Hardware Updater

User Guide

Version 1.Í

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.

About the Hardware Updater

System Requirements

Requirements for Hardware

- 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 Microsoft .NET Framework 2.0 is not installed)
- 1024x768 resolution at 32-bit color or higher
- An available 1.1, 2.0 or 3.0 USB port.
- Ethernet or 802.11 compatible wireless network card

Requirements for Software

- Microsoft Windows XP, Windows Vista, or Windows 7
- Internet connection

Supported Turning Technologies Devices

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

Initial Setup

Downloading Hardware Updater

1   Go to **www.TurningTechnologies.com/downloads**.

2   Click **Hardware Updater** under the Response Devices/Tools 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

1   Open the setup file.

2   Click **Next**.

3   If accepting the license agreement, select "**I accept the terms in the license agreement**" and click **Next**.

4   Enter a Name and Organization Information, select who can access the application from the computer and then click **Next**.

5   Click **Install**.

6   Click **Finish**.

2 Updating a Device

Using the Hardware Updater

Hardware Updater connects to the host server at Turning Technologies in order to provide the most current firmware available. Hardware Updater also allows firmware for other supported languages to be installed on the ResponseCard devices.

1   Double-click the **Hardware Updater** icon.

2   Connect the Device to be updated. Only one device can be updated at a time.

> **Note**   ResponseCard devices require a standard 4-Pin Type A to a 5-Pin Mini-B mini USB cable. Mini USB cables 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.

   The version number will turn red if the device does not have the latest version of firmware installed.

   If the connection requires the use of a Proxy server, see *Connecting with a Proxy Server* on page 4.

4   Click **Update Firmware**.

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

5 When prompted that it is safe to disconnect the hardware, click **OK**.

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

> **Tip** After updating, it may be necessary to open the battery compartment of the ResponseCard device, 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 unsure if a Proxy Connection is require, please contact the IT Department.

Automatically Detected Proxy Servers

1 Check '**Connect using proxy server**'.

2 Click **Proxy Settings**.

3 Select **Automatically detect proxy settings**.

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

4 Click **Done**.

Manually Configured Proxy Servers

1   Check '**Connect using proxy server**'.

2   Click **Proxy Settings**.

3   Select **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.