

## Software Update Instructions – Hantle 1700W / C4000 / T4000

To update the software on your terminal(s), you'll need a SD or Secure-Digital memory card. These are often used as extra memory for digital cameras and should be available anywhere electronic devices are sold.

Memory cards are available in different capacities, you need to make sure the card you're using is 2GB (Gigabyte) capacity or less. Larger capacity cards will not be recognized by the ATM.

Below is an example of an SD Memory Card. If your computer or laptop does not have a built-in SD card reader, you may need to purchase an adapter. These are inexpensive and typically plug into a USB port on your computer.



SD Memory



USB Adapter for SD Memory

Next you'll need to download the files for your ATM onto the SD memory card.

Using the links provided in the bulletin, download the appropriate software for your machine.

Hantle provides two types of software loads for you to use, **Full Install** and **Update**.

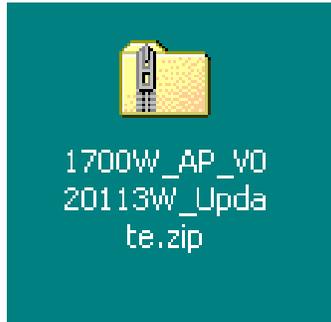
**Full Install** – Reloads the software and returns the machine to 'Factory Default'. All programming except master keys and secure mode passwords (which are stored in the EPP keypad) is deleted and returned to default. Deleted information, including journal cannot be recovered, the ATM must be reprogrammed.

**Update** – Patches the existing software with an update without altering any programming.

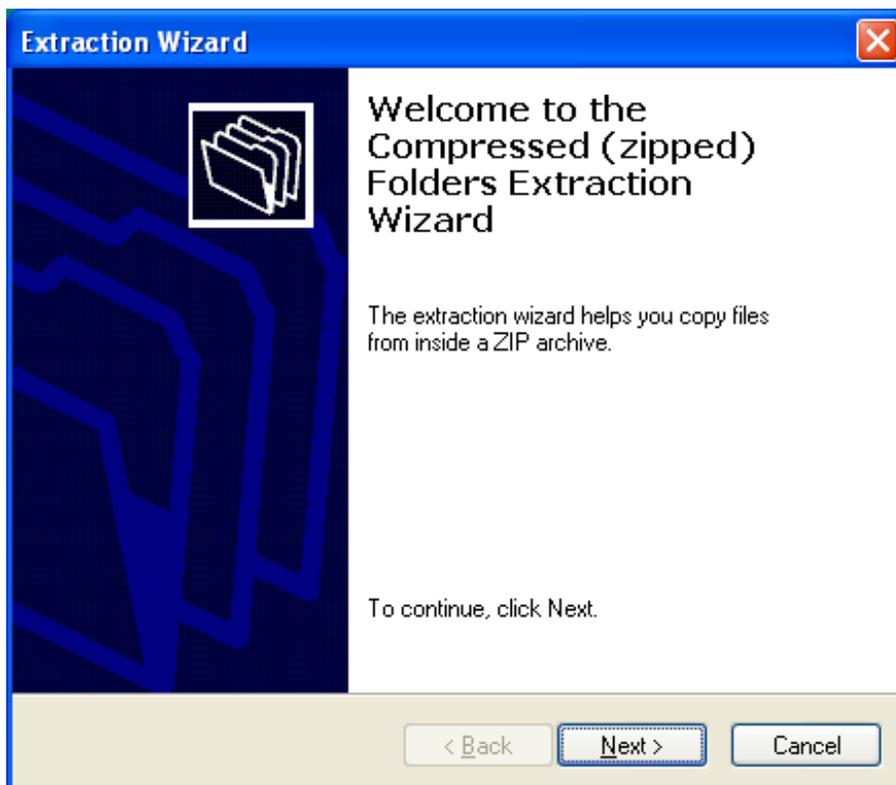
Once you have selected the appropriate software to download (Update or Full Install), download the file using one of the links from the bulletin, or contact tech support for latest versions.

Save the software file to your desktop so that it's easy to find during these instructions.

The file you download will be compressed (zipped) and you will need to extract the files.

