

Hardware Updater



User Guide

Version 1.1

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The following regulatory statements apply to radio frequency transmitters and receivers mentioned in this manual, including the ResponseCard RF, ResponseCard XR and ResponseCard NXT, and their respective receivers.

FCC Statement

This product has been tested and found to comply with Part 15 of the FCC Rules. Operation is subject to the following conditions: it may not cause harmful interference and must accept interference received, including interference that may cause undesired operations.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Canada Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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About the Hardware Updater

Product Introduction

The Hardware Updater application is a simple application design to update the firmware on Turning Technologies Hardware devices. The Hardware Updater application connects to the host server at TurningTechnologies in order to provide you with the most current firmware available.

System Requirements

Hardware Updater is designed for use on computers with typical abilities so you do not need the very latest technology or a large amount of hard disk space to use the application.

Requirements for Hardware

The following hardware specifications are required before installing Hardware Updater on a computer:

- Intel or AMD 600 Mhz class processor
- 256 MB RAM (256MB or more of available RAM recommended)
- 60 MB hard disk space (an additional 32 MB is required if you do not have Microsoft .NET Framework 2.0 installed)
- 1024x768 resolution at 32-bit color or higher
- An available 1.1 or 2.0 USB port.
- Ethernet or 802.11 compatible wireless network card

Requirements for Software

The following software applications are required to use Hardware Updater:

- Microsoft Windows XP, Windows Vista, or Windows 7.
- An active connection to the internet.

Supported Turning Technologies Hardware

The following devices may be updated with Hardware Updater.

- ResponseCard XR
- ResponseCard NXT
- ResponseCard AnyWhere
- HID RRRF-02 RF Receivers

Initial Setup

This section will cover the steps for installing Hardware Updater.

How to Download Hardware Updater

To ensure you have the latest version available, download Hardware Updater from the Turning Technologies web site.

- 1 Go to www.TurningTechnologies.com/downloads.
- 2 Click **Hardware Updater** under the PC Software section.
 - Release notes are available in PDF format to the right of the download link.
- 3 Enter the **required information** and click **Submit**.
- 4 Click the **link** to start the download.
- 5 **Save** the file to a specified location.

How to install Hardware Updater

In a few simple steps, you can install the Hardware Updater on your computer. The installation process takes only a few minutes, then you will be ready to update the firmware.

- 1 Launch the setup file.
- 2 Click **Next**.
- 3 If you accept the license agreement, select “**I accept the terms in the license agreement**” and click **Next**.
- 4 Fill in your Name and Organization information, select who can access the application from your computer and then click **Next**.
- 5 Click **Install**.
- 6 Click **Finish**.

2 Updating Your Device

Using the Hardware Updater

Hardware Updater connects to the host server at TurningTechnologies in order to provide you with the most current firmware available. Hardware Updater also allows you to install firmware for other supported languages on the ResponseCard devices.

- 1 Double Click on the **Hardware Updater icon**.
- 2 Connect your **Hardware** to be updated. Only one device can be updated at a time.

Note ResponseCard devices require a mini USB cable. If you do not have a mini USB cable, one can be purchased from the TTech Store online at <http://store.turningtechnologies.com> or at any major electronics retailer.

- 3 Select the **language** for the firmware.

Tip The version number will turn red if the firmware that is selected in the updater application is the same version that is already loaded onto the hardware device.

Note If your connection requires the use of a Proxy server, see **Connecting with a Proxy Server** on page 6.

4 Click **Update Firmware**.

Warning DO NOT UNPLUG THE DEVICE DURING THE UPDATE!

5 Hardware Updater connects to the server and downloads the latest firmware.

Hardware Updater will begin the firmware update once the download is completed.

6 Once the update has finished, a prompt will tell you that it is now safe to disconnect the hardware. click **OK**.

Note If you have additional devices to update, simply connect the next device to be updated and follow steps 3-7 above until all devices are updated.

Tip For ResponseCard devices, it may be necessary to open the battery compartment, remove the batteries and reinsert them to reset the device. A #3 Phillips screwdriver will be needed to remove the battery cover.

Connecting with a Proxy Server

Some networks require the use of a Proxy Server to connections to external servers. If you are unsure if you require a Proxy Connection, please contact your IT Department.

Automatically Detected Proxy Servers

- 1 Check the box beside '**Connect using proxy server**'.
- 2 Click **Proxy Settings** button.

- 3 Check **Automatically detect proxy settings**.

Note Click **Test** to test the connection to the Proxy.

- 4 Click **Done**.

Manually Configured Proxy Servers

- 1 Check the box beside '**Connect using proxy server**'.
- 2 Click **Proxy Settings** button.
- 3 Check **Manually configure proxy settings**.
- 4 Enter the Proxy **Sever address** and **Port number**.

If the Proxy Server requires Authentication,

- a Check **My proxy requires authentication**.
- b Enter the Proxy **Username**, **Password**, and **Domain**.

Note Click **Test** to test the connection to the Proxy.

- 5 Click **Done**.

3 Contact Us

Turning Technologies Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7am - 9pm EST.

From within the continental United States, you can reach Customer Service toll-free by calling 1-877-726-4602. If calling from outside the United States, please call +(1) 330 746 3015.

Customer Service may also be reached via e-mail at support@turningtechnologies.com. Please note, it may take up to 2 business days for a reply if contacted via e-mail.