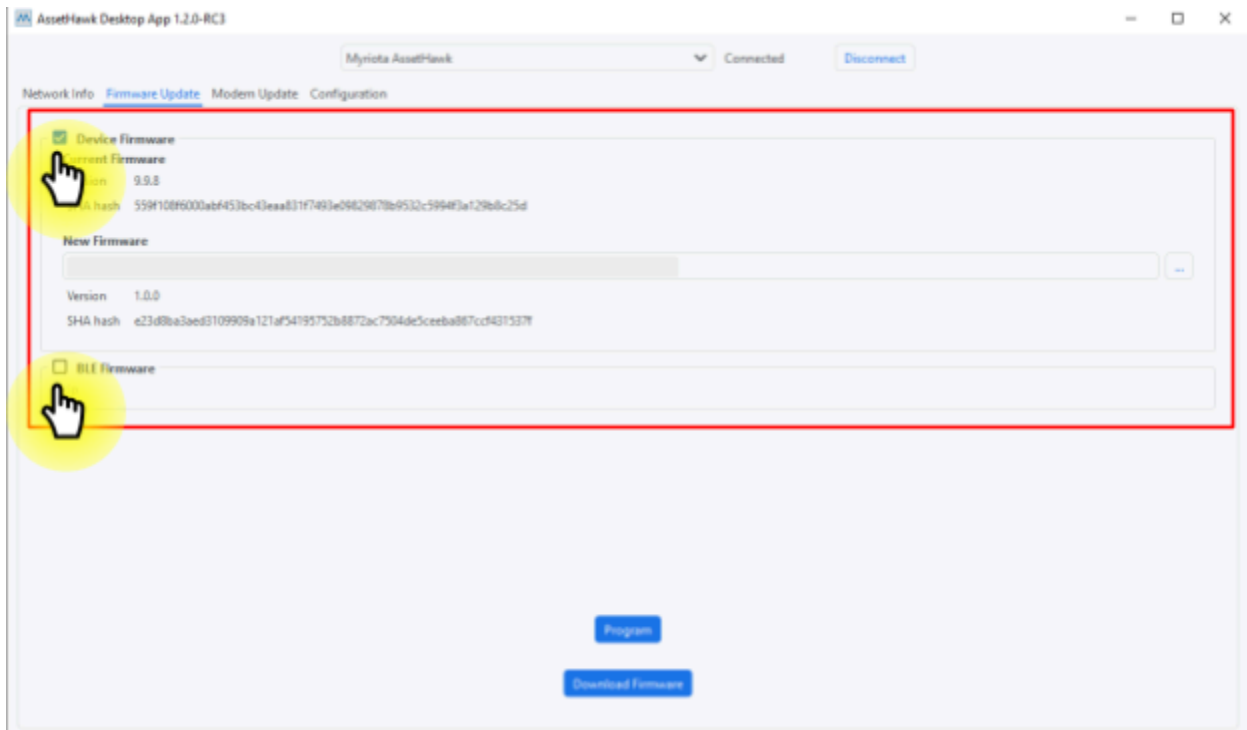




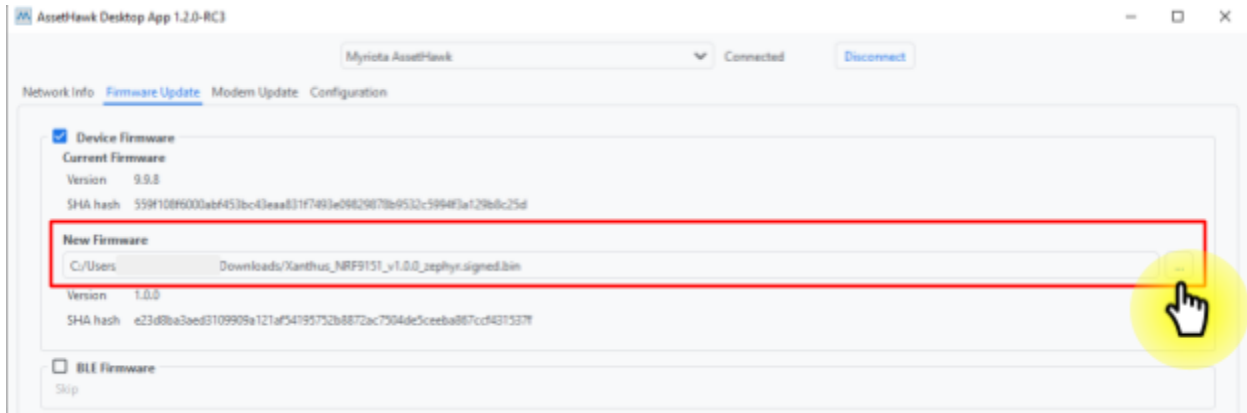
Internet connectivity is required to make use of the **Firmware Download** feature.