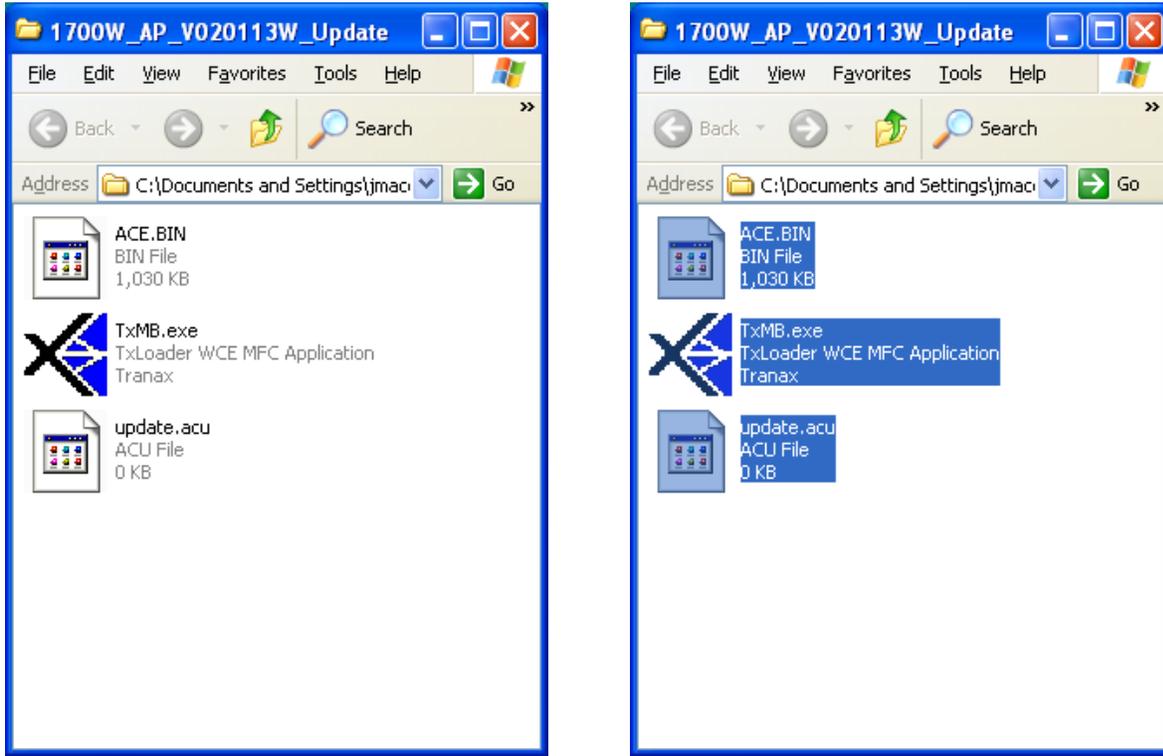


Right click on the file and select 'Extract All' you'll be presented with a Extraction Wizard to complete the task.

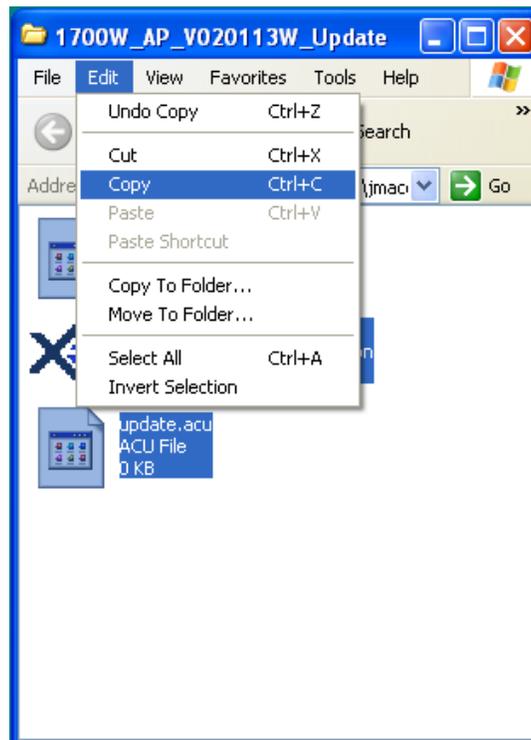


Choose Next, then Next again to save the files to your Desktop. Finish is the final step, afterwards you'll see the files that are needed to copy to the SD card.

