



ATM AP Software Installation Guide

ACU3 / ACU5 / ACU6

NOTE TO CUSTOMERS / TECHNICIANS:

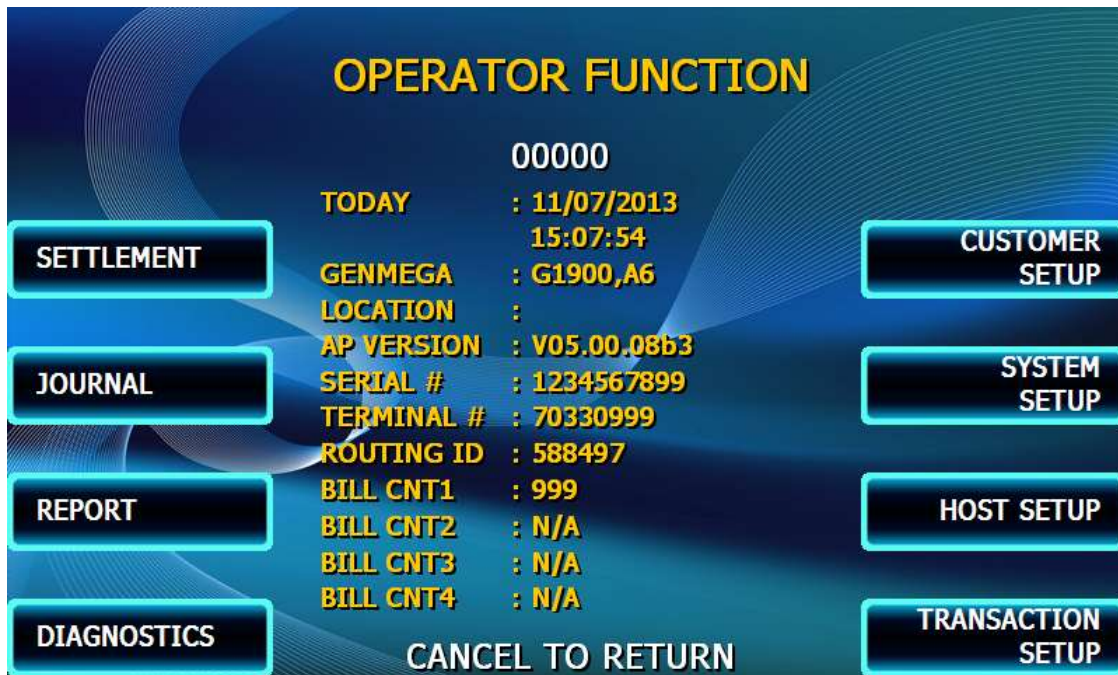
Please read over and understand all these instructions carefully before trying to load software to your ATM. Loading software incorrectly can result in the mainboard locking up, which requires sending it back to the factory to correct.

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

Before proceeding, it's important for you to understand which software is currently installed on your ATM – and which mainboard type (ACU) is in the ATM.

If you're unsure as to which mainboard type – please reference the ACU Identification guide included with the software downloads.

To know which type of software is currently loaded on your ATM, enter the Operator Menu as you would to add cash. In the center of the screen is the model and version information – see below as an example:



From this screen above, we can determine:
Genmega: **G1900, A6**

- this means it's a Genmega model G1900, with an ACU6 mainboard

AP Version : **V05.00.08b3**

- this is the current software version

If you are unable to enter the menu to view the above information, you may need to contact your distributor and use the ATM serial number or Terminal Number to determine the model type.

Once you know which ATM type you have and which mainboard (ACU) type – you should then decide which type of software load is appropriate.

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 (keypad) 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 ?

For all mainboard types:

- If clearing passwords back to factory default is the goal, then you must do a Full Install.
- If you currently are using V05.00.0x and just want to get the latest version, then the Update method is fine.
- If your ATM has been acting strange, running slowly or showing memory errors on the screen, then a Full Install is recommended

For ACU3 or ACU5 mainboards:

- If your ATM was never updated for EMV chip card readers, and has an older version of software V01, V02, V03 (something before V05) – then you should contact Genmega support for instructions on how to properly install the software. You must use a 'Full Install' to go from earlier versions up to V05.
- If you don't have the master password and are unable to clear NVRAM & Journal, then you should 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 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 memory problems when the files copy.

Loading software

ACU1 / ACU3 / ACU5 mainboards must be loaded using a 2GB (or smaller) SD memory card. There is no alternative to this, and smaller capacity SD cards are becoming difficult to find. Currently it's unlikely to find any in a store, so the best bet is to search '2GB SD Memory' on Amazon or Google. It's also acceptable to use a 'micro' SD card with adapter – as long as it's not over 2GB in size.

Examples of SD memory cards (standard and micro) below



ACU6 / ACU7 mainboards can be loaded using a 2GB SD card, or a USB drive (up to 32GB in size)

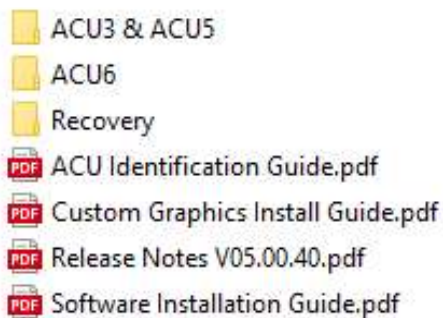
You need to copy these files using a Windows PC (not a Mac) – if your computer or laptop does not have an SD card reader, then purchase a USB to SD adapter.

Make sure that the SD card or USB drive is empty before copying files.

If you need to format the drive, do so using FAT or FAT32 for the file system. Do not use NTFS or exFAT.

