



ATM AP Software Installation Guide

ACU3 / ACU5 / ACU6

NOTE TO CUSTOMERS / TECHNICIANS:

Please read over and understand all these instructions carefully before trying to load software to your ATM. Loading software incorrectly can result in the mainboard locking up, which requires sending it back to the factory to correct.

The purpose of this guide is to provide instructions for loading ATM software on the ACU3 / ACU5 and ACU6 series of motherboards found in Genmega or Hantle ATMs.

For all ATMs, software is provided in two types:

Full Install – using these files will completely reset the ATM programming back to factory default. This will delete the journal and any programming and set the ATM passwords back to default. This will NOT delete master keys or secure mode passwords.

Update – these files will update the software on the ATM. It is not destructive and will not delete the journal or any programming on the ATM.

Which version should you use, Full Install or Update ?

- If clearing passwords is the goal, then you must do a Full Install.
- If you are going from a previous generation of software, for example .. your ATM currently has an application version of V02.00.xx and you want to install V05.00.xx, while it's possible to 'update' from the old version to the new, we recommend doing a Full Install to take advantage of any changes to memory allocation, and to give the board a fresh start. It is also recommended if you have the master password that you clear NVRAM & Journal (Customer Setup > blank bottom right button). Otherwise there is a chance the board will crash and will be stuck at a black screen. After clearing NVRAM, be sure to reboot the ATM one time with no memory installed.
- If you don't have the master password and are unable to clear NVRAM & Journal, then you must load the "Recovery" files first prior to doing a Full or Update. You can also do this even if you are able to clear NVRAM & Journal as it helps to prevent any issues with the software install.
- If your ATM has been acting strange, running slowly or showing memory errors on the screen, then a Full Install is recommended
- If you currently are using V05.00.0x and want to get the latest version, then the Update method is just fine.

If you have an ATM that has been in service for a while, or has a high transaction volume, then we also recommend copying or printing the journal file and then clearing NVRAM & Journal prior to installing a newer generation of software. The reason for this is to help prevent possible problems when the files copy.

You'll need to load the software via an SD card as shown below.



You must use an SDcard , or micro sd card w/ adapter that is no more than **2GB** in size.

You may also need to purchase an SD card reader if your computer is not equipped with one.

Before using the SD Card, we recommend formatting it to remove all data.

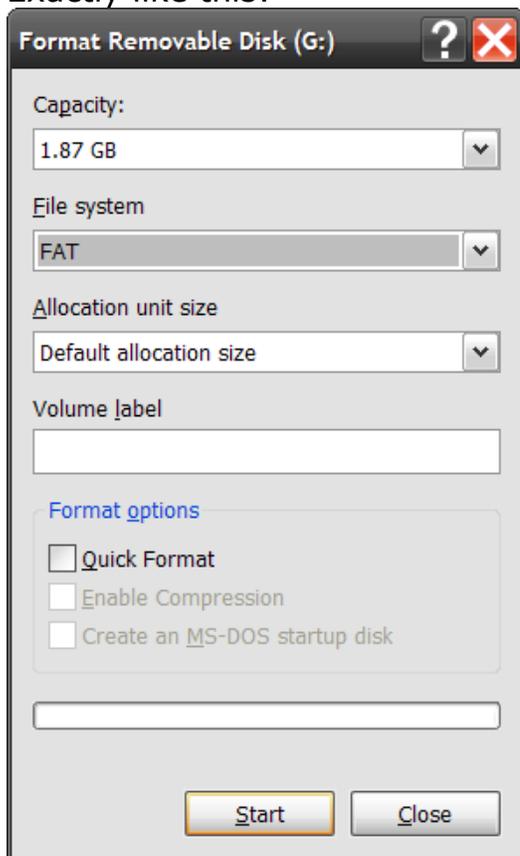
Right click the removable memory device in 'My Computer' and select 'Format'.

Make sure to select **FAT for File System and **NOT FAT32** when following the instruction in the link provided.

Allocation size should be "Default allocation size**"

**Uncheck the "Quick Format" option on the bottom

Exactly like this:



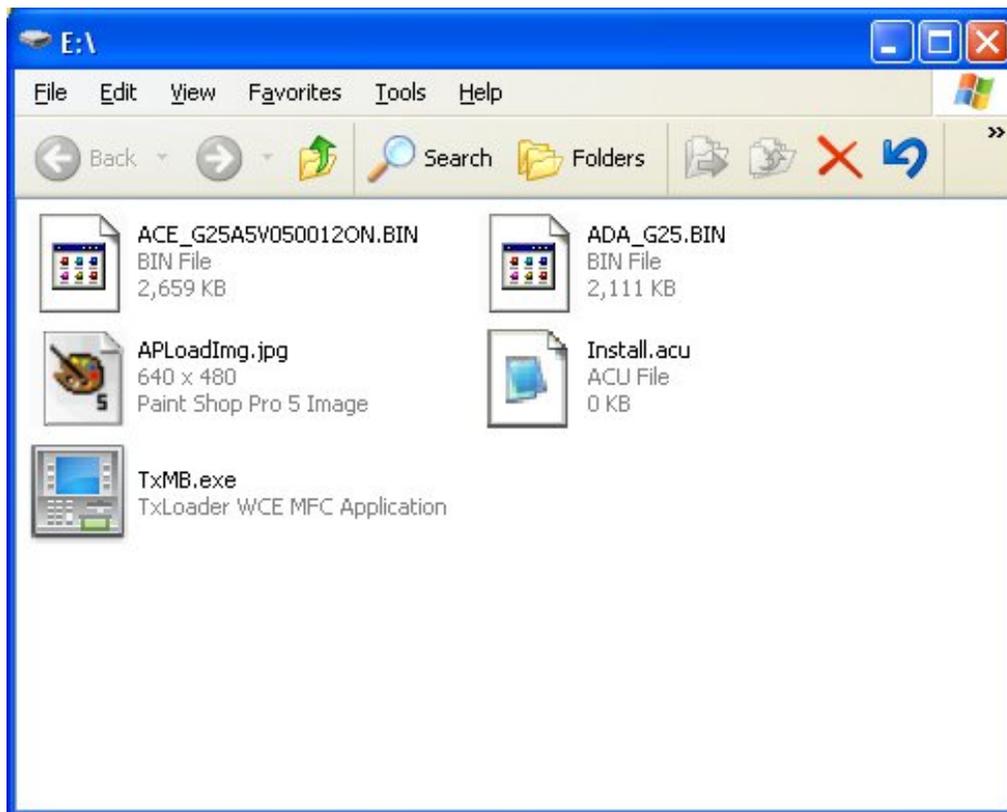
ACU3 / ACU5 Boards

The ACU3 and ACU5 boards both use the same software.

Loading software on these boards requires an SD memory card with a maximum capacity of 2GB or less. Note that the ATM cannot read SD cards larger than 2GB

The SD card should be formatted for FAT (File Allocation Table) using a Windows PC.

To load the files for an ACU3 or ACU5 board, your SD memory card should look like this:



Notice that the 5 files are copied directly to the root of the SD card. They are not in a folder of any kind.

This is the only way that the ACU3 and ACU5 boards can read the files off the SD memory device.

Once the files are copied correctly to the SD memory card, then you can insert it in the ATM (slot is located on the back of the screen, along the top edge) and power the ATM on.

When loading software, you will not see anything appear on the screen however it should take a little longer to load than normal. Once the machine boots up, remember to remove the SD memory device.

ACU6 Boards

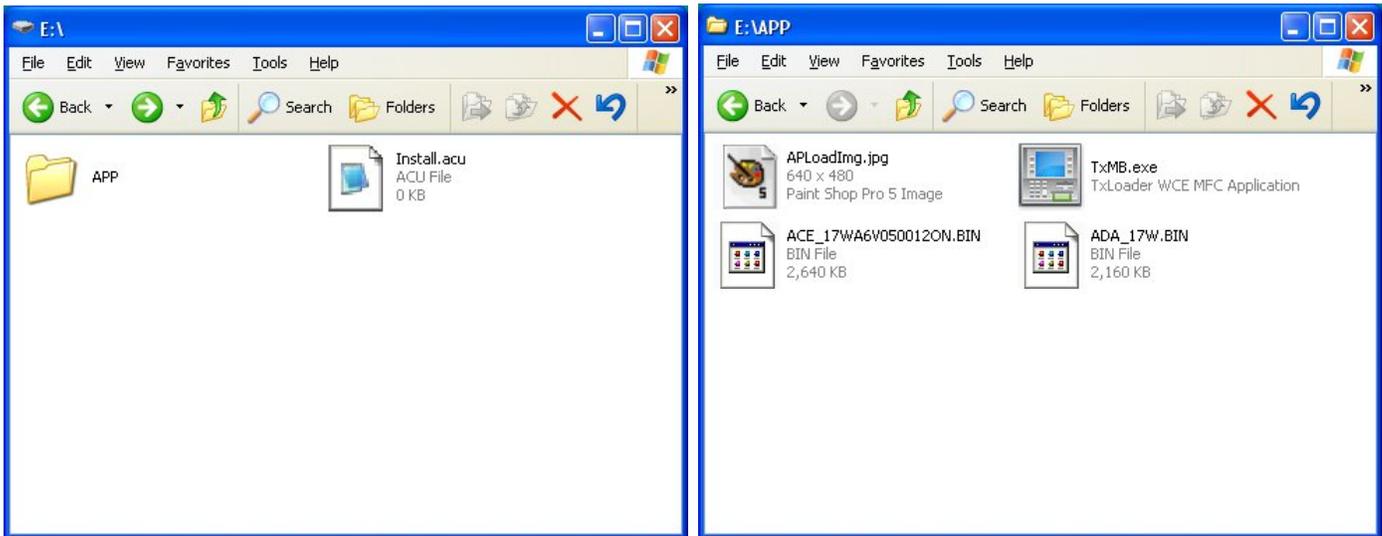
These newer board began shipping in late March 2014, and are identified by the ACU6 sticker which appears on the SD memory slot.

ACU6 boards are all new and for the first time allow you to load software from both a SD memory device (2GB or less) or a USB memory drive.

All of the other rules regarding loading software apply, there is a Full Install version and also an Update.

The big change to the loading process is that all the files are now contained in a folder called "APP".

The APP folder will contain 5 files with similar names to those used in ACU3 and 5.



The screen on the left is how your SD card or USB drive should look.

The screen on the right shows the contents of the APP folder

Once the files are setup correctly on your memory device, then insert into the ATM and power on.

If using the USB port to load software, the ACU6 board has two, you can use either one to insert the memory drive.