# Installation Instructions for CardTool™ Application Updater
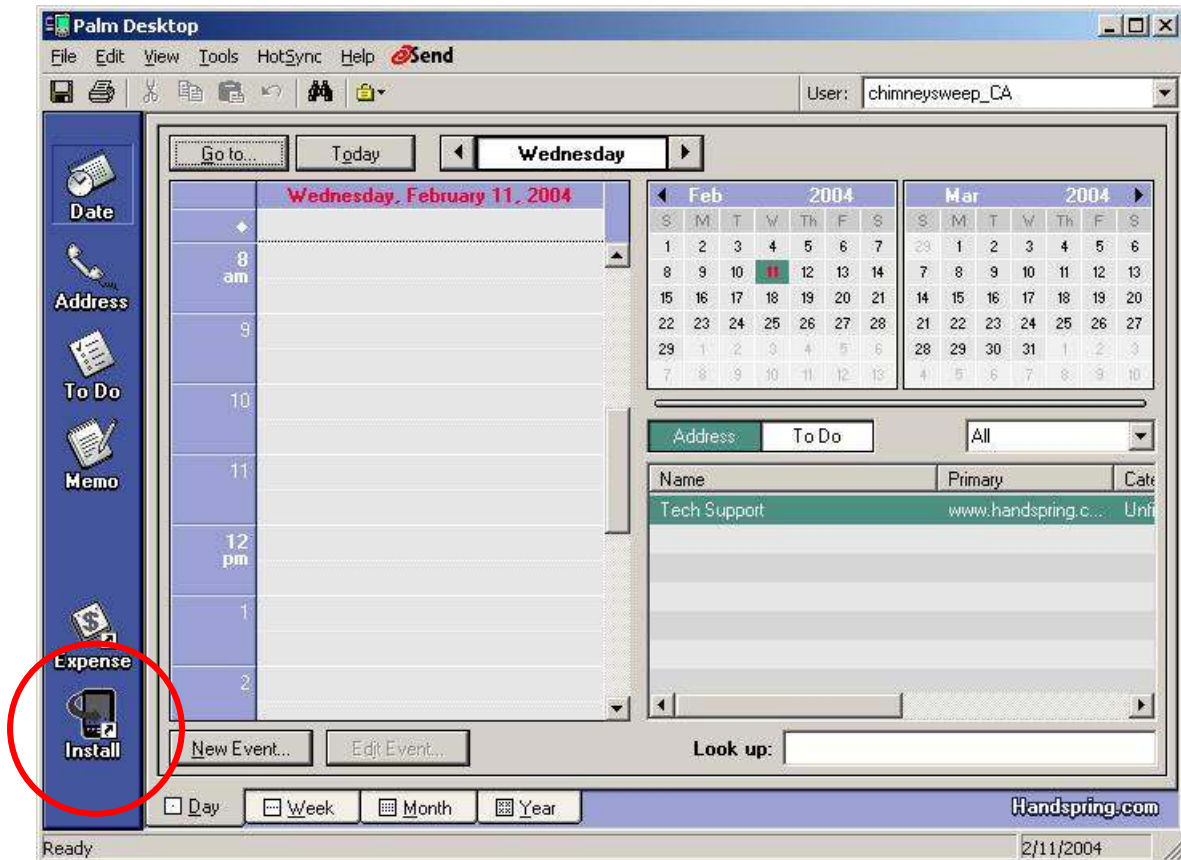
**TOKENWORKS™**

## About This Guide

This document describes the process of installing an application flash updater for CardScribe, CardDemo, CardVisor or CardDB.
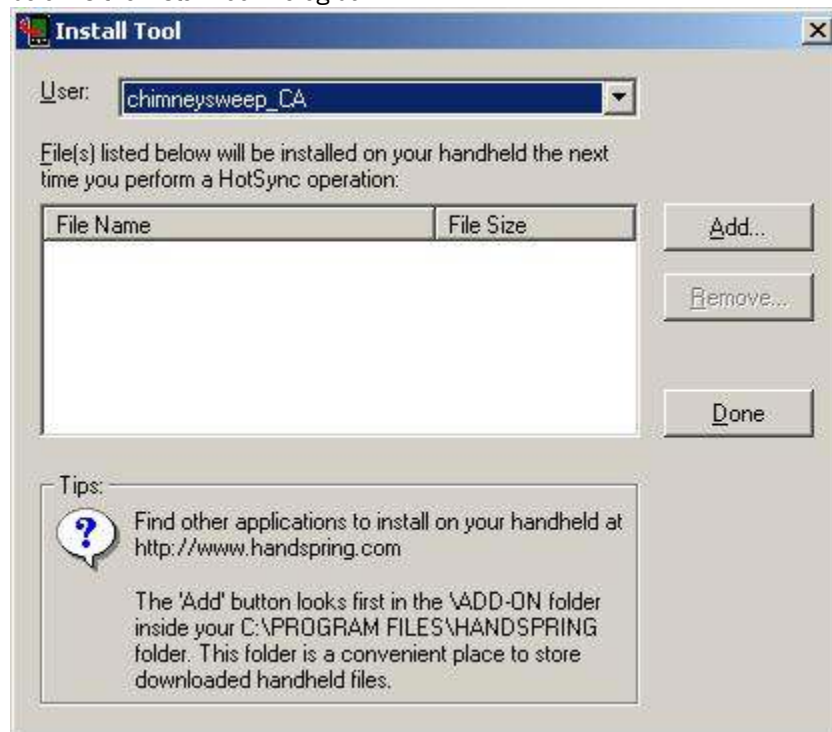
## Installation Instructions

There are 5 steps to updating the flash memory in the CardTool reader with a new application.

