

# User Guide



# Hardware Updater

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The following regulatory statements apply to radio frequency and XL infrared transmitters and receivers mentioned in this manual, including the ResponseCard RF, ResponseCard XL, 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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# 1 About the Hardware Updater

# Product Introduction

The Hardware Updater application has been designed to provide end users with a simple application to update hardware firmware on all devices that offer user update interfaces. These devices include the XR ResponseCard, and the ResponseCard AnyWhere. The Hardware Updater application connects to the host server at TurningTechnologies in order to provide the end user with the most current firmware available. With just a few mouse clicks, your device will be updated to the latest version of firmware.

# System Requirements

Like TurningPoint, the 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 Hardware Updater. There are some basic requirements for hardware and software. These are detailed in the sections below.

## Requirements for Hardware

The following hardware specifications are required before installing the 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.

## Requirements for Software

The following software applications are required to use the Hardware Updater:

- Microsoft Windows 32-bit or 64-bit XP, Vista, or 7.
- An active connection to the internet.

# Initial Setup

This section will cover the steps for installing the Hardware Updater.

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## Installing the 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 on your XR Card, or ResponseCard AnyWhere.

### Step by Step Instructions

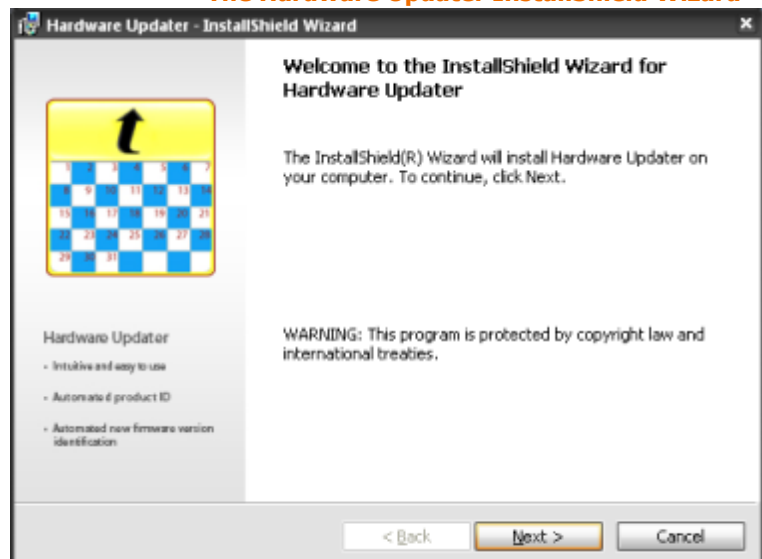
- 1 Launch the setup file.

To install the Hardware Updater software on a computer...

This file may be downloaded from our web site at [www.turningtechnologies.com/downloads](http://www.turningtechnologies.com/downloads).

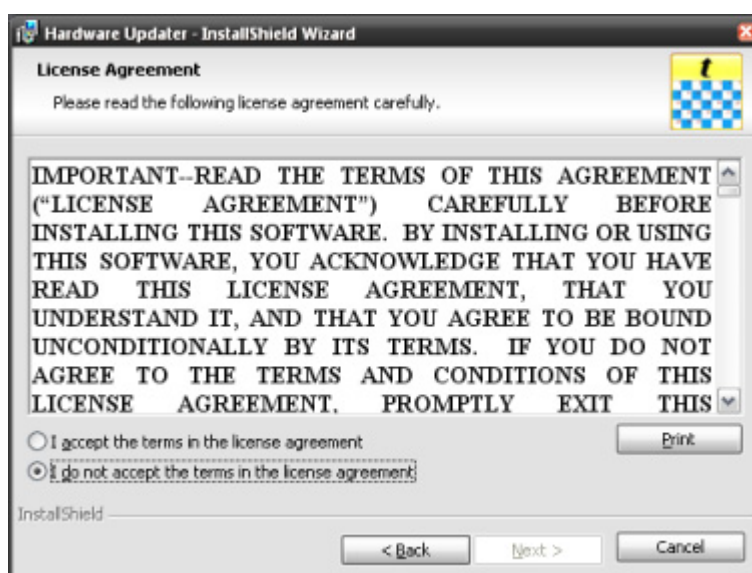
- 2 Click **Next**.

