

How to reload software via SD Card on a Windows CE 6.0 ATM v3.8

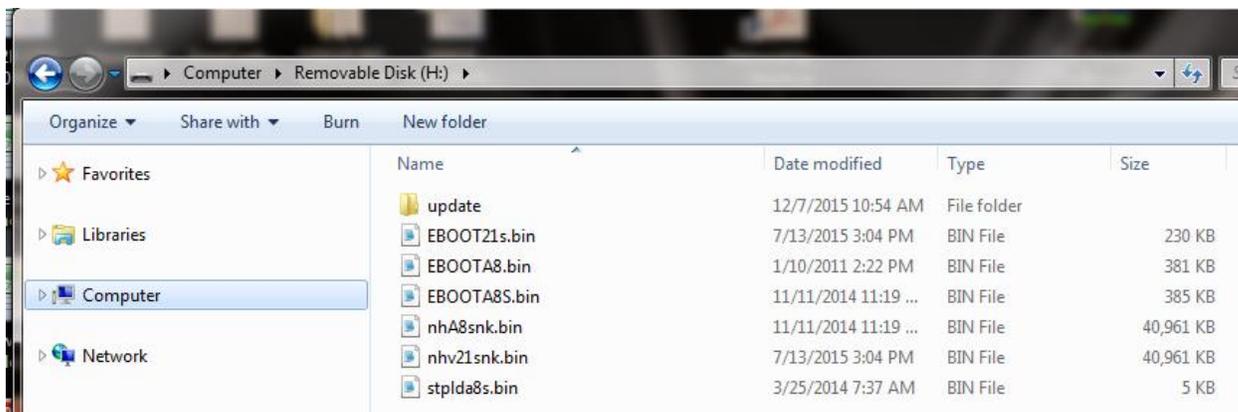
(1500SE, 1800SE, 2600 (Halo), 2600SE (Halo II), 2700/CE, 2700T, 4000W, 5000SE, 5200SE, and 5300SE)

Please follow the steps below to replace existing software or to reset all passwords.

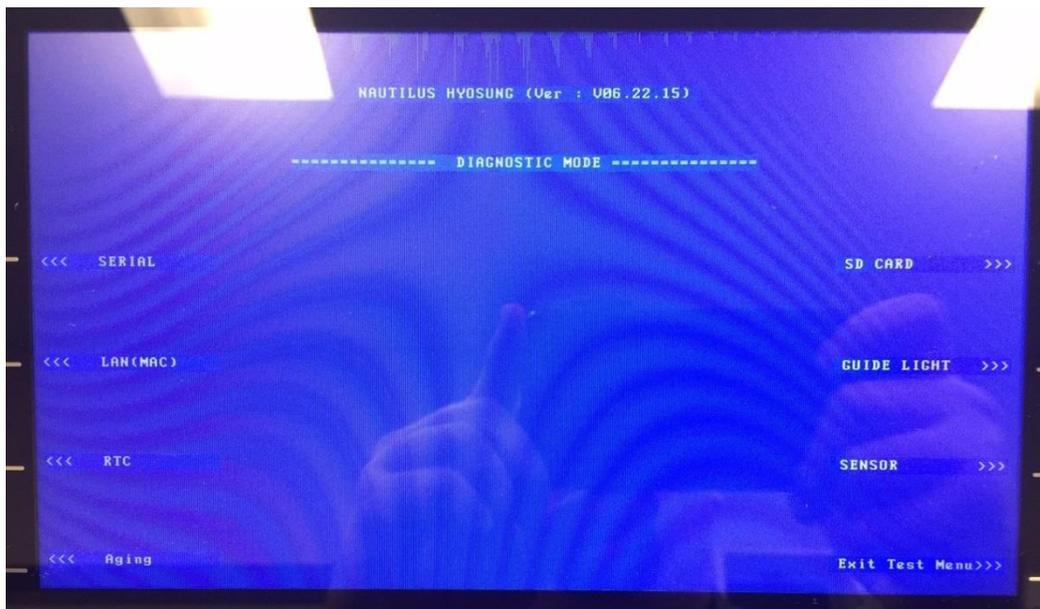
NOTE: Do not use Windows 10 to format the SD Card. You must use a 4 gigabyte or smaller SD Card (not a Micro/Mini to SD Card converter or SDHC). It has to be formatted as FAT or FAT32. NTFS formatting does not work.

WARNING: THIS PROCESS WILL ERASE YOUR MASTER KEYS, AFTER COMPLETION YOU WILL NEED TO RE-ENTER MASTER KEYS BEFORE PUTTING YOUR ATM BACK ONLINE.

1. Unzip the .zip file that you downloaded from the www.NHATM.com website. Copy the “Update” folder and the six .bin files to your SD Card.