Device and BLE Firmware Update

To update your AssetHawk Device and/or BLE firmware, navigate to the “Firmware Update” tab and tick the firmware to be updated so that your view expands as shown below:

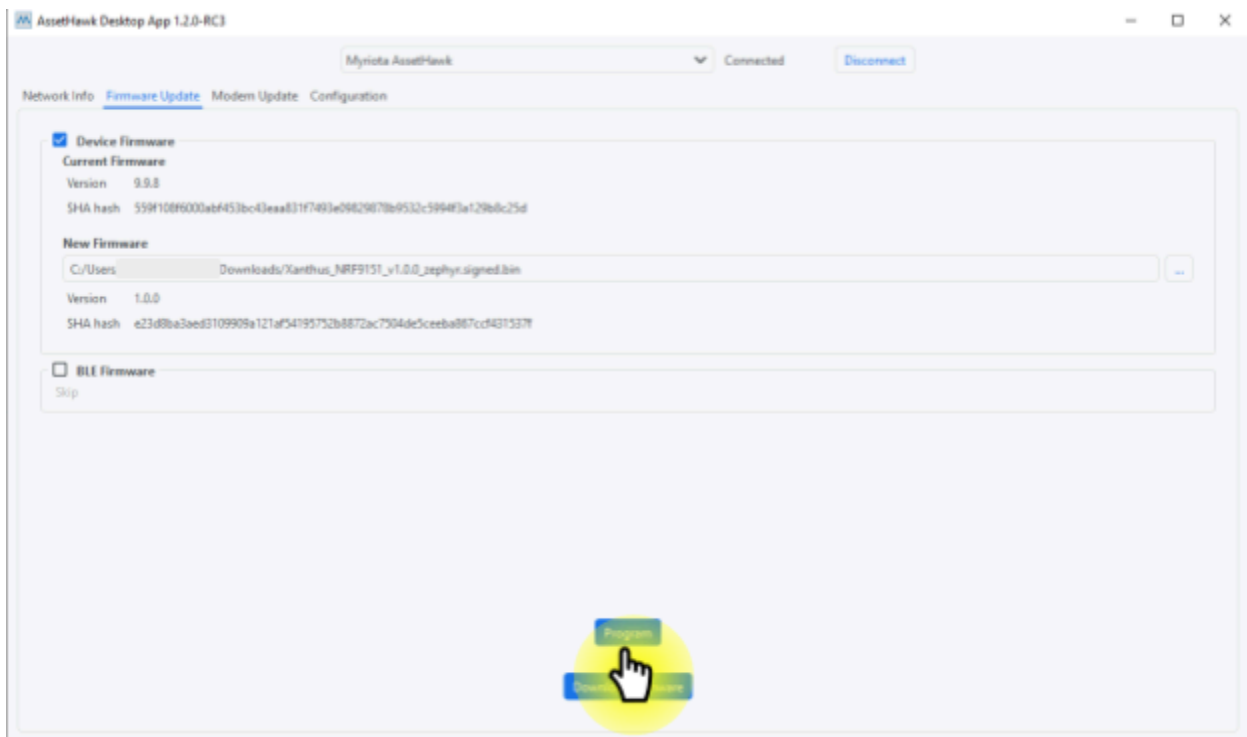


Click the three dots on the right-hand side of the “New Firmware” bar to navigate and select the latest firmware for the Device and/or BLE.

