SANDEL®

SN3500 Primary Navigation Display
Instructions for update to software version A4.08

Date: October 10, 2018

Regarding: SN3500 software update to version A4.08

Introduction

This section describes the procedure to update an SN3500 to software version A4.08.

Compatibility

Software version A4.08 is only compatible with SN3500 units that have MOD A. These units have serial numbers 5-4500 and higher.
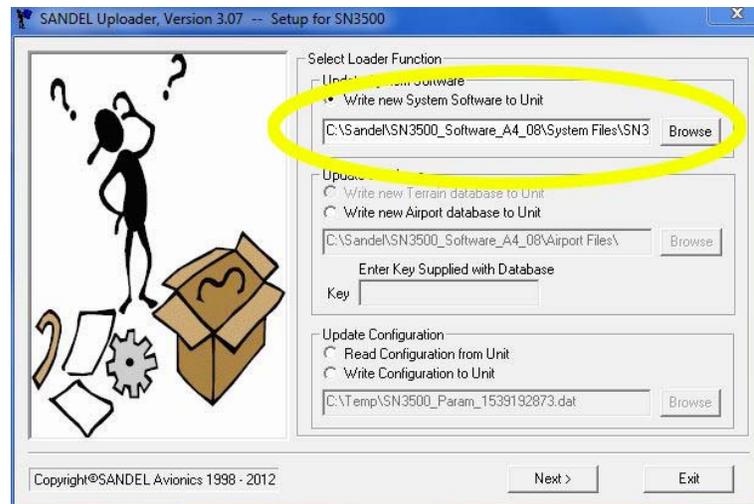
Hardware Requirements

- PC with Windows 10, 8.1, 7, Vista, or XP with available USB port
- USB to mini-USB interface cable, Sandel part number 88114 or equivalent
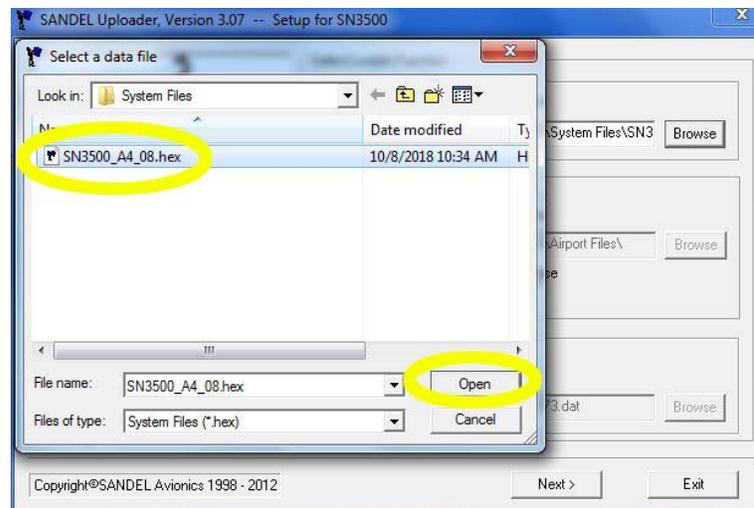
Upload Instructions

1. With power removed from the SN3500, connect the SN3500 to the PC via the USB cable.

2. Power up the SN3500 in maintenance mode. This is done by holding down the BRG and MEM keys on the SN3500 while applying power. Continue to hold down the two keys until the display is visible.

3. If a message 'Found New Hardware' appears, follow the instructions for installing the Sandel USB driver in Appendix A of these instructions.

4. Open Windows Explorer and locate the **Sandel_Uploader_3.07.exe** file. The default location will be in 'C:\Sandel\SN3500_Software_A4_08. Double click on the Sandel_Uploader_3.07.exe file to start.

   (Note: Previous versions of the Sandel Uploader program will not work with software version A4.08.)
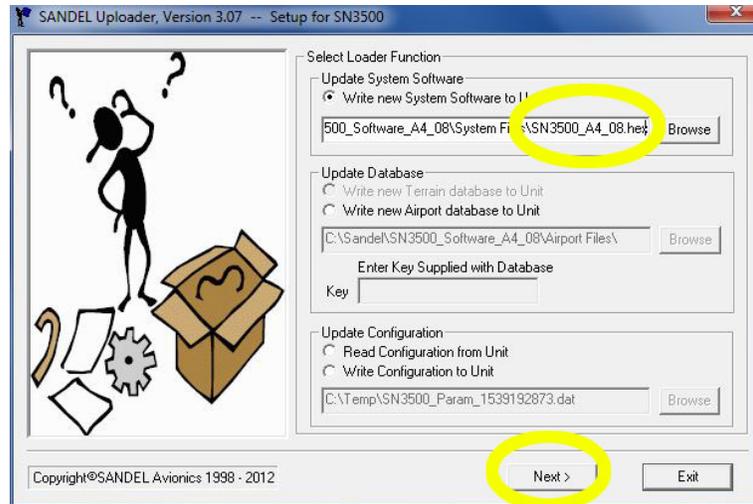
SANDEL®

5. The Sandel Uploader Setup screen will appear. (Example below.) Select the option for **'Write new System Software to Unit'**.
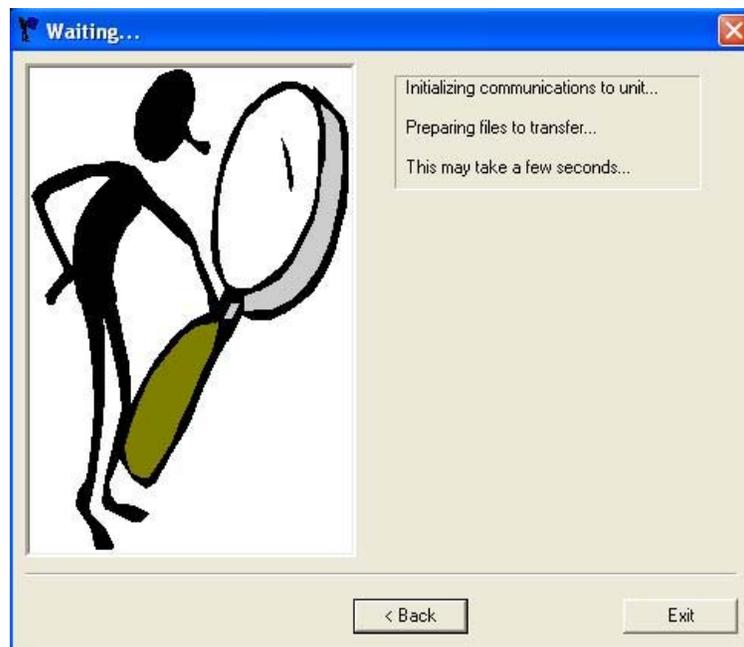