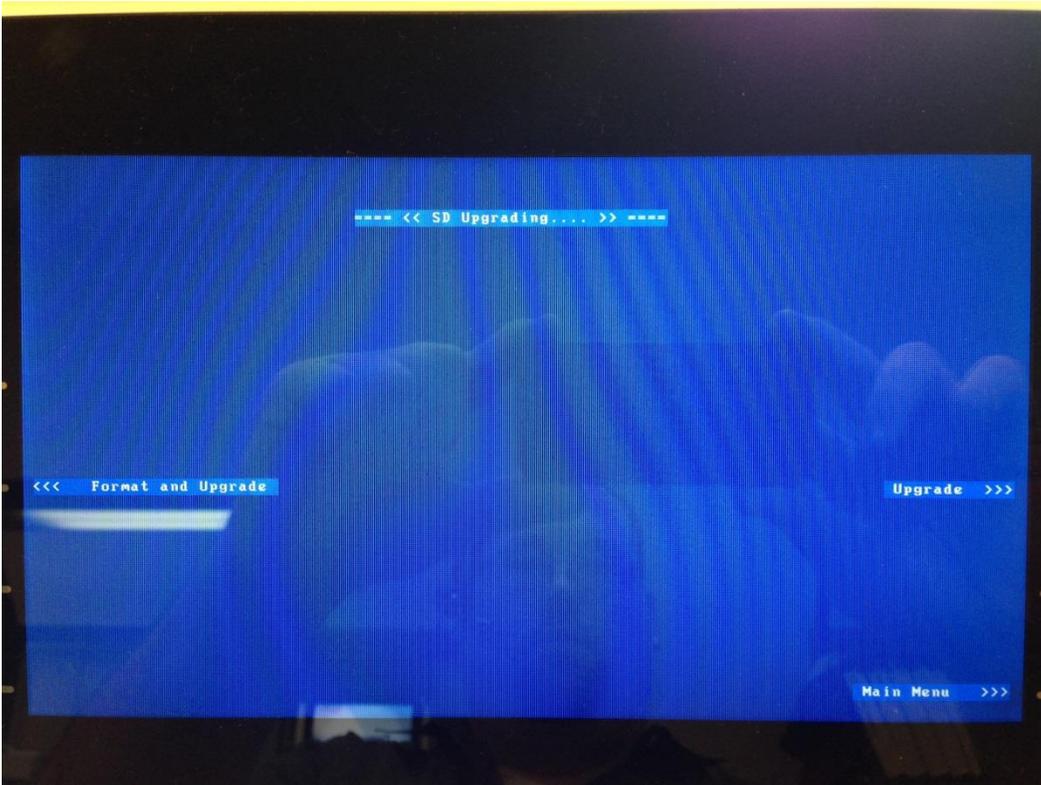


2. Turn the machine off.
3. Insert the SD Card into the SD slot on the ATM's I/O board.
4. Turn DIP Switch #4 on the I/O board to the OFF position.
5. Turn the machine on. You will see this screen.

