

## **SOLUTIONS TO POSSIBLE ERRORS**

### **A. THE START WINDOW DOES NOT APPEAR TO INSTALL THE APPLICATION**

If you insert a CD and the start window does not appear to install the application, please execute the file **setup.exe** in the CD.



### **B. THE INSTALLATION APPLICATION DOES NOT START.**

A Microsoft component called **.Net Framework 2.0** might be previously installed for the installation. If this component is not installed, this installation will take place automatically when we insert the installation CD.

When the component .Net Framework 2.0. has been installed, please execute the file setup.exe in the CD to properly carry out the installation following the steps indicated in the program.



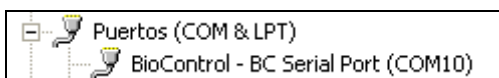
### **C. THE APPLICATION DOES NOT TRANSMIT WITH THE READER**

Please make sure that the reader is on and plugged to the computer when receiving/transmitting information.

If the reader is still showing an error, please follow these steps to check if the reader is installed properly.

When the Universal Reader is on and plugged to your computer, check that the computer recognizes the reader in the *Device Manager* and follow these quick steps to reach such administrator:

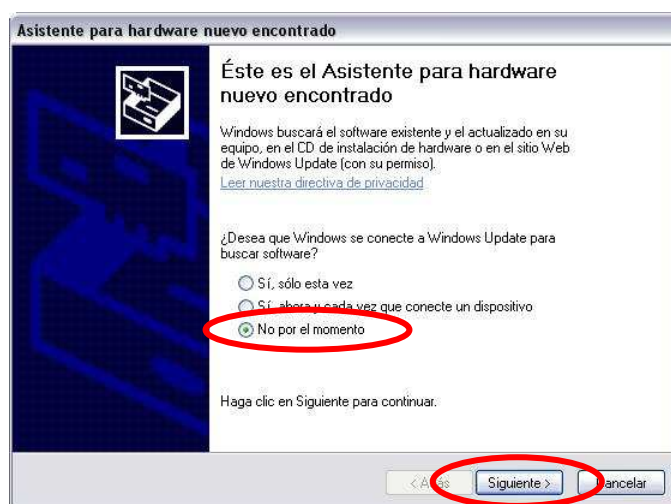
*Click Start and then Control Panel, once you are there, double click the system, get into the Hardware window and then press on the Device Manager button. Once you are inside such administrator, look for the section where Ports (COM & LPT) are. Inside the administrator, you will find a component called BiControl – BC Serial Port linked to a port number COM, as shown in the below example.*



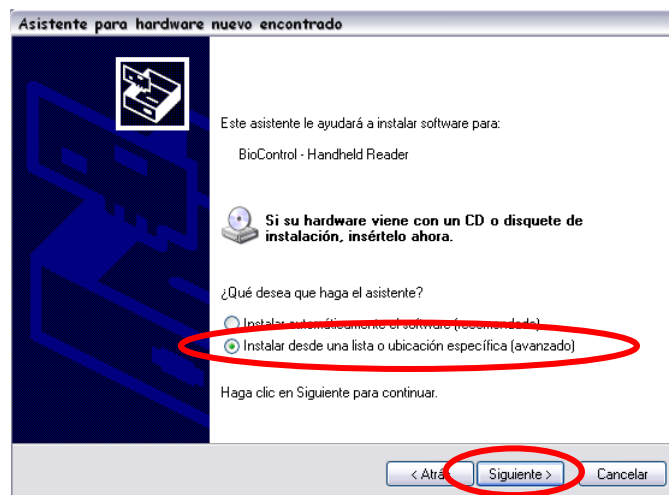
- *If you find that the reader is installed and it works properly, in case that a marking attached to a question mark or to a exclamation mark appears, please re-install the drivers because there might some trouble with the reader installation. In case that what the example shows does not appear, it proves that the reader is not installed.*

If you notice that the computer does not recognize the reader or the computer recognizes the reader but with errors, please follow these steps in order to complete the manual installation for the communication controller with the reader:

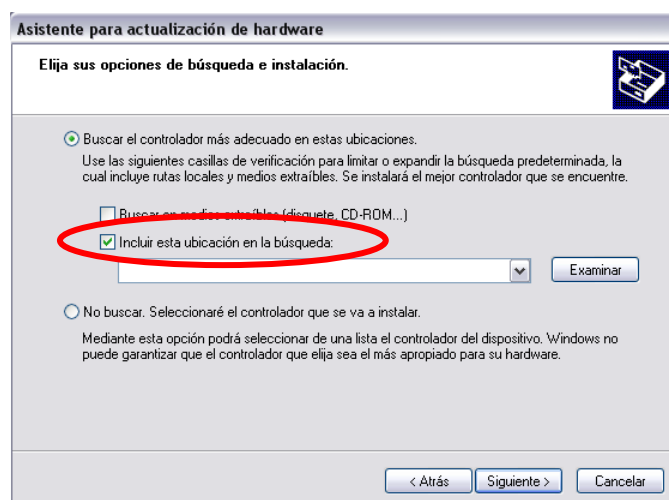
- Please insert the provided CD with the Felixcan Universal Reader.
- Please plug the computer to a USB port with the feed cable and to the base of the reader, make sure that the reader is on.
- After connecting the reader, the computer will show the following screen:



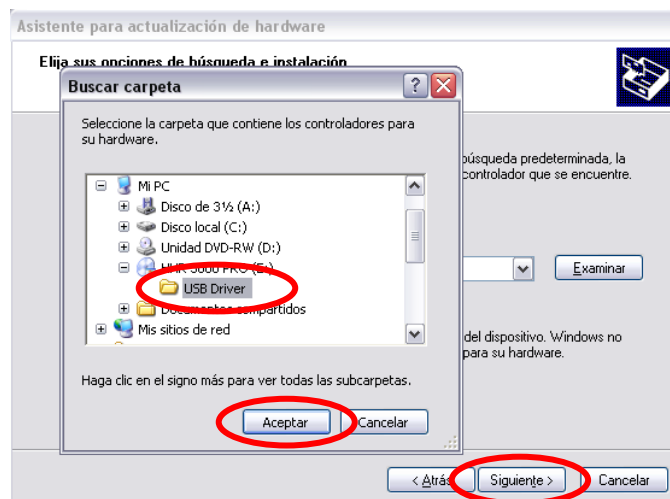
- To the question: “¿Do you wish to connect Windows Update to look for software?” Please click in the option “Not now” and press Next.
- After that, the following screen will appear:



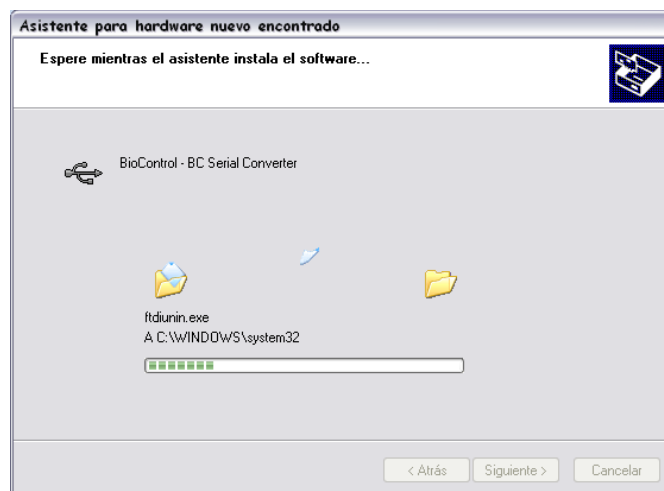
- Please select the option *“Install from a list or specific location(Advanced)”* and press the following to continue the installation. In the following screen, select the option *“Search the best driver in these locations”* and mark the square *“Include this location in the search”* and press the button *Explore*:



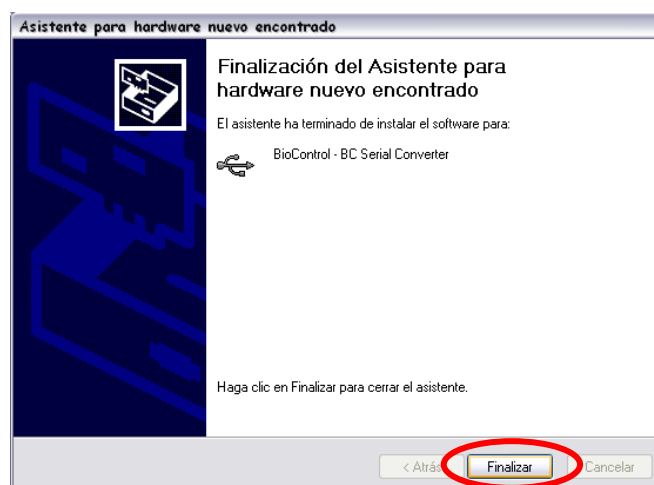
- After pressing *Explore* to look for the CD route that goes with the reader in the Explorer and select the file USB Driver and press *Accept* and after that Next.



- The installation assistant will start copying the necessary files for the functioning of the reader.



- After a while and if everything was made correctly, the assistant will end the installation with the following screen:



**NOTE:** This assistant will execute 2 times because there are 2 components that the reader needs installing. The steps to follow are exactly the same in both cases.

**D. THE READER FAILS WHEN UPLOADING A NEW APPLICATION**

If the universal reader cannot upload a new application or if an error happens while the Universal Reader is working. Please check that the uploaded application and the reader operating system are not compatible. Try to upgrade the operating system to an updated version.

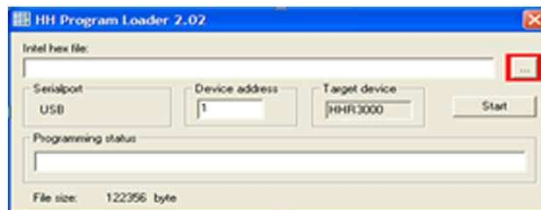
**E. STEPS TO FOLLOW TO UPGRADE THE FIREWALL OF THE UNIVERSAL READER.**

If the reader needed a new upgrading of the reader's firmware, please follow these steps:

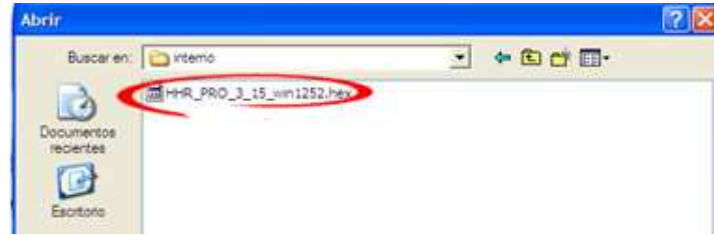
- Execute the application HHR Program Loader, which is located in the provided CD.



- When the application is opened, you must select the file with firmware to be uploaded by the Universal Reader, please press the marked button in the below picture.



- Please select in the browser the necessary file, that it is located in the same file as in the application by default. In the example, the version firmware 3.15 will be updated.



- Once the file has been selected and the reader is on and connected, please press the Start button to initiate the installation.



- If nothing fails, you will see in the running bar the last movement. Once this process has ended, **“Success!”** will appear at the same bar.