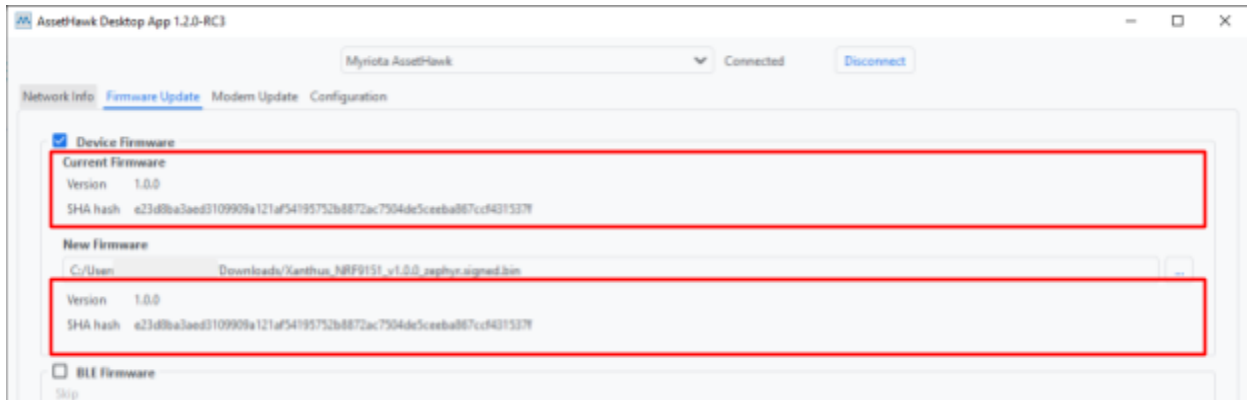


Once completed, the paths to the files will be displayed in the “New Firmware” bars as shown above. In addition to the filename, the firmware version and SHA-Hash of the selected file will be displayed.

Click the blue “Program” button at the bottom of the Desktop app, then wait for the programming process to complete.

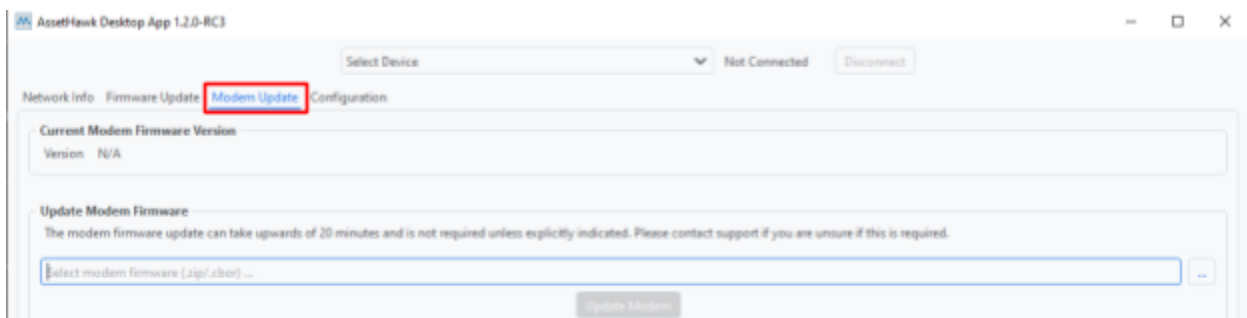


Once programming is complete, success can be confirmed by verifying that the current firmware version and its SHA-Hash match those of the selected and recently programmed file.

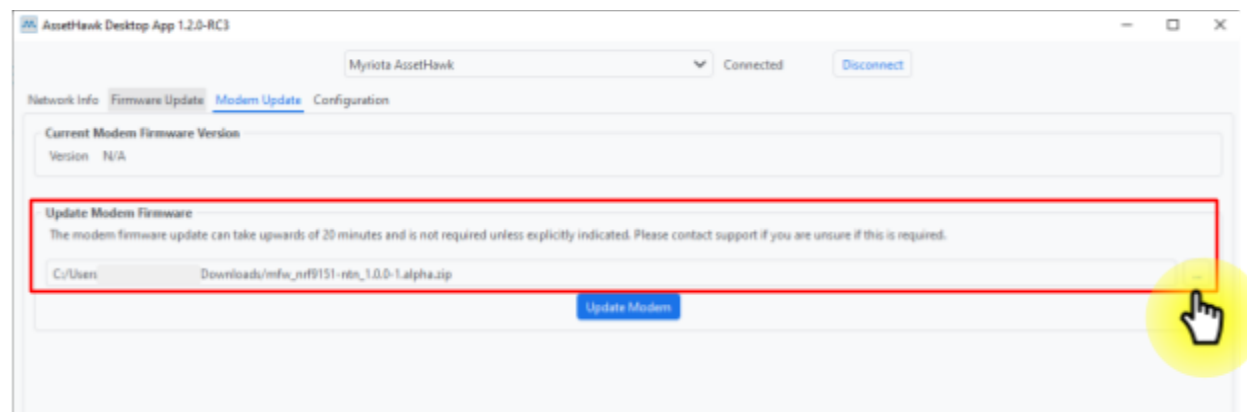


Modem Firmware Update

To update your AssetHawk Modem Firmware, navigate to the “Modem Update” tab as shown below:

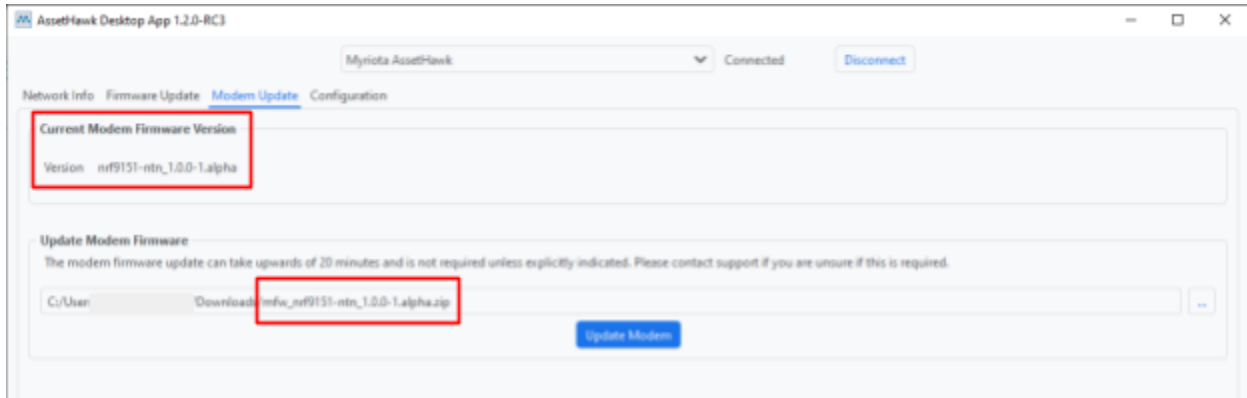


Click the three dots on the right-hand side of the screen to navigate and select the latest modem firmware file.



Click the blue “Update Modem” button at the bottom of the Desktop app, then wait for the programming process to complete.

Once programming is complete, success can be confirmed by verifying that the current firmware version matches that of the selected and recently programmed file.

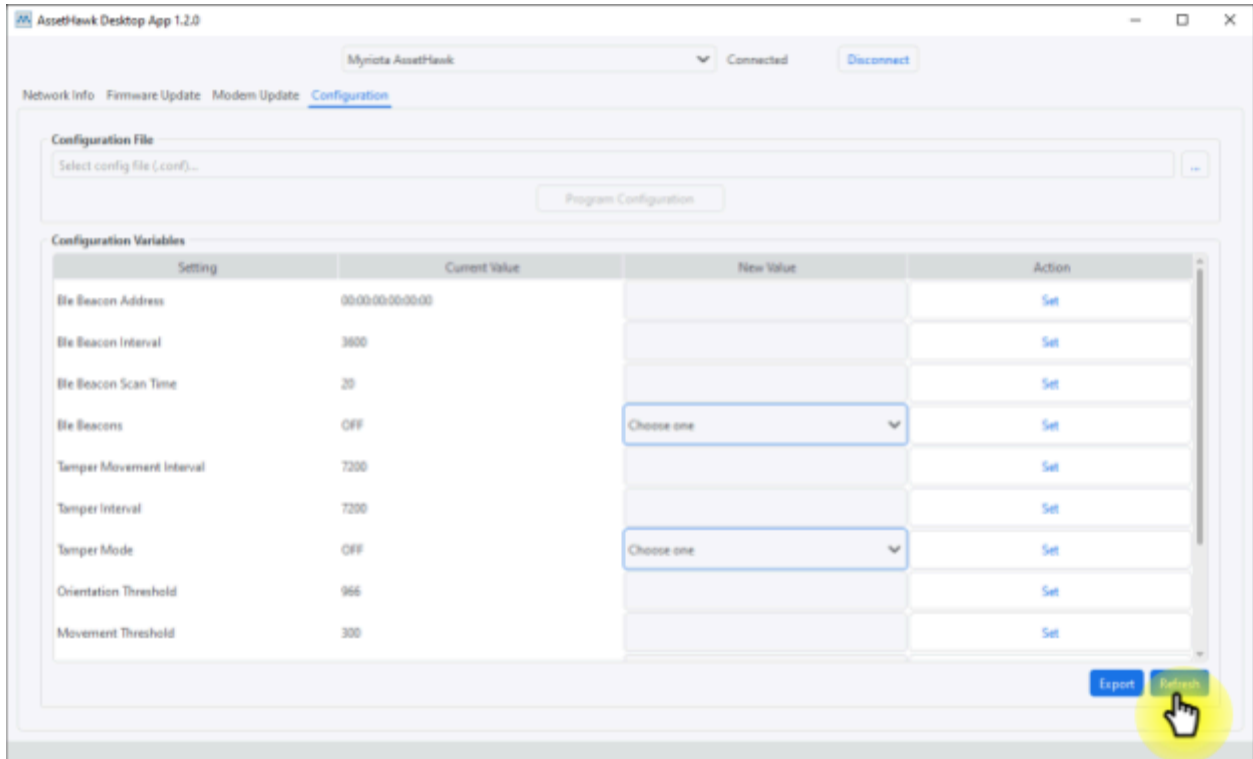


Device Configuration

Available device configuration options may change depending on the programmed firmware version. For a list of supported configuration variables with descriptions and limits, refer to the AssetHawk Datasheet available on the [Myriota Support site](#).