### The Hardware Updater InstallShield Wizard



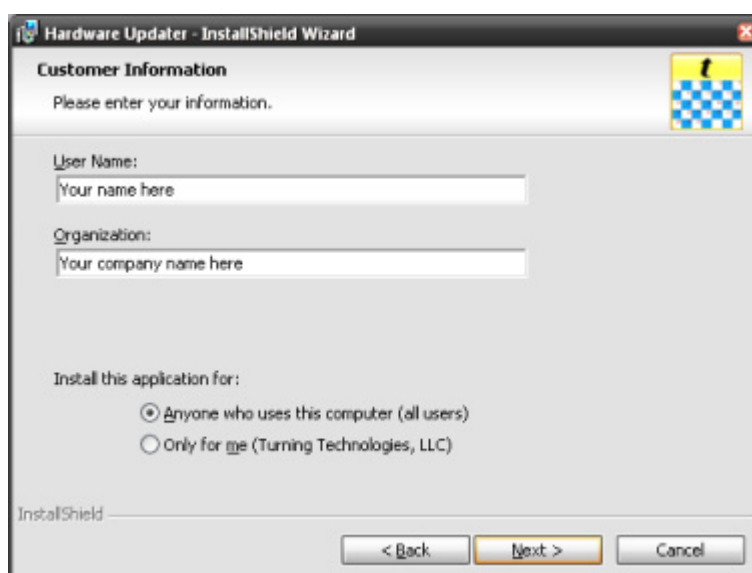
- 3 If you accept the license agreement, select “I accept the terms in the license agreement” and click **Next**.

### License Agreement



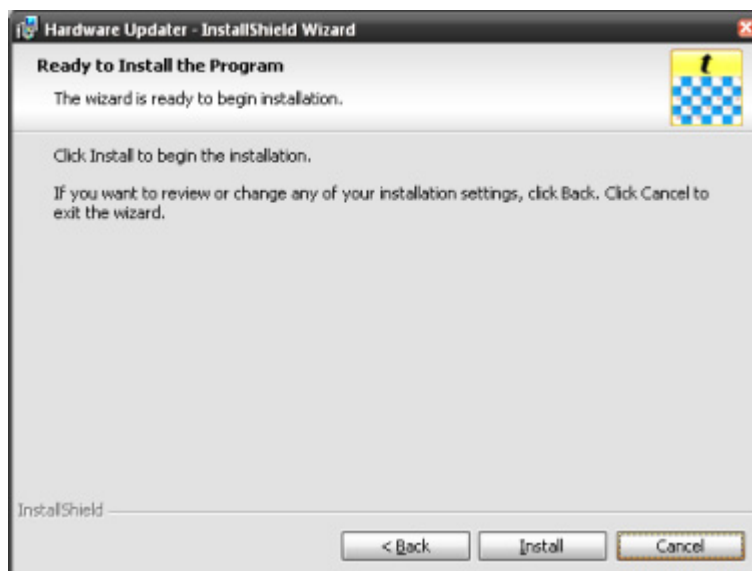
- 4 Fill in your Name and Organization information, select who can access the application from your computer and then click **Next**.

### Customer Information



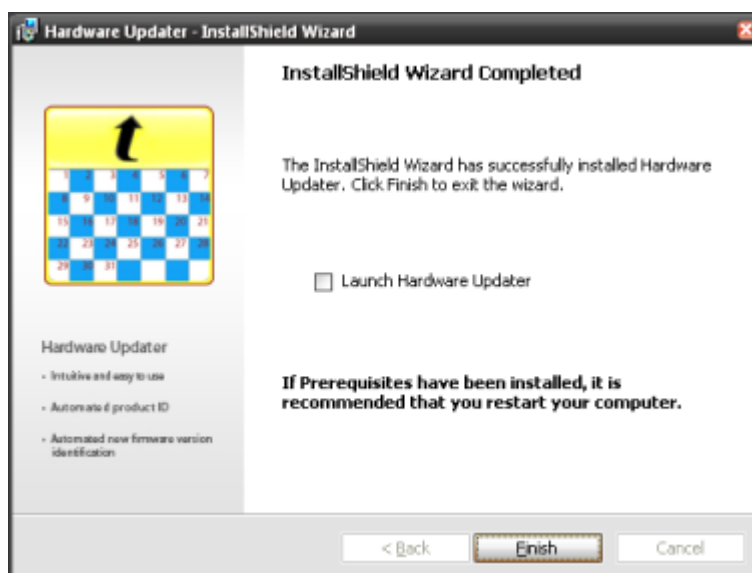
5 Click **Install**.