6. Click on 'Browse' and locate the file 'SN3500_A4_08.hex. Highlight the file and click on 'Open'. The default location for this file is 'C:\Sandel\SN3500_Software_A4_08\System Files'.
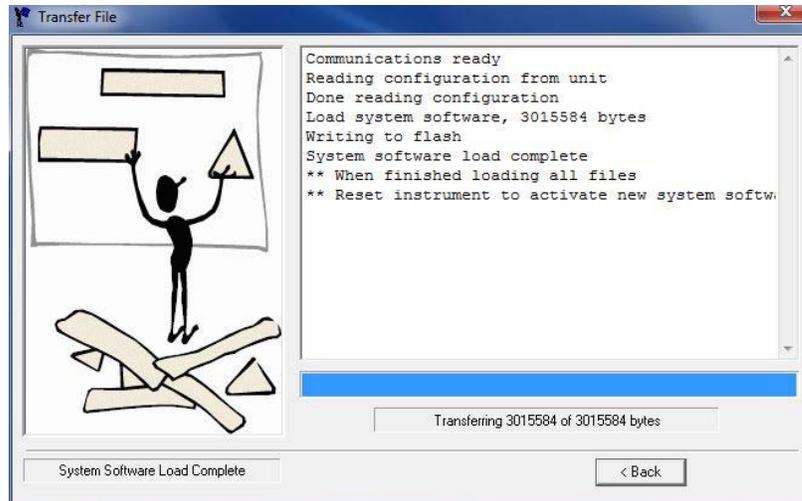
SANDEL®

7. Verify that the file 'SN3500_A4_08.hex is shown in the selection window and then click on 'Next'.

8. A message that the program is initializing communications with the unit will appear for several seconds.

9. If an error message "Software to be loaded is not compatible with attached unit." is shown, the SN3500 unit is not MOD A and can not be updated to software version A4.08.

10. Once communication is established, the software file will be transferred to the SN3500. Do not remove power or disconnect the cable until 'Software System Load Complete' is shown.

11. Close the program by clicking on the red 'X' at the top right of the program window. The USB cable can now be removed and the SN3500 powered down.

12. Power up the SN3500 again in maintenance mode.

13. On Maintenance Page 2, verify that the Software Rev is A4.08. On Maintenance Page 16, SFTWR CRC, press the UPDATE soft key (CLR key) to update the CRC codes. Verify that all fields show Pass.

Troubleshooting

Please contact Sandel Product Support if there are any questions with this procedure:

Phone: 877-726-3357 or 760-727-4900 ext. 2
Email: support@sandel.com

END

SANDEL®

Appendix A
Sandel SN3500, SN4500 and ST3400 USB Driver Installation Instructions

---

Introduction

This document includes instructions for installing the USB driver for the Sandel SN3500, SN4500 and ST340 which utilize a USB interface. This enables the updating of software and databases through the USB port located on the front bezel of the units.

Note: This procedure does not apply to the SN3308 EHSI as that product requires a serial interface.

Hardware Requirements

- PC with Microsoft Windows 10, 8.1, 7, Vista, or XP with available USB port
- USB to mini-USB interface cable, Sandel part number 88114 or equivalent
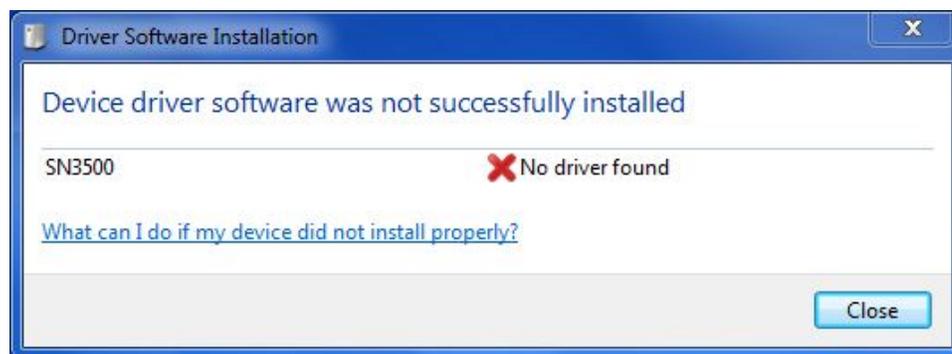
USB Driver Installation Instructions