You should see a screen similar to that below, showing the 3 files needed to upload to the ATM. To copy the files to the memory card, begin by selecting the 'Edit' menu and click on 'Select All'.

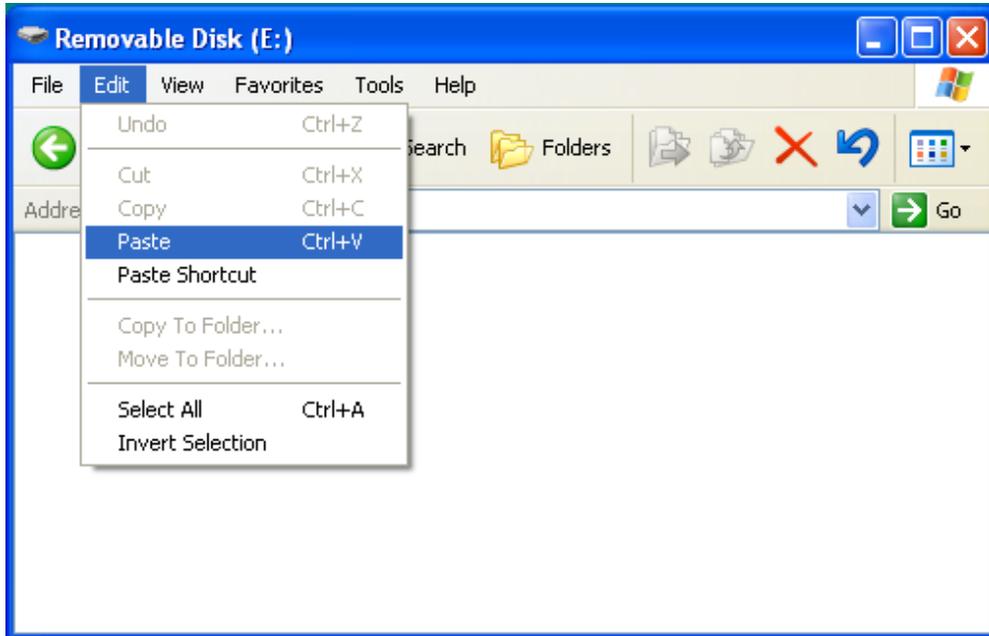


When the files are selected, next choose 'Edit' and then 'Copy' as seen below:

