

Updating the KLN 94 Database Card using the GPS Database Loader and a SanDisk ImageMate SDDR-31 that is attached to the PC's USB port

