



NGD Laptop Tool Version 3.0.14 is released

Purpose of this bulletin:

The purpose of this bulletin is to inform you that Gilbarco has released a new version of the NGD Laptop Tool, version 3.0.14. This laptop tool is for use on Encore units with all versions of Sandpiper electronics, and contains significant enhancements over prior versions.

Included Enhancements:

The basic functionality of the NGD Laptop Tool has not changed. You will find this tool to be very familiar and intuitive to use. The new NGD Laptop Tool has multiple enhancements that will allow for easier and more effective troubleshooting on units equipped with Sandpiper electronics. Below are some of the enhancements:

- Faster LON update speeds
- More unit programming information in the "Who Are You" report
- The ability to pull the "Who Are You" report when the level 4 PIN code has been changed (by entering the changed PIN in the settings menu manually)
- Allows for serial ports higher than COM 9 to be used
- The Date & Time are more accurate in the Weights & Measures Log viewer
- Widely used documentation including programming guides are now accessible from within the tool itself, including a full list of error codes for the Encore 500, Encore S, and Encore 700 S along with advanced error code information and troubleshooting steps
- The Event log and Weights & Measures log are now separate
- The Comm Parms button has been replaced with a Settings button, and is now available from the initial starting screen

IMPORTANT INFORMATION

For more information on the NGD Laptop Tool, please refer to ***MDE-3921 Laptop Tool Software User Guide***, available on GOLD.

Operating System Requirements:

This tool has been tested and approved for use with the following Operating Systems.

- Windows XP
- Windows 7 32/64 bit
- Windows 8 32/64 bit

Note: The NGD Laptop Tool Version 3.0.14 is not compatible with Windows Vista.

If your system meets the Operating System requirements:

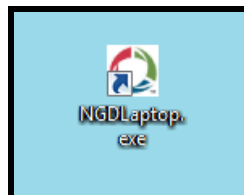
It is highly recommended that you visit the Gilbarco Extranet to update your laptop with the new version of the NGD Laptop Tool. This will allow you to take advantage of the significant enhancements this new release contains.

Obtaining the new laptop tool:

Note: The process to obtain the new laptop tool has not changed from prior versions

- 1) Log into the Gilbarco Extranet
- 2) Select the "Technician Resources" link located at the bottom left
- 3) Select the "Laptop Tool" link located at the bottom left; the Laptop Tool Download Page will open
- 4) Select "Accept Download Agreement" to enable the links below, select "Single Click Update"
- 5) Save "dialog_singleclick_v20_0_20" to your desktop and double click to open
- 6) Enter your username/password (same one you use to access the Extranet)
- 7) Enter the modifier you are attempting to update (usually BLINK)
- 8) Press "Update Files"
- 9) The tool will now download and install

A new icon will be placed on your desktop. The icon is the Gilbarco Veeder-Root logo, titled "NGDLaptop.exe."



IMPORTANT INFORMATION

This bulletin is not authorization to perform any LON updates