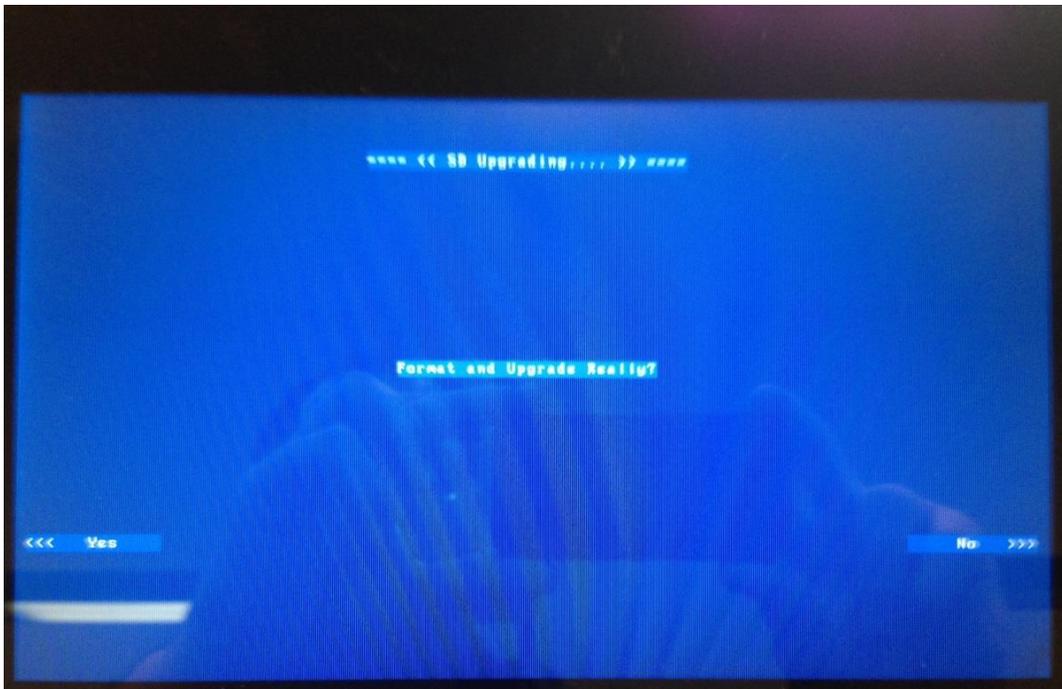


6. Choose SD Card (Function Key #5).

7. Choose Format & Upgrade (Function Key #6). Skip to step #9 if you do not see this screen.

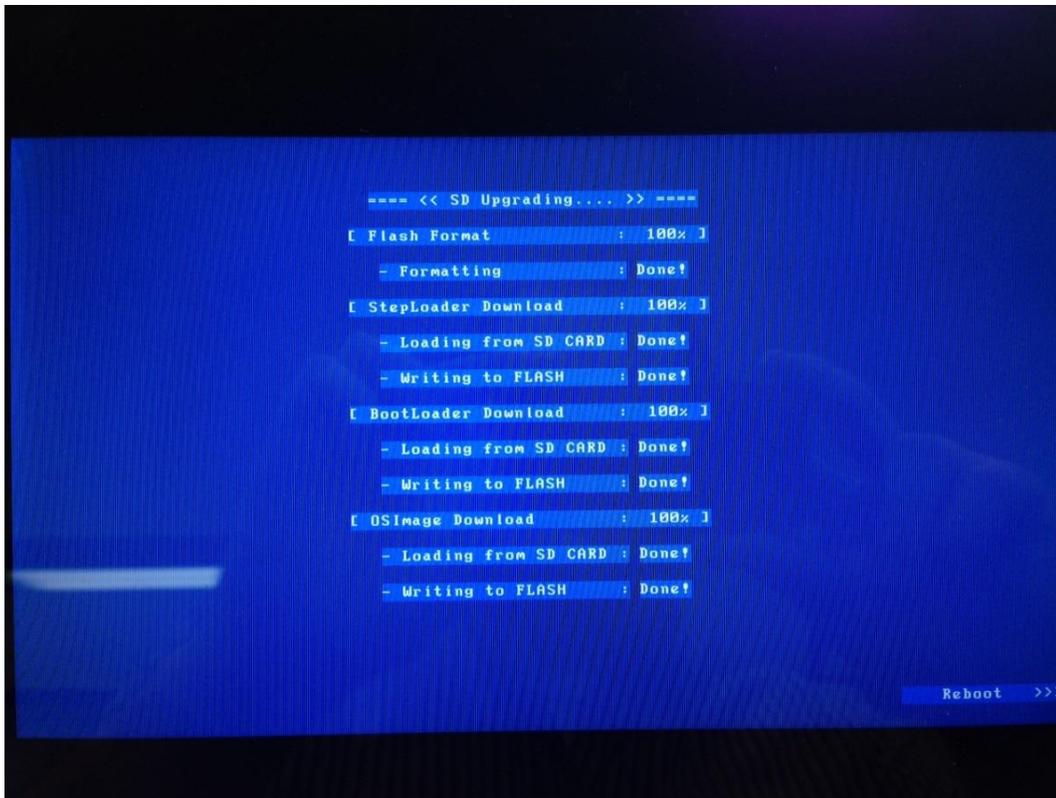


8. Choose Yes (Function Key #3).



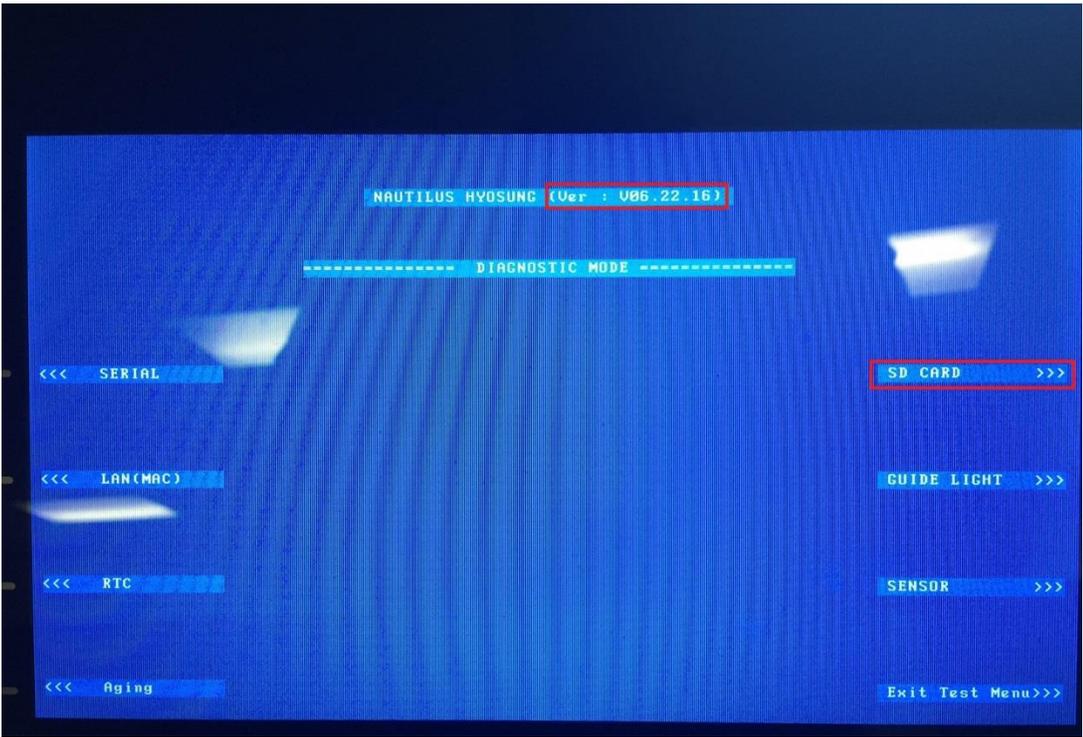
9. You will see the progress of the Flash Format, StepLoader Download, BootLoader Download and OSImage Download. They will count from 1% up to 100%.