It is necessary to install a USB driver the first time a Sandel unit is connected to a PC via the USB interface. The procedures are slightly different for each version of Windows and are described separately on the following pages.
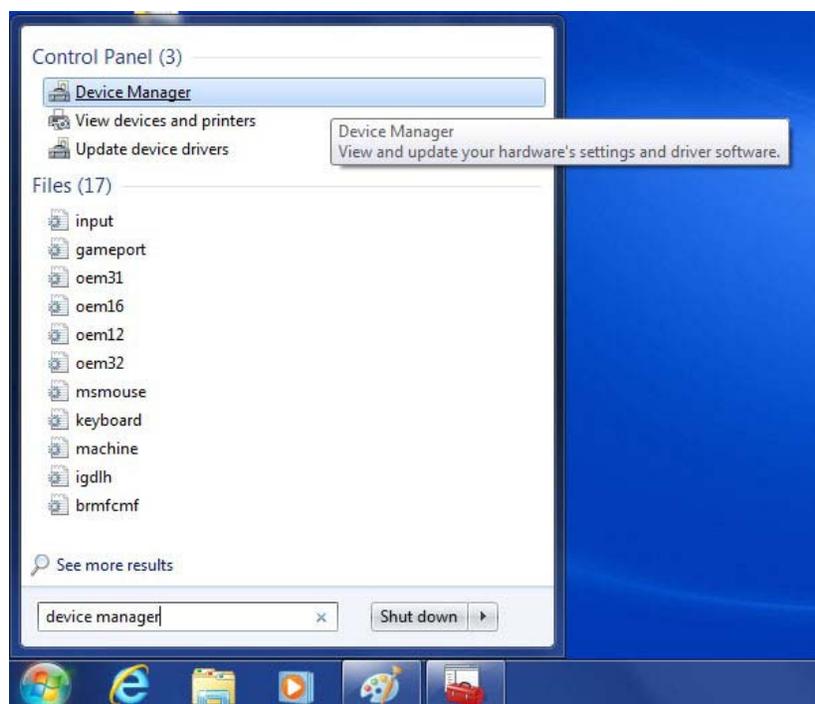
Note: For Windows 10 and 8.1, follow the instructions for Windows 7 USB driver installation.
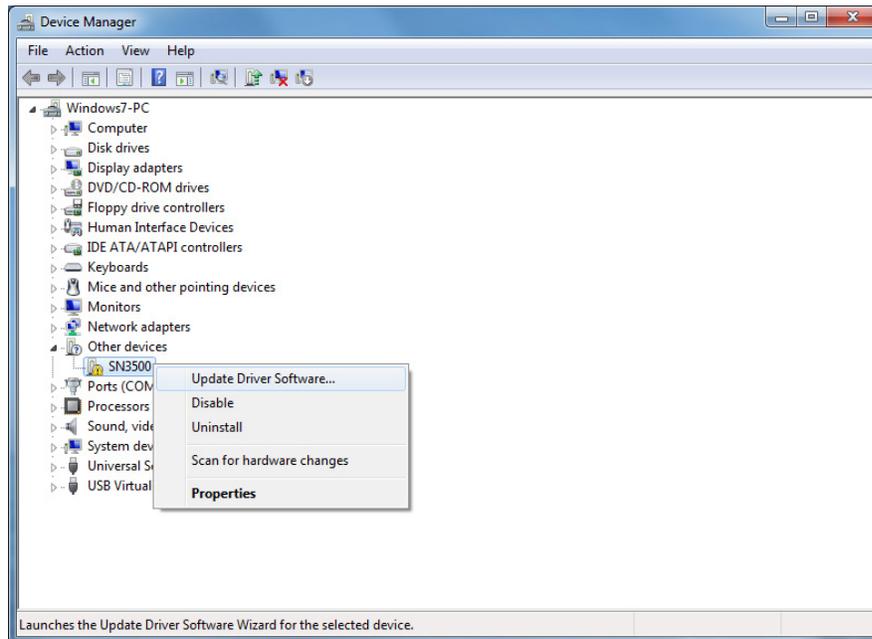
Windows 7 64-bit USB Driver Installation

1. With power removed from the Sandel unit, connect the unit to the PC via the USB cable.

2. Power up the Sandel unit in maintenance mode. This is done by holding down the appropriate keys while applying power. Continue to hold down the keys until the display is visible.

3. The computer will attempt to automatically find and install a USB driver however it will respond an error message as shown below. (SN3500 example used for illustration.) Close the window and proceed to the next step.
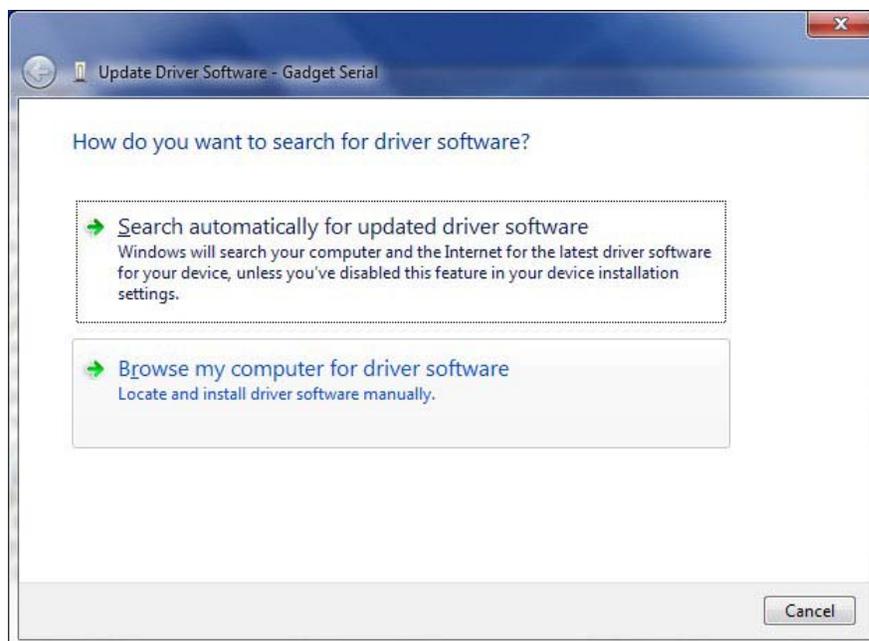