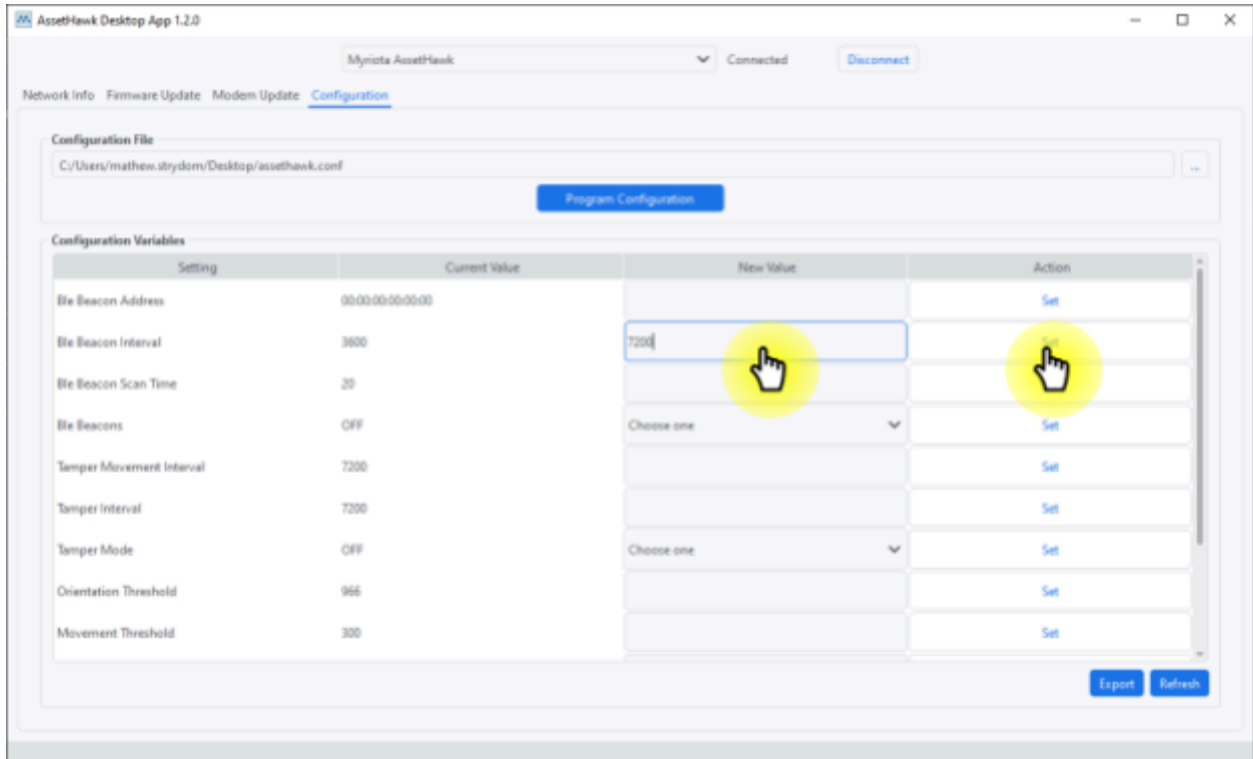
Configuration Variable Update

The configuration table should populate automatically if the firmware supports this feature. If the table does not populate, the Refresh button can be used to load the latest values.



If the firmware does not support configuration, a message will prompt a firmware update.

To change the value of a variable, enter the desired value into the New Value column and select the Set action in the same row. The value will be updated, and the success or failure will be confirmed via a pop-up.