Note: If the progress section says “Skipped” or “No File”, you either have an issue with the SD Card Formatting or the file structure is not correct (see step #1’s picture and your SD card should look like this) or your SD Card is the wrong size (bigger than 4 Gigabits) or your ATM doesn’t like that SD Card for X reason.

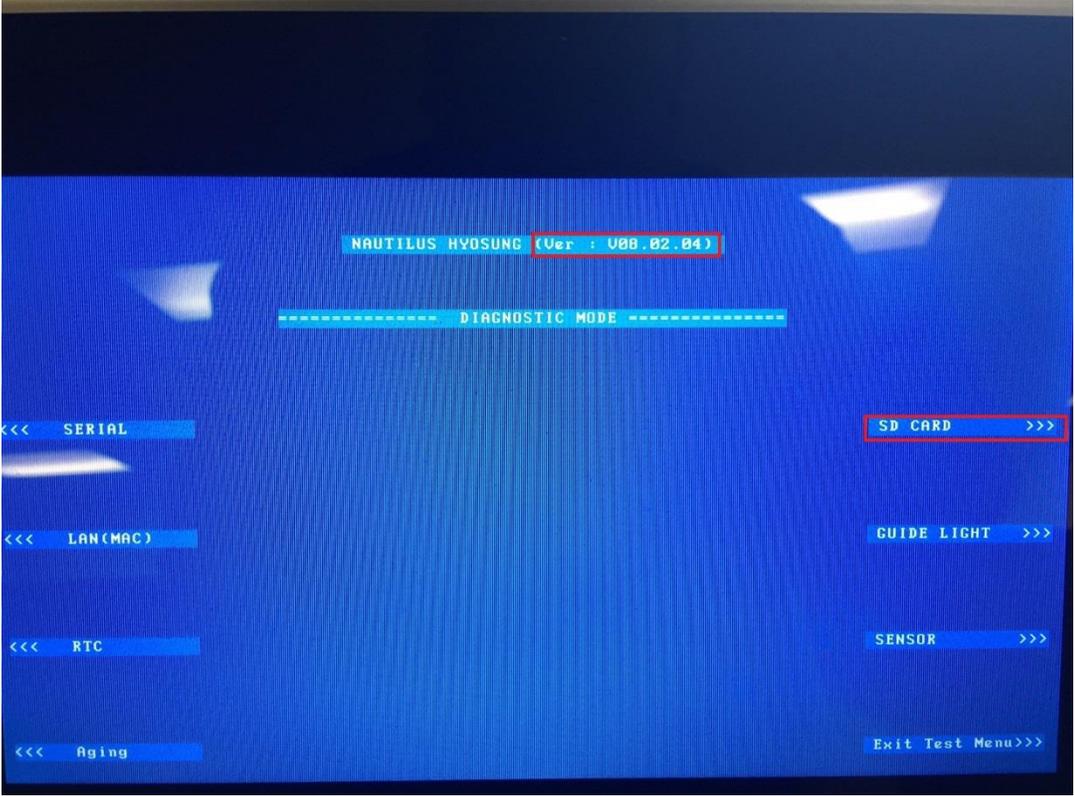


10. Once finished and you see the Reboot option (Function Key #8), hit reboot.

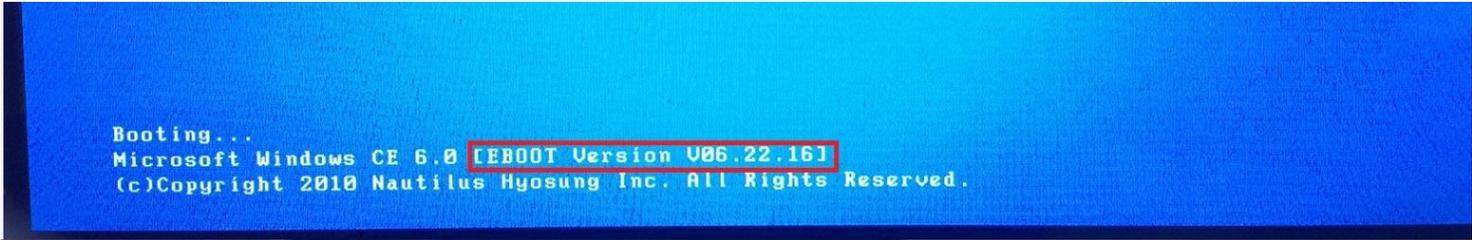
11. CONFIRM THE BIOS VERSION IS “V06.01.16” or “V08.02.04” after ATM reboots, select “SD CARD” again. ATM will update the Flash Format, StepLoader Download, BootLoader Download and OSImage Download again. If it does not start automatically after hitting SD Card and instead gives 2 options, select Format & Upgrade again. (Images are on next page)