4. Click on the start icon at the lower left of the desktop and type 'device manager' in the search box. Click on the 'Device Manager' program when it appears at the top of the start window as shown below.
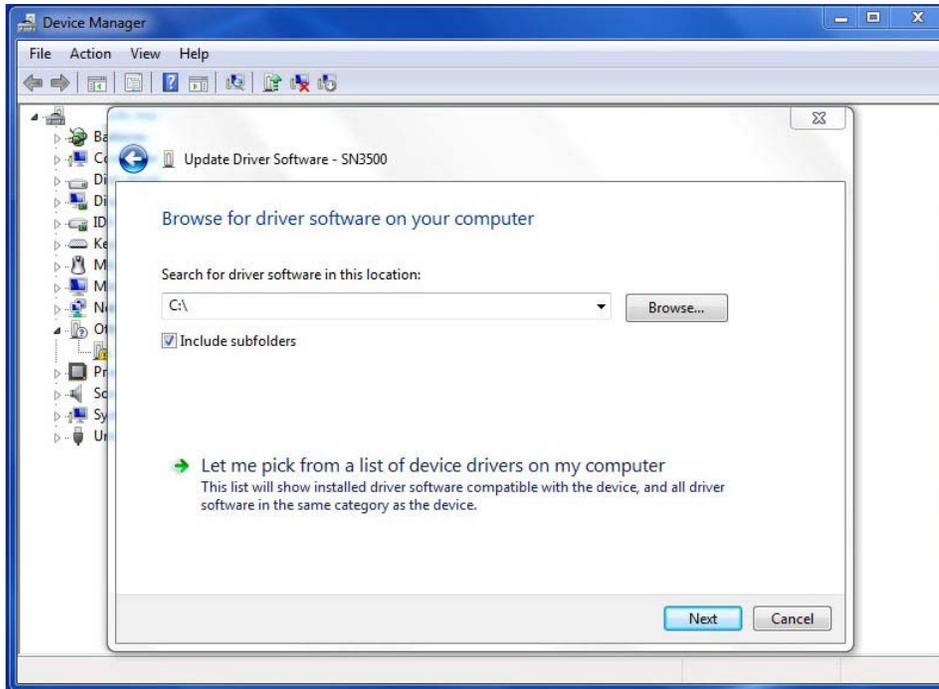
![SANDEL logo]

5. On the Device Manager window, double-click on 'Other devices' and then right-click on 'SN3500' (or SN4500/ST3400 as appropriate). Then click on 'Update Driver Software'.
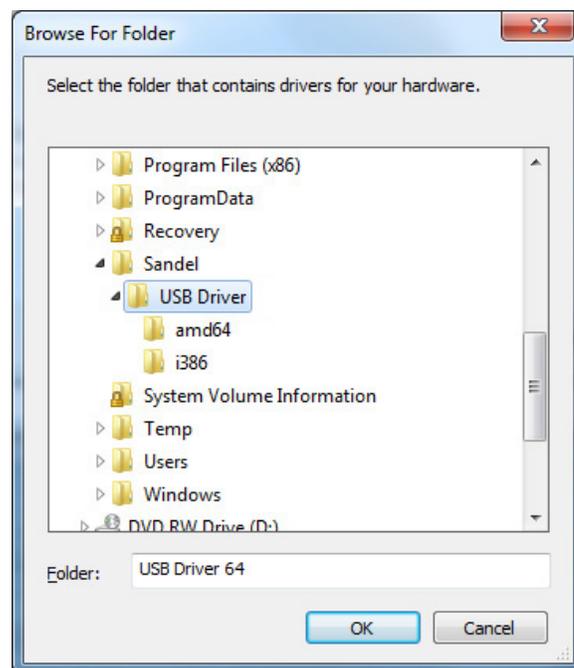

6. The Update Driver Software window will appear. Click on 'Browse my computer for driver software'.

![SANDEL logo]

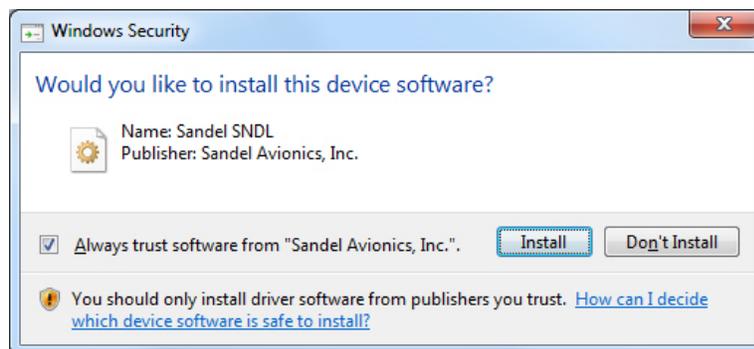7. 'Browse for driver software on your computer' will be shown. Click on 'Browse'.

8. Select the Sandel USB Driver folder. The default location is 'C:\Sandel\USB Driver'. Click on 'OK'.
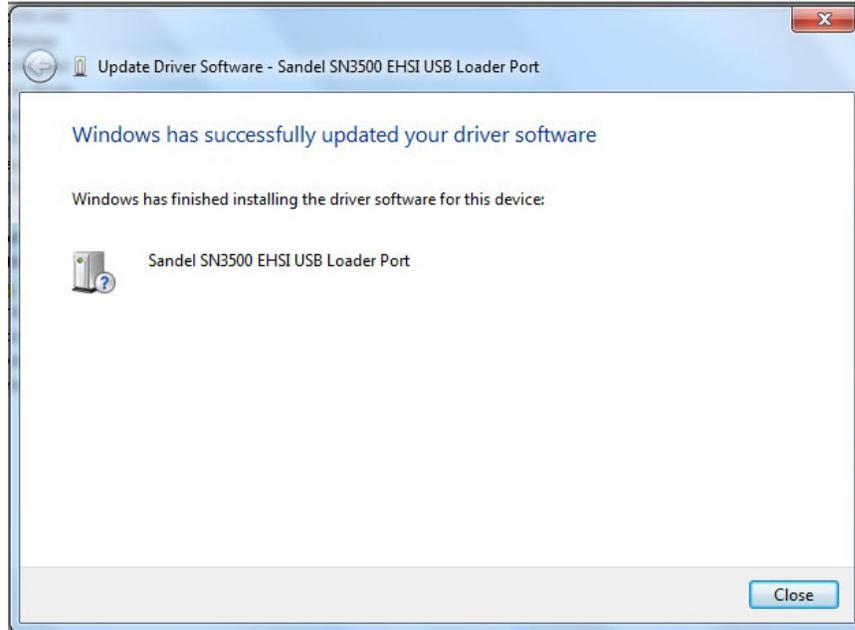
9. The USB Driver folder will be shown in the selection window. Click on 'Next'.

