HARDWARE UPDATER STUDENT GUIDE

Downloading Hardware Updater

1   Go to ***www.TurningTechnologies.com/downloads***
2   Click **Hardware Updater** under the *Response Devices/Tools* section.
3   Enter the required information and click **Submit**.
4   Click the **link** to start the download.
5   **Save** the file to a specified location.

Installing Hardware Updater

1   Open the setup file and click **Next**.
2   Select **I accept the terms in the license agreement** and click **Next**.
3   Enter required information, select who can access the application from the computer and then click **Next**.
4   Click **Install**.
5   Click **Finish**.

Updating a Device

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

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

> **NOTE**
> Devices require a standard 4-Pin Type A to a 5-Pin Mini-B mini USB cable.

A warning will be displayed in the *Update Information* section stating "The attached device has the current firmware." if the device has the latest version of firmware installed.

3   Click **Update Firmware**.

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

4   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 and 4 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 may be needed to remove the battery cover.

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Contact Us

For additional help, contact Turning Technologies Technical Support.

Technical Support is available from 7 a.m. - 9 p.m. EST.

From within the contiguous United States, you can reach Technical Support toll-free by calling 866.746.3015. If you are calling from outside of the United States, please call +1 330.746.3015.

Technical Support may also be reached via e-mail at ***support@turningtechnologies.com*** or ***support@einstruction.com***, a brand of Turning Technologies.