1. Ensure that the CardTool reader is installed in the expansion slot of the Handspring Visor
2. HotSync the flash updater application into the Handspring Visor. *Note: Hot syncing is described in the Handspring user manual available on the Handspring CD or in the support section at www.handspring.com.*
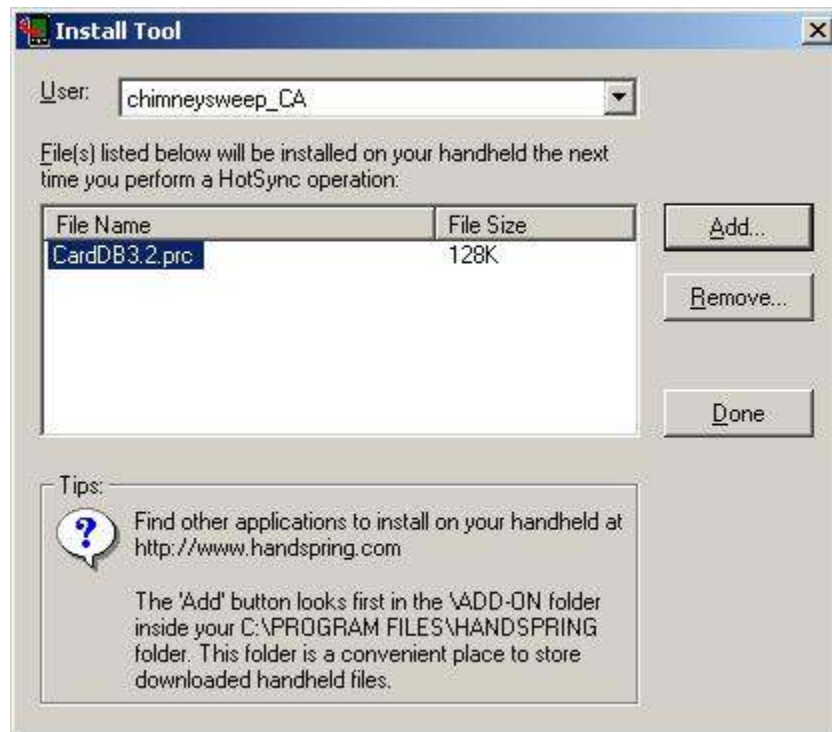
   The Palm Desktop application must be installed on a PC. Shown below is the main screen of the Palm Desktop software (on the green Handspring CD) with the Install Icon circled in Red

By clicking on the 'Install' icon on the left menu bar or by double clicking on the updater.prc file (if the *.prc files are associated with the Palm Desktop), the 'Install tool' will launch. Show below is the Install Tool Dialog box.



Make sure the correct HotSync user name is selected and that the updater file is shown in the main window. Shown below is the install tool prepared to load the CardDB3.2.prc updater file.

Once the correct updater file present in the main window, hit the 'Done' button. The following message will appear.



Click on the OK button, put the Handspring Visor into the HotSync Cradle (with the CardTool reader inserted into the expansion slot) and hit the HotSync button. This should install the updater file in the Visor's memory and the updater icon should be visible on the main application screen. (Make sure the category is 'ALL' in the top right corner of the screen when looking for the new application)

If Hot syncing does not work, there is an excellent trouble shooting section for common HotSync problems in the support section of the Handspring Site. Try visiting the www.handspring.com and in the support section, search for '**Why can't I synchronize my handheld with my desktop computer?' It is the top FAQ and what we use to trouble shoot hot syncing issues.**

3.  Locate the updater application icon on the Main screen. Depending on the application and version, the name will vary but it will typically have the same icon (see below) and the name will end with "Upd" (i.e. Updater). Note: CardDB updaters typically start with '3cardDB' and then have additional characters specific to the customer.
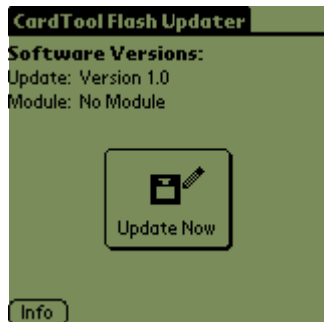


Locate Updater Icon on Main Screen
(CardVisor updater)



Main Icon Screen with Updater Icon circled
(CardScribe updater)

Once the updater is running, the main screen of the Updater application should display. If the CardTool reader is not installed, a warning message will be displayed. Both screens are shown below.



Main Screen of Updater



Error message displayed when CardTool reader is not installed.

4. Tap on the 'Update Now' button.

After the Update Now button has been tapped, a screen will show the progress as the program erases and reprograms the flash memory. This normally takes less the 20 seconds.

5. When the update complete message displays, remove and reinsert the CardTool reader. The process is complete. The new application should automatically launch.

Congratulations, you've updated your CardTool reader!

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# Document Information

| EVOLUTION OF THE DOCUMENT | | | |
|---|---|---|---|
| Version | Date | Author | Evolution |
| IM-082802-CC-R0 | 08/28/02 | PC | First draft of Installation Instructions |
| | 11/07/02 | CC | Changed screen graphic to show CardVisor updater |
| | 2/5/03 | CC | Revised Updater name for CardDB version 3. |
| | 2/11/04 | CC | Revised with detailed Palm Desktop/Install Tool directions. |