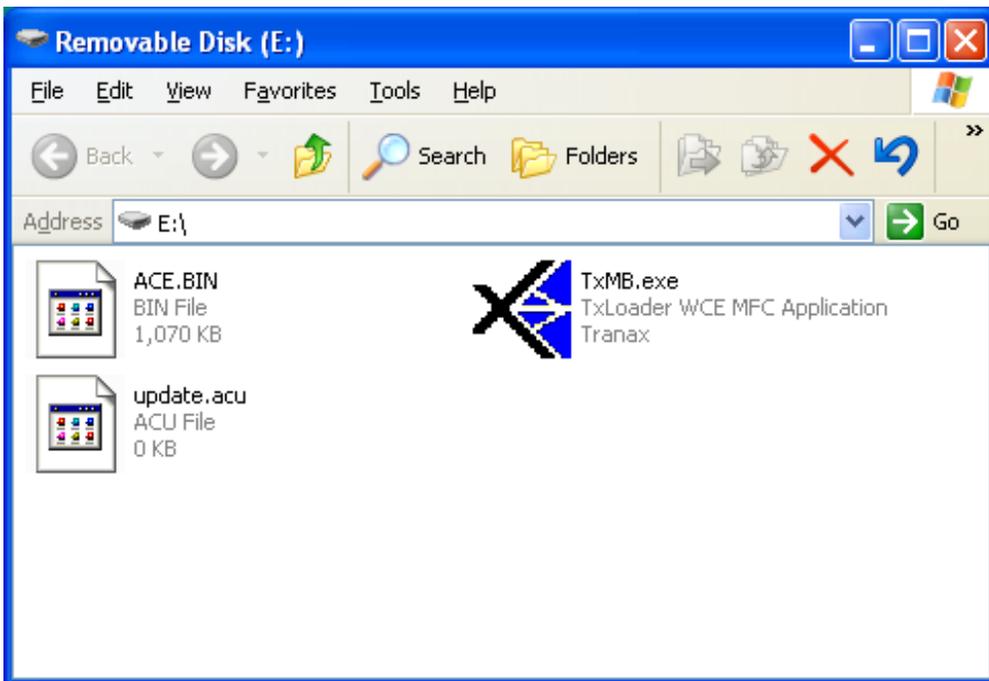


Now you can insert your SD memory card into the computer (or use adapter). If the card already has files on it, you should delete them first.

Click on the 'Edit' menu and select 'Paste' as shown below, this will copy the files to the memory card.



Once the files have been copied, you should see them in the memory card.



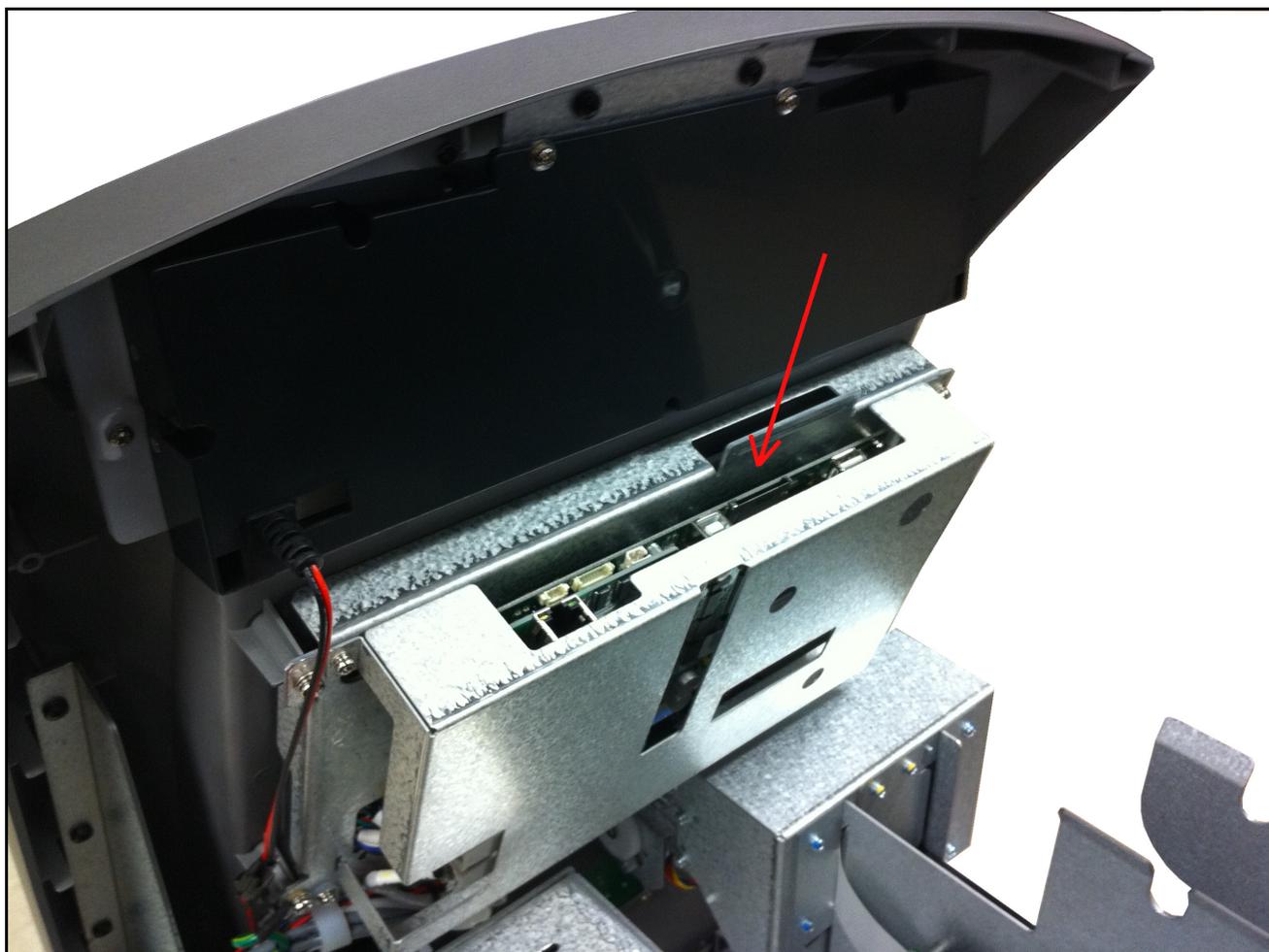
Note that the files will **not** upload to the ATM if they are inside a folder or compressed file.