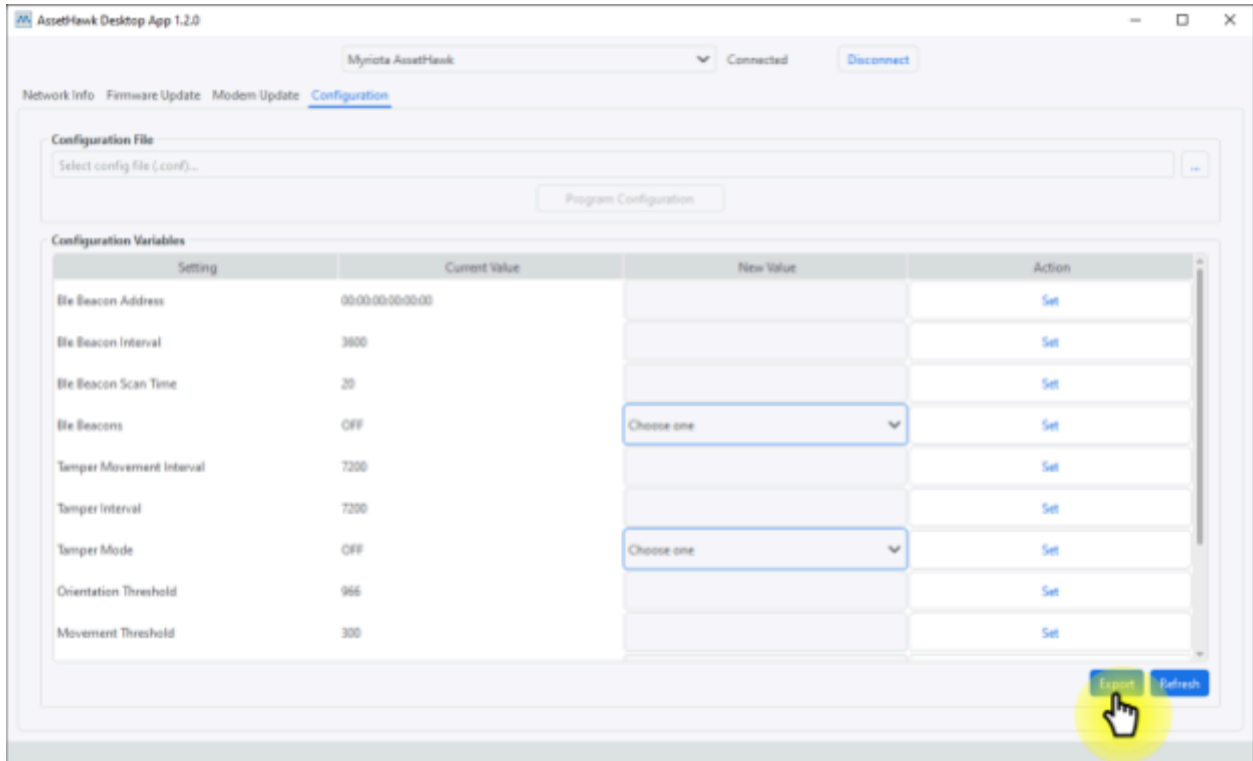
If multiple variables need to be updated, the corresponding Set button for each must be clicked before the change takes effect.