**Install the program**



6 Click **Finish**.

**Installation Wizard Completed**



# 2 Using the Hardware Updater

# Using the Hardware Updater

The Hardware Updater application connects to the host server at TurningTechnologies in order to provide the end user with the most current firmware available. The Firmware Updater also allows you to install firmware for other supported languages. Currently supported languages include English, Dutch, French, German, Portuguese, and Spanish.

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## Step by Step Instructions

- 1 Connect** your XR ResponseCard or ResponseCard AnyWhere to your computer with a mini USB cable.

Updating your firmware.

**XR ResponseCard, ResponseCard AnyWhere, and Mini USB Cable**



**Note** If you do not have a mini USB cable, one can be purchased from the TTech Store online at [store.turningtechnologies.com](http://store.turningtechnologies.com) or at any major electronics retailer.

- 2 Double Click on the Hardware Updater icon.

**Hardware Updater**



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

**Selected Language**

Selected Language

English

**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.

Update Information

Device: ResponseCard XR  
Language: English  
Version: 1.0.0

The attached device has the current firmware.

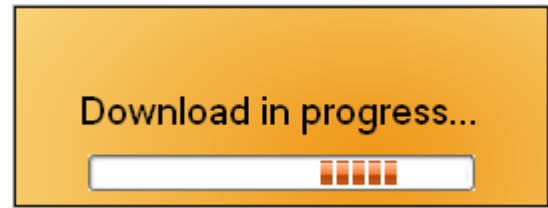
Please connect only one device at a time.

- 4 Click **Update Firmware**.

**Warning** DO NOT UNPLUG THE DEVICE DURING THE UPDATE!

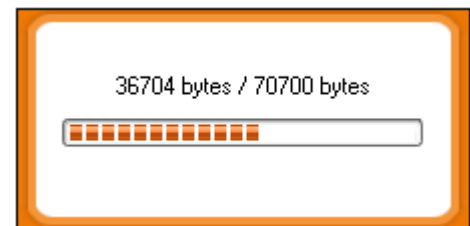
- 5 The Hardware Updater will now connect to the server and download the latest firmware.

**Download Status**

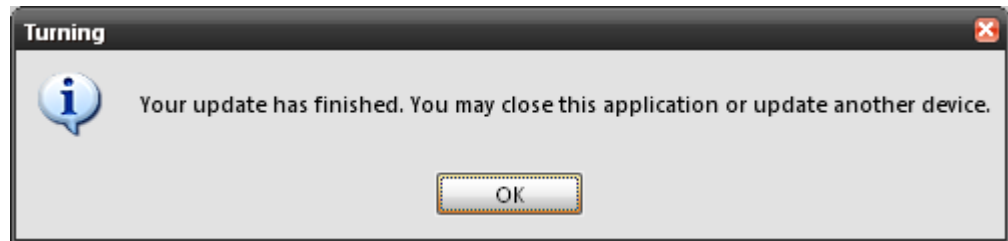


- 6 The Firmware Updater will begin the firmware update once the download is completed.

**Installation Progress**



- 7 Once the update has finished, click **OK**.



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

- 8 Once the update has finished, you can connect another card to be updated and repeat the steps above.

**Tip** For ResponseCard XR and ResponseCard AnyWhere, 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.

# Contacting TurningTechnologies Customer Service

TurningTechnologies 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 1.866.746.3015. If calling from outside the United States, please call 330.746.3018. Customer Service may also be reached via email at [support@turningtechnologies.com](mailto:support@turningtechnologies.com). Please note, it may take up to 2 business days for a reply if contacted via email.