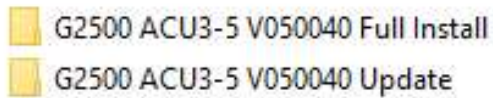
Locating the files:

When you download and open the software package for your ATM, you'll see the following folders and files.



The software is contained in the folders – based on mainboard type. The other files are instruction documents.

First, click on the folder that matches your mainboard type (ACU3/5 or ACU6)

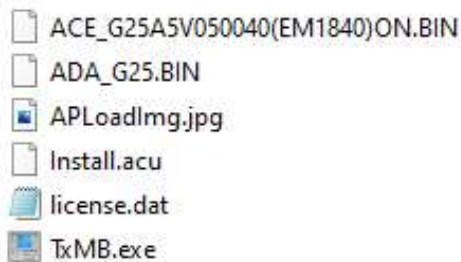


Here is where you choose which type of software to load – 'Update' or 'Full Install'

Next, open the folder for the appropriate software type and you'll see the files that need to be copied to the SD card or USB drive.

ACU3 / ACU5 software will look like this when you open the folder:

- copy all of these files to your 2GB (or less) SD memory card



ACU6 software will look like this when you open the folder:

- copy the APP folder and acu file to your 2GB SD memory card or USB drive

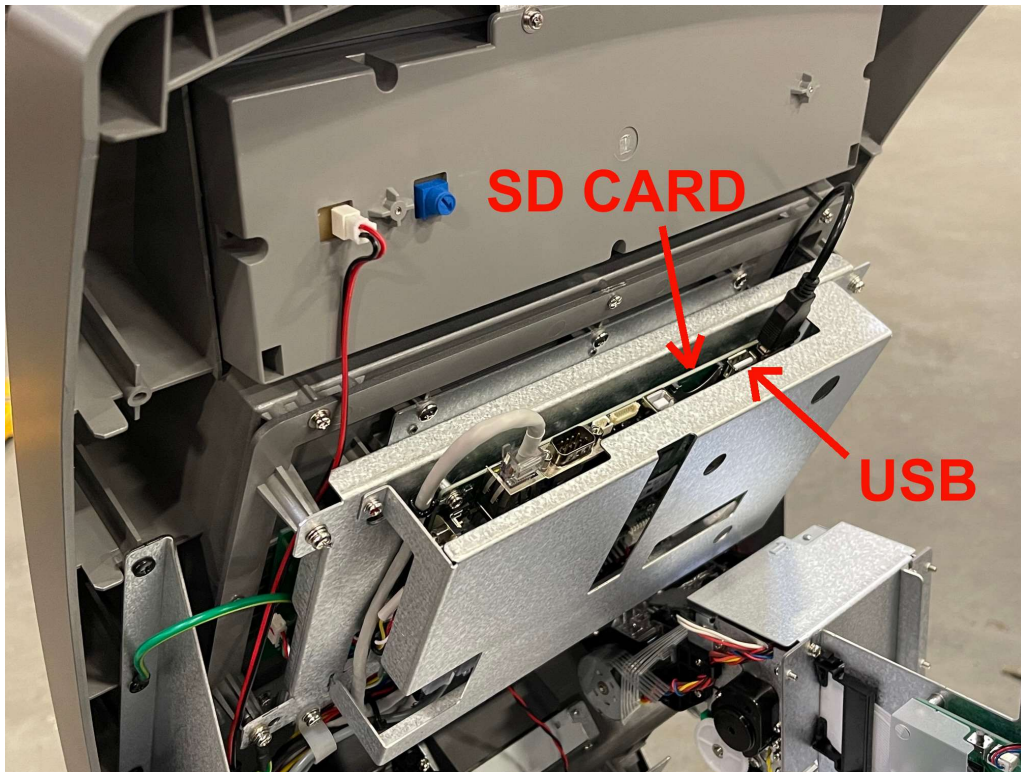


The examples above show the 'Full Install' software files, if you loading the 'Update' software, you'll notice the acu files will be named Update instead of Install.

Once you have the appropriate files copied onto the memory card, you're ready to load it at the ATM.

Loading Software in the ATM

Open the top of the ATM and locate the memory sockets along the top edge of the mainboard.



Power off the ATM, then insert the memory card into the appropriate socket. Then power the ATM on – the software automatically loads as the machine is booting up.

Full Install – if you loaded a 'Full Install', you'll expect to see an 'Out of Service' screen (F0001 error – Enter number of bills)

Try to enter OP Menu using the password '555555' – you can then verify the version number in the main menu to see that it's current.

Update – if you loaded an 'Update', then you should end up at whatever screen you started with before loading. 'Welcome' screen or other. Enter the OP menu using your password and check that the AP version number has changed to match what you loaded.

If you have the above results after loading, then you're done !

If you do not have the results above, proceed to the common issue troubleshooting.

Troubleshooting

If you try these steps and don't end up with the above results, typically this means one of the following.

- You're not using the appropriate sized SD card (2GB or less) – right click the removable disk in Windows and go to 'Properties' – the maximum capacity needs to be less than 2GB.
- Do not try loading ACU3/5 software via USB drive – it will not work.
- Check that you copied the correct files for your mainboard type. Do not just download the 'zip' file from our website and copy that to the memory drive. It must have the proper files opened and copied per above.
- If the files are correct, but not loading – try cleaning out the SD card socket, use compressed air or some electronics-safe cleaner spray to clean out the socket.
- If you attempt to load software and end up with a 'Temporarily Out of Service' screen, try loading the 'Recovery' software included in the download.
- If you try loading software and the board is freezing up after the initial colored bars (Red / Blue / Green) or after the blue 'progress' bar loads – then the board will require reflash and must come back to the factory for repair.