Configuration Files

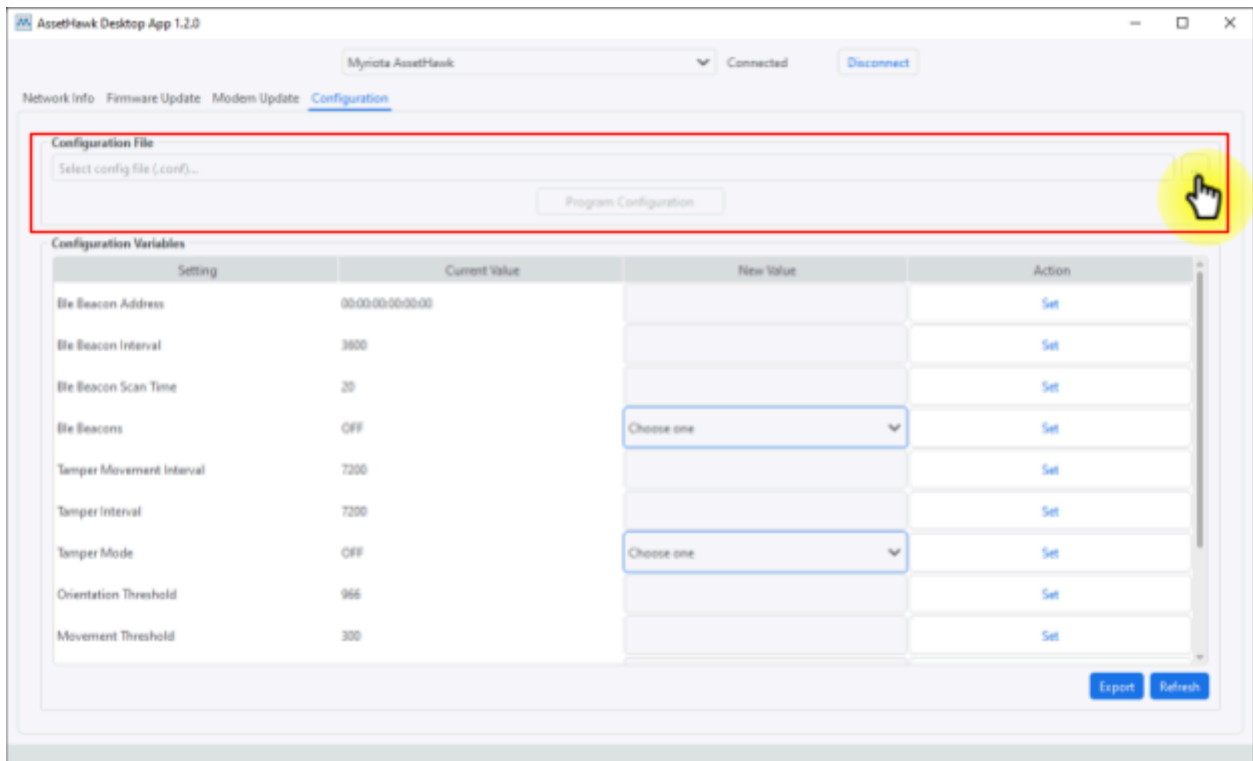
The current values of the configuration variables can be exported to a file for import and application to other devices. This is achieved by selecting the Export button in the bottom-right corner.



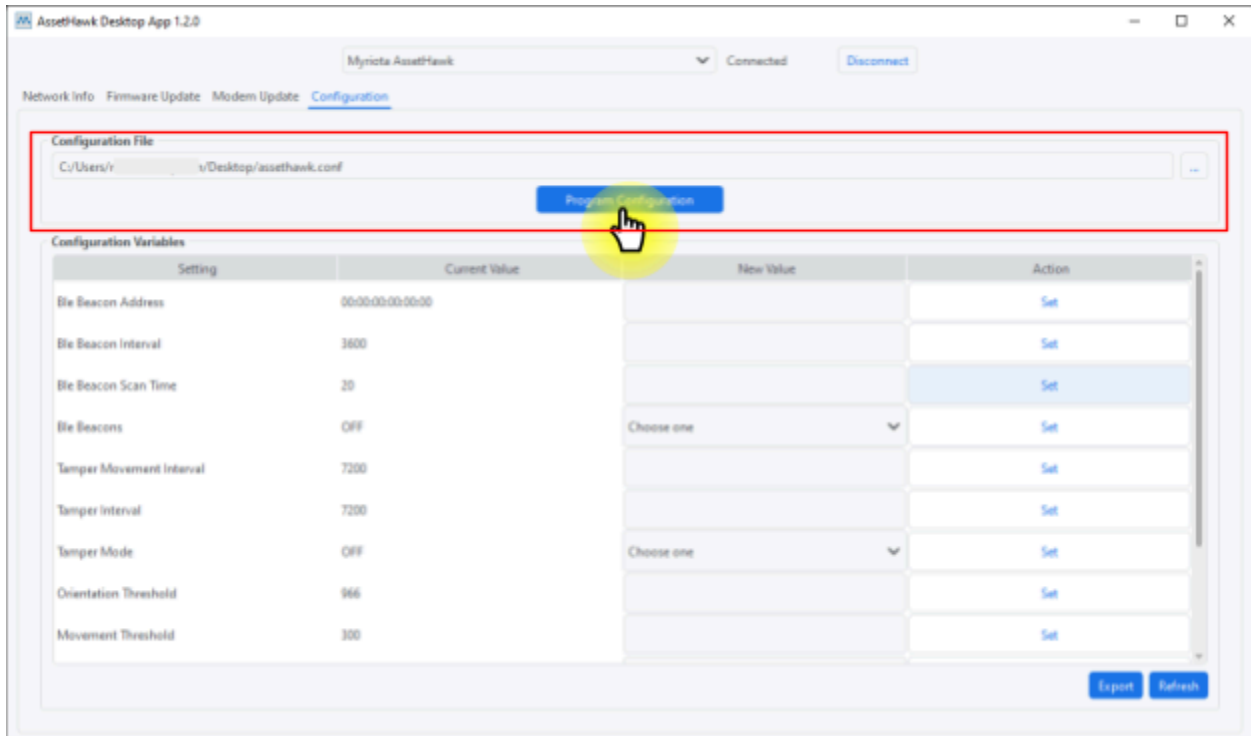
The Current value is exported. Ensure all New Values are Set and applied before exporting.



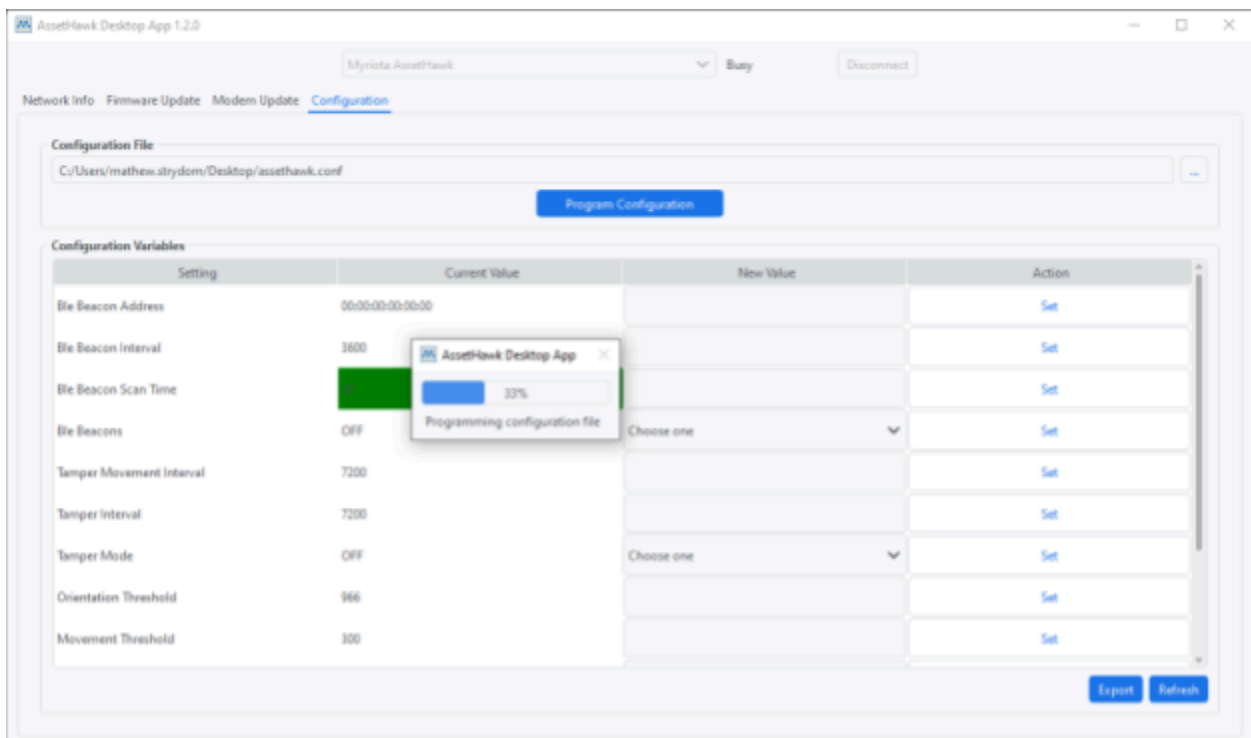
The saved configuration file can be imported using the three dots in the Configuration File section.



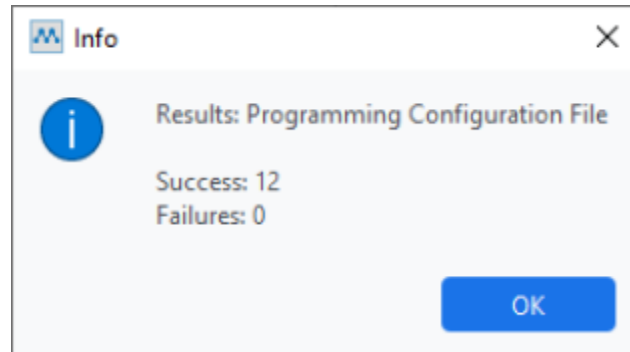
Once the configuration file is selected, it can be applied to the connected device by selecting the Program Configuration button.



Each setting will be updated to match the configuration file.



The result will be displayed once completed and highlight any variables that were not updated, if applicable.



Troubleshooting

If a pop-up appears that indicates “Something went wrong”. Disconnect the device from the PC, then reconnect it. Select the device from the dropdown and click the blue program button again.