10. If a window appears asking 'Would you like to install this device software?' click on 'Install'.
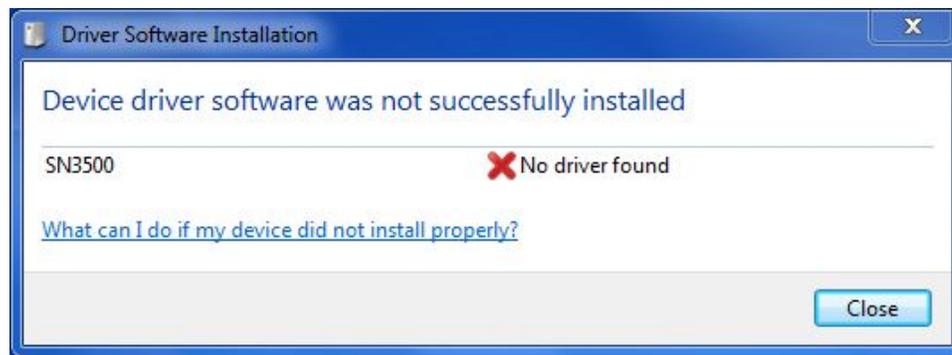
![SANDEL®]

11. Windows will install the driver and display the message 'Windows has successfully updated your driver software' when complete. Click on 'Close' to complete the process.
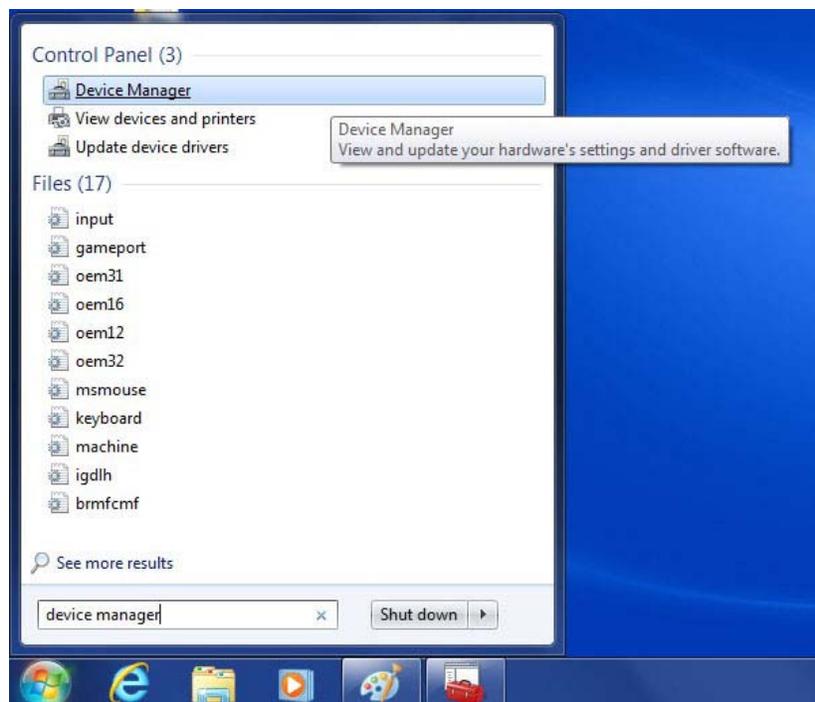
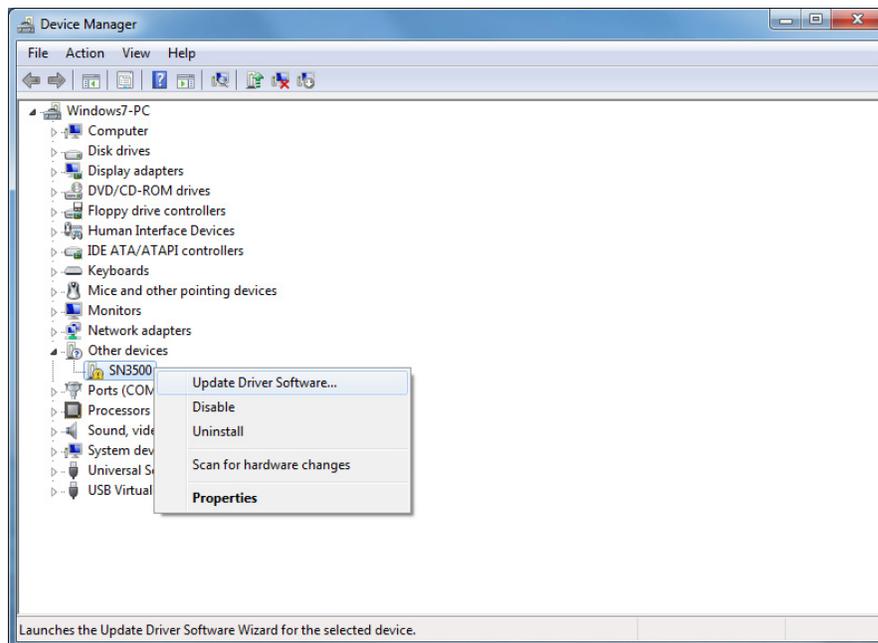## Windows 7 32-bit USB Driver Installation

1. With power removed from the Sandel unit, connect the unit to the PC via the USB cable.

2. Power up the Sandel unit in maintenance mode. This is done by holding down the appropriate keys while applying power. Continue to hold down the keys until the display is visible.

3. The computer will attempt to automatically find and install a USB driver however it will respond an error message as shown below. (SN3500 example used for illustration.) Close the window and proceed to the next step.
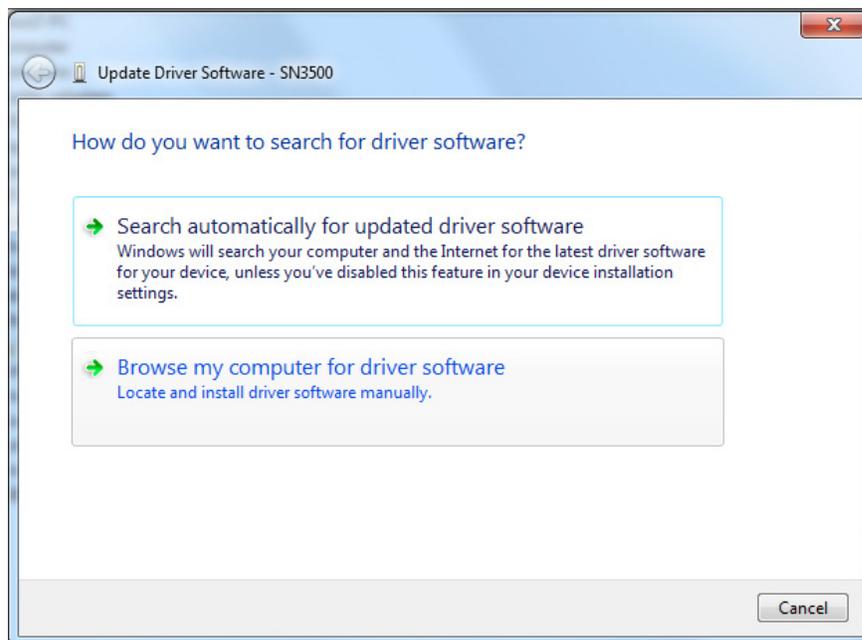

4. Click on the start icon at the lower left of the desktop and type 'device manager' in the search box. Click on the 'Device Manager' program when it appears at the top of the start window as shown below.
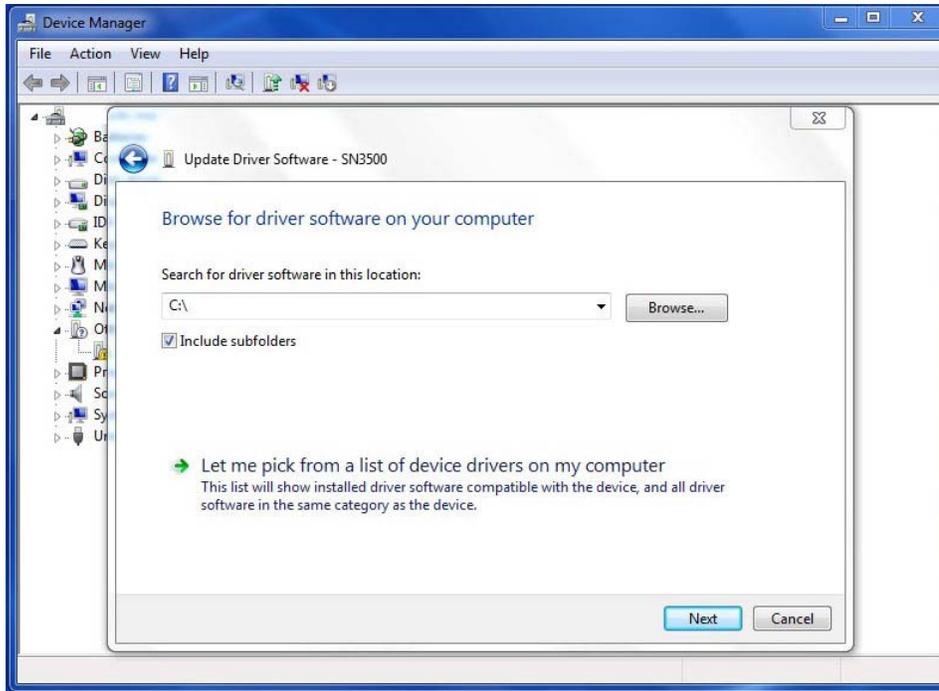
SANDEL®

5. On the Device Manager window, double-click on 'Other devices' and then right-click on 'SN3500' (or SN4500/ST3400 as appropriate). Then click on 'Update Driver Software'.
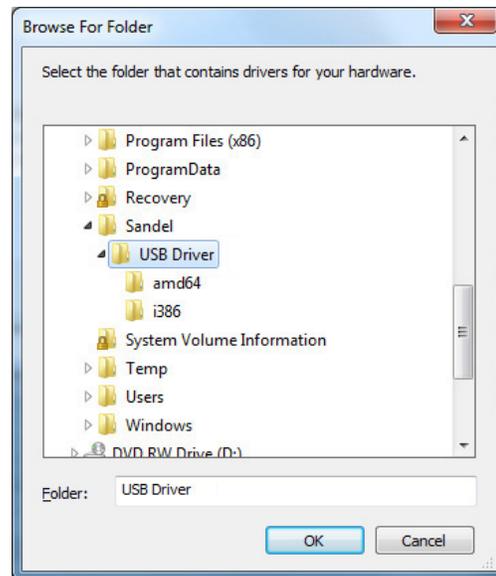

6. The Update Driver Software window will appear. Click on "Browse my computer for driver software'.
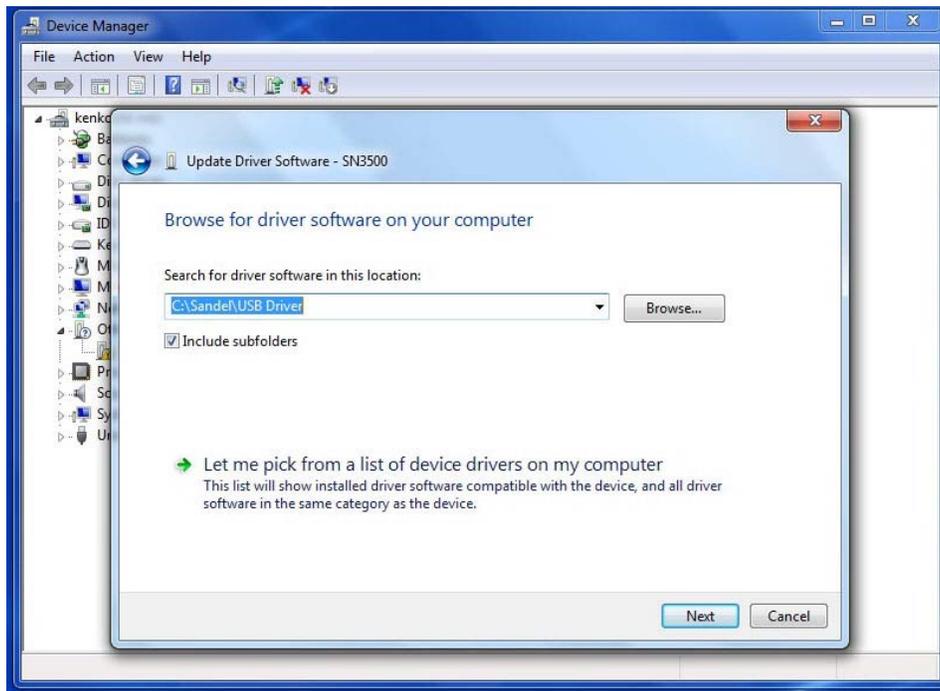
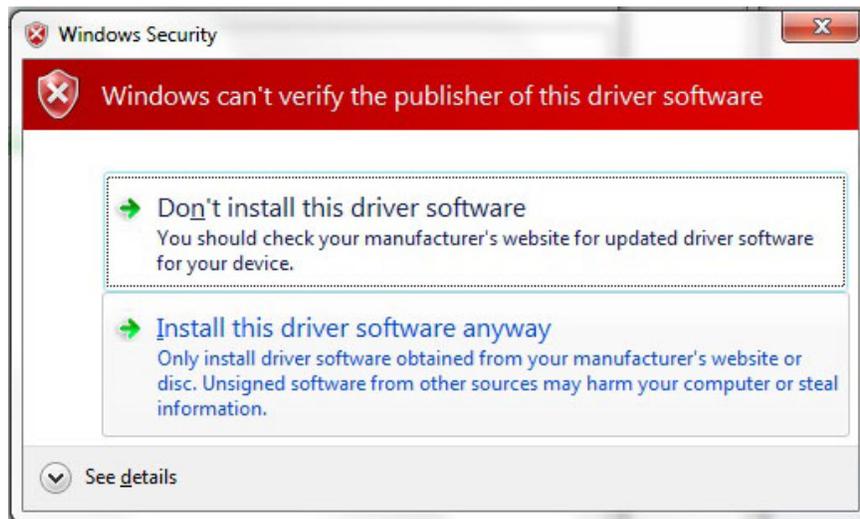7. 'Browse for driver software on your computer' will be shown. Click on 'Browse'.

8. Select the Sandel USB Driver folder. The default location is 'C:\Sandel\USB Driver'. Click on 'OK'.
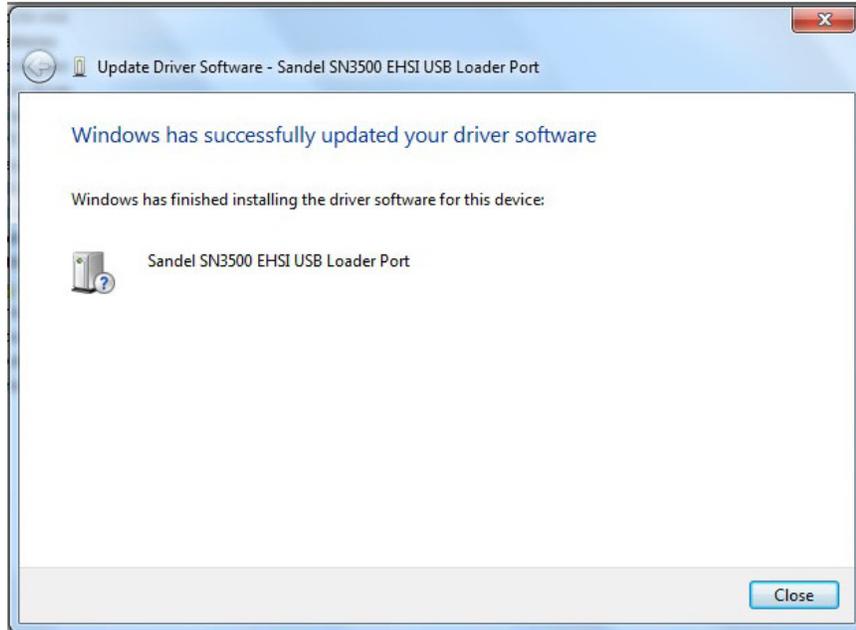
![SANDEL logo]

9. The USB Driver folder will be shown in the selection window. Click on 'Next'.

10. If a warning message appears, click on 'Install this driver software anyway'.

![SANDEL logo]

11. Windows will install the driver and display the message 'Windows has successfully updated your driver software' when complete. Click on 'Close' to complete the process.
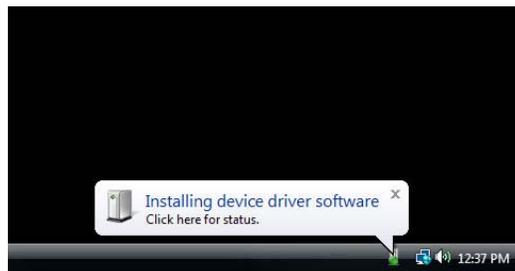
SANDEL®

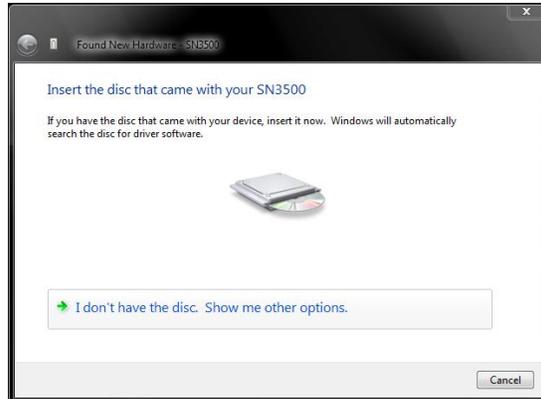## Windows Vista USB Driver Installation

1. With power removed from the Sandel unit, connect the unit to the PC via the USB cable.

2. Power up the Sandel unit in maintenance mode. This is done by holding down the appropriate keys on the unit while applying power. Continue to hold down the keys until the display is visible.

3. A message 'Windows needs to install driver software' will appear. (Example using the SN3500 is shown below.) Click on 'Locate and install driver software'.
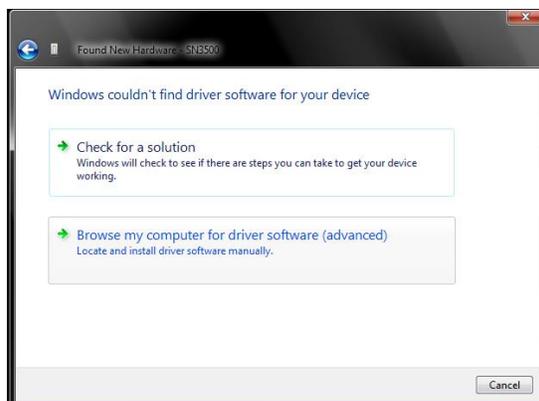

4. A message 'Windows needs your permission to continue' will appear. Click on 'Continue'.

5. A message 'Installing device driver software' will appear at the lower right. No action is necessary.
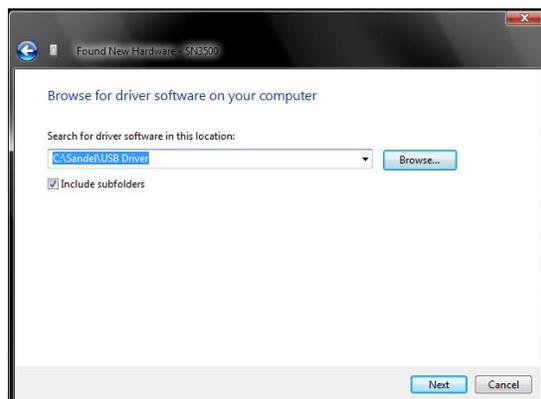
SANDEL®

6. After several seconds, Windows will prompt to 'Insert the disc'. If the software or database was distributed on a CD-ROM, insert the CD and go to Step 9. Otherwise click on 'I don't have the disc. Show me other options.'

7. A message 'Windows couldn't find driver software for your device' will appear. Click on 'Browse my computer for driver software'.
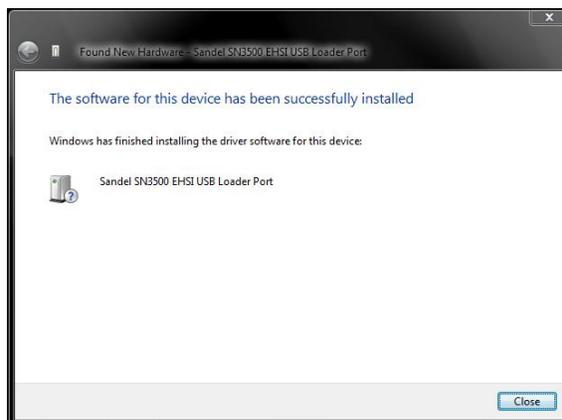

8. Windows will ask for the location of the driver. Click on 'Browse' to select the folder which contains the file 'ST3400.inf'. The default location is C:\Sandel\USB Driver'. Click on 'Next'. (Note: ST3400.inf is used for all Sandel models.)

9. A warning message 'Windows can't verify the publisher of this driver software' will appear. Click on 'Install this driver software anyway'.

10. Windows will install the driver. This will take several seconds. After successful installation of the driver click on 'Close' to complete the process.

Windows XP USB Driver Installation

1. With power removed from the Sandel unit, connect the unit to the PC via the USB cable.

2. Power up the Sandel unit in maintenance mode. This is done by holding down the appropriate keys on the unit while applying power. Continue to hold down the keys until the display is visible.

3. A message 'Found New Hardware' will appear. (Example below.)

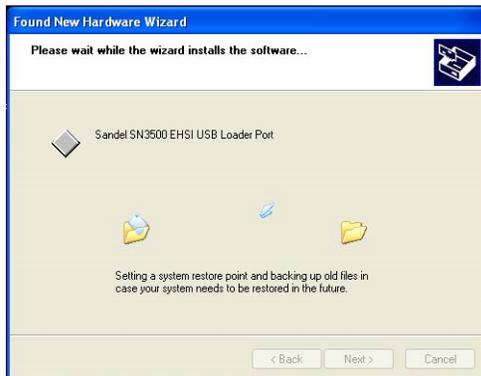4. The Found New Hardware Wizard will start. Select the option 'No, not this time' and click on 'Next'.

5. Windows will ask if it should install the software automatically or install from a list or specific location. Select the option 'Install from a list or specific location (Advanced)' and click on 'Next'.

SANDEL®

6. Windows will ask for the location of the driver. Select the option ' Search for the best driver in these locations' and check the box 'Include this location in search:'. Click on 'Browse' and select the folder that contains the file 'ST3400.inf'. The default location is 'C:\Sandel\USB Driver'. If installing from a CD-ROM, the file will be located in the 'Sandel\USB Driver' folder. Click on 'Next'. (Note: ST3400.inf is used for all Sandel models.)

7. Windows will locate and install the necessary driver.

8. The driver has been installed. Click on 'Finish' when complete.

END OF USB DRIVER INSTALLATION INSTRUCTIONS