Once the files have been copied to the SD memory card, they are ready to be uploaded to the ATM. There is a socket for the memory card found on the back-side of the screen along the top edge.

Begin by powering off the ATM.

You'll need to unlock the top of the ATM and slide out the top tray (or the Service Panel tray if you're working with a T4000)

Locate the SD socket along the top edge of the board. (see red arrow below)



Insert the SD card into the socket (label faces towards the printer) press it down until it clicks in place.



With the card installed in the socket properly in the socket go ahead and power on the ATM.

There is no message or notification that the software is loading, it just does so automatically. Typically the boot up process will take slightly longer than normal. If doing a 'Full Install' this can take up to a minute.

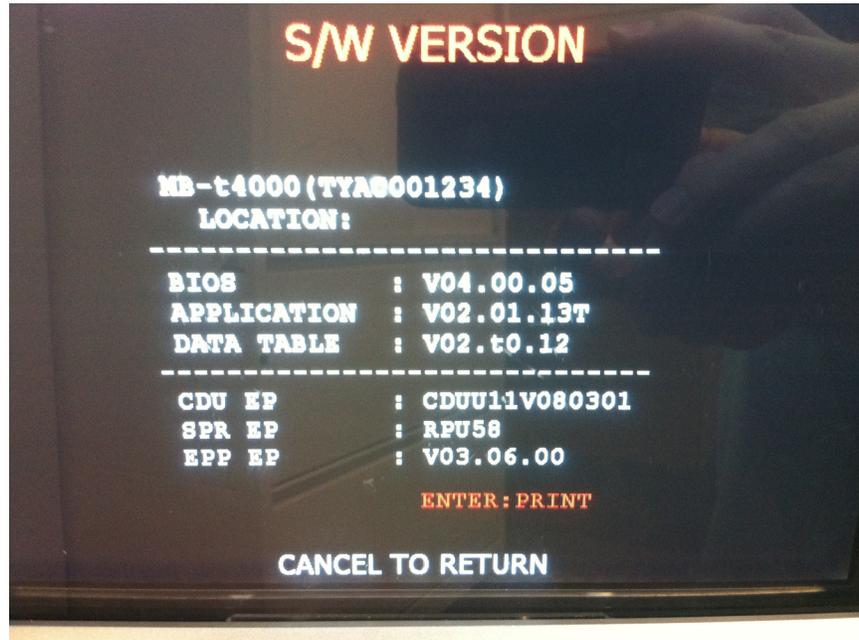
Once you see the ATM software initializing the devices (Printer, Dispenser, Etc.) then you can remove the SD card from the socket by pressing down on it. This will release the latch so that you can pull it up. Do not force the card out, the spring latch should allow it to come out easily.

You do not need to power off the ATM when removing the SD memory card.

If you have done an update, the machine will boot up as normal and you should see a welcome screen. If you have done the Full Install, you should see an Out of Service screen waiting for programming.

You should verify that the software has been properly updated by reviewing the version number in the Report Menu.

Enter the Operator Function Menu and go to Reports. From there go to S/W Version.



Make sure that the Application version reads correctly. If you do not see the new version number, then you need to try the upload procedure again.

If you do see the correct version, you are done.

**Make sure you have removed the SD card from the socket !!**

Common reasons why the software is not updating with the SD memory card.

- 1) Card is larger than 2GB capacity
- 2) Card is not empty before loading files
- 3) ATM files are in a folder, or in the zip file
- 4) Card has been formatted incorrectly (should be FAT or FAT16)