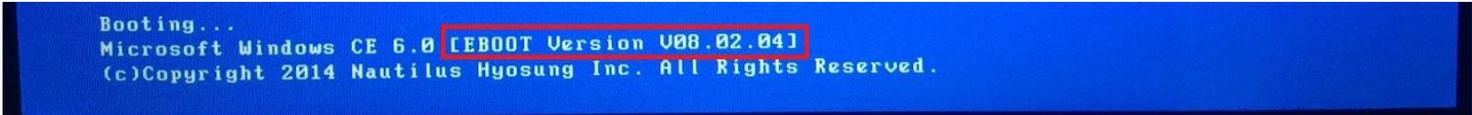
OR



12. Once finished and you see the Reboot option (Function Key #8), hit reboot.
13. Once the ATM boots up, confirm the EBOOT version shows "V06.22.16" or "V08.02.04".

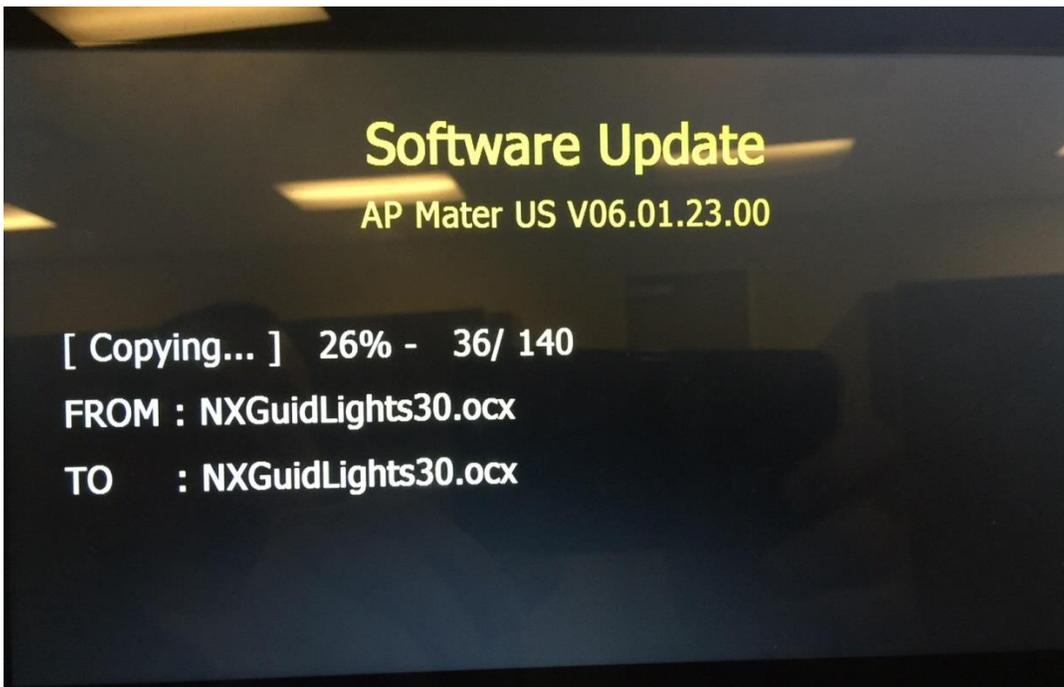


OR



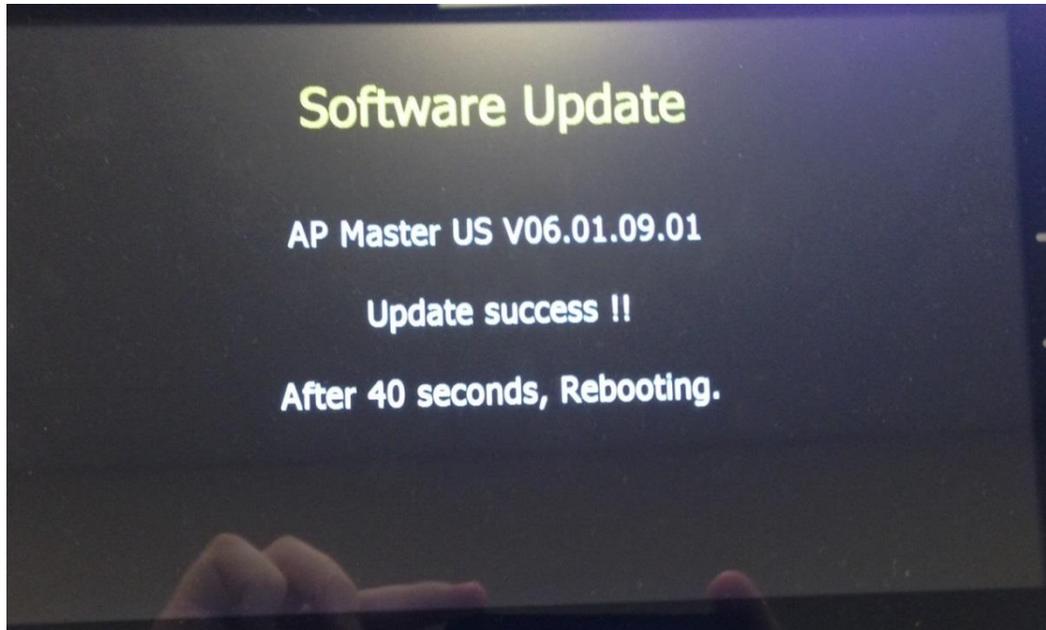
14. Power the ATM off.
15. Turn DIP Switch #4 on the I/O Board to the ON position.
16. Leave the SD card in.
17. Power on the ATM and after a few seconds you will get a Software Update screen like below after a few seconds.

Note: If you don't see this screen, go back to step #7 and choose Format & Upgrade (Function Key #2).

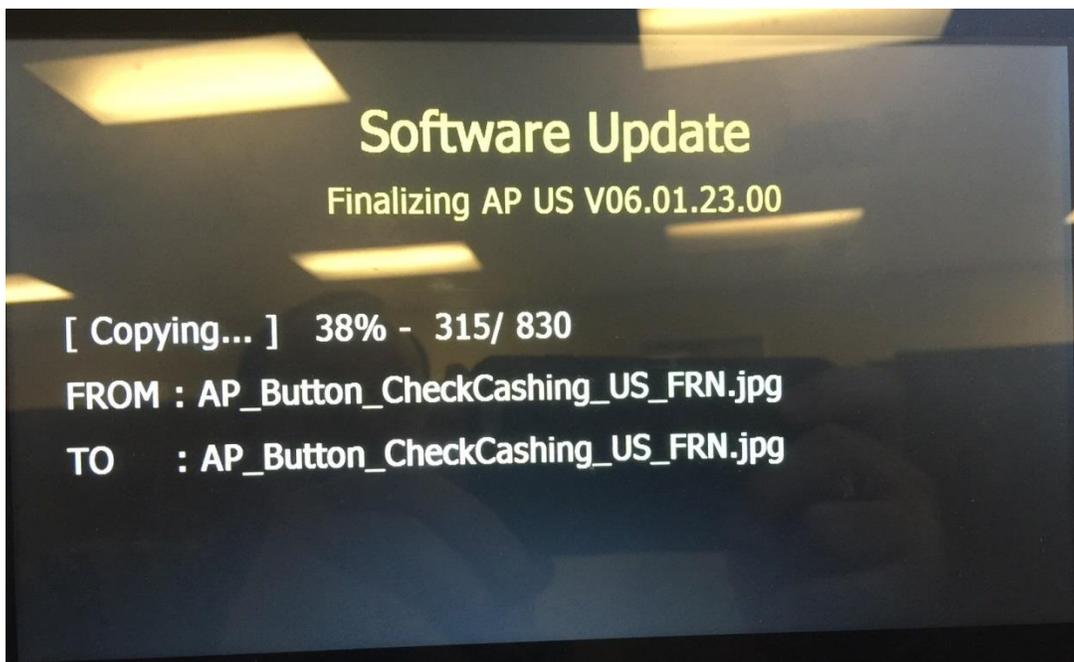


18. Once complete, you will see a screen like below.

Allow the ATM to reboot on its own. **DO NOT** turn the machine off yourself.

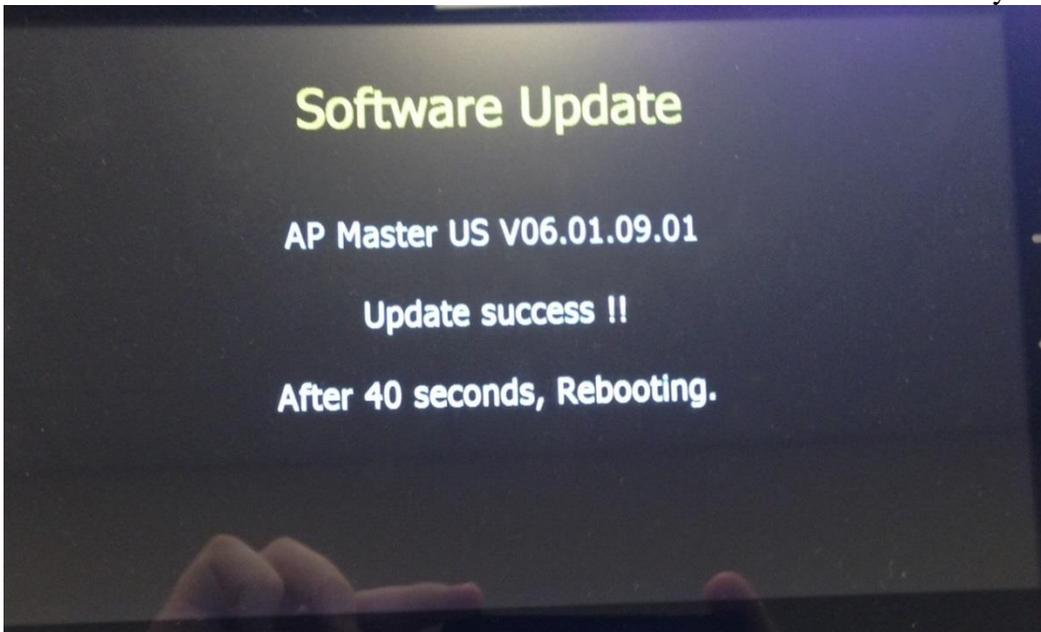


19. After the ATM reboots and after a few seconds you will get a 2nd Software Update screen like this.

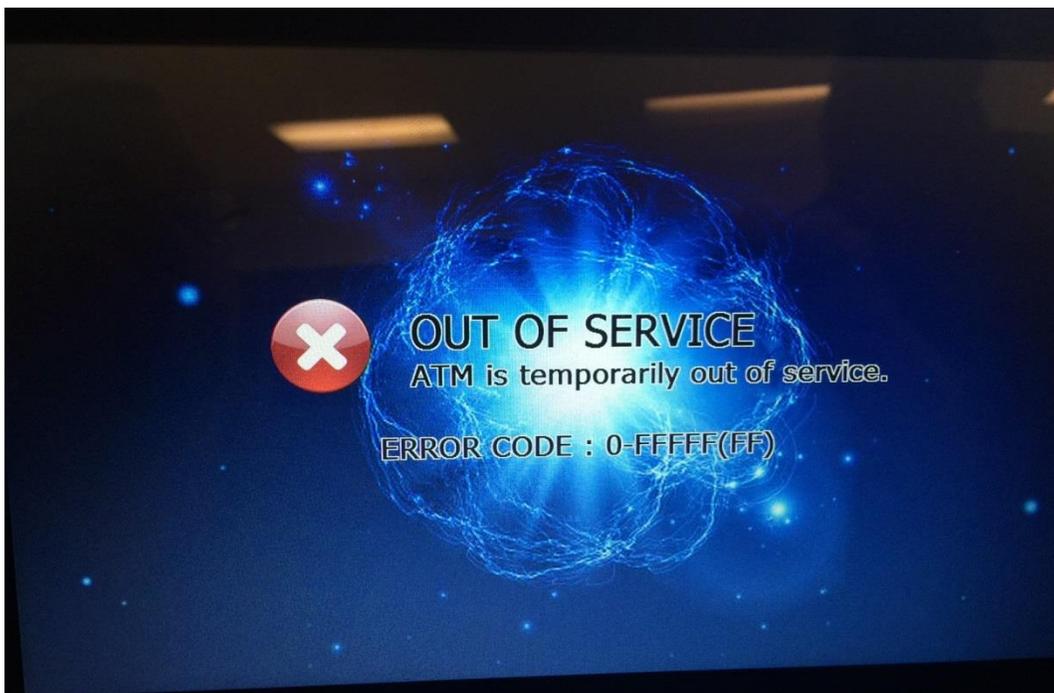


20. Once complete, you will see a screen like below.

Allow the ATM to reboot on its own. **DO NOT** turn the machine off yourself.



21. After the ATM reboots and the ATM initializes, verify that you see this 0-FFFFFF(FF) error on the screen.



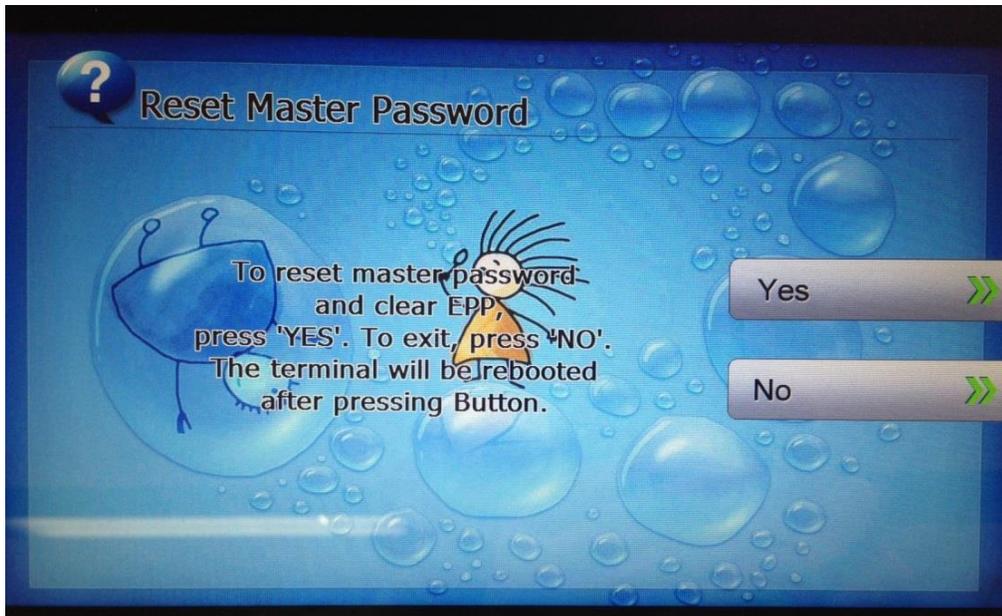
22. Power the machine off, remove the SD Card, open the vault door (do not touch the vault door position switch) and then power it back on. **Note:** once the Master Password Reset is complete and you can log in with the default Master Password you can close the Vault Door if you wish.

23. Watch the screen for the Please Wait While **Initializing** Screen, **NOT** the Please wait while loading screen.

24. When the Please Wait While Initializing Screen comes up you will have roughly 5 seconds to enter in:

- Clear > Left Arrow > Right Arrow > Clear > Clear > Cancel

25. If done correctly you will see the Reset Master Password Screen.



26. Hit “Yes” and let the ATM Count down and reboot by itself.

27. Once the ATM has rebooted by itself, log into Operator Function / Operator Program Menus with the default Master Password of 555555 and verify that the Application Version (AP) is now up to the desired level.

28. After verifying the AP Version, verify the ATM Model Type on the main Operator Program screen or by doing a Print All Setup under Reports. **Note:** If ATM Model is correct skip to step #30, if ATM model type is incorrect then continue to next step.



29. If ATM Model Type is incorrect go to System Setup (Function Key #6) > System Control (Function Key #8) > NVRAM Clear (Function Key #8) > Clear All (Function Key #1) > Select Model Type of this ATM > Apply & Clear (Function Key #8) > Yes we are sure (Function Key #1). Then the ATM will count down and reboot by itself.

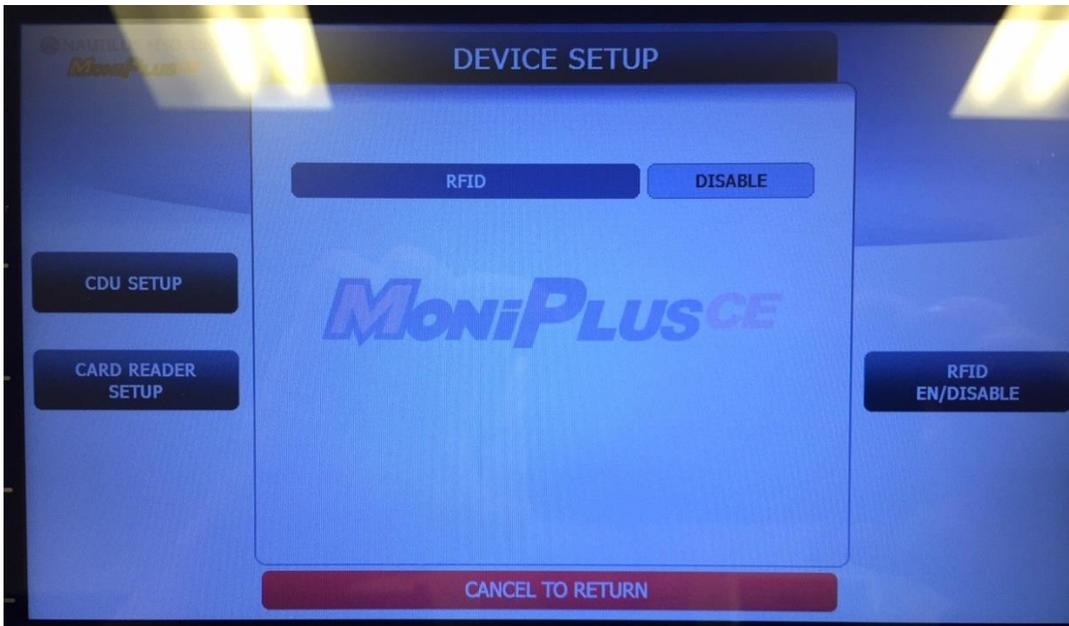
30. After rebooting and verifying that the AP Version & the ATM Model are correct in the Operator Function / Operator Program Menus after logging in with the Master Password, choose System Setup (Function Key #6).



31. Choose Device Setup (Function Key #7).



32. Choose CDU Setup (Function Key #1).



33. Change the CDU Type (Function Key #2) to either:

- 00 for a Drawer Style CDU (Drawer type CDU *should* be part number **7010000199**)
- 82 for a 1K CDU (1K CDU *should* be part number **7010000208**)
- 03 for a Front Load 2K CDU (2K CDU *should* be part number **7010000271**)
- 0B for a 2K CDU with Throat (2K CDU *should* be part number **7010000254**)
- 43 for a Rear Load 2K CDU (2K CDU *should* be part number **7010000196**)



34. Once the CDU Setup has been set correctly, we need to go to Card Reader setup and change it to NH DIP if we have a DIP Reader Installed. If we have an EMV Reader installed skip this step.

35. Finally, configure the ATM accordingly. **Note:** Save doing the Master Keys as the very last thing you do due to setting the Denomination with Erase your Master Keys.

For any Questions or concerns, please contact the Nautilus Hyosung Technical Support Department toll free at 877-496-7864 or via email at techsupport@nhausa.com

We are open Monday through Friday 7 AM to 7 PM and on Saturdays from 8 AM to 5 PM
CST (Central Standard Time)

Troubleshooting

- If we went through the SD Reload Process and we noticed that the AP Version didn't upgrade to 06.01.XX (which ever version of Software that we are trying to upgrade to), then we will need to do a S/W Update through the Operator Functions by logging in with the Master Password > System Setup > System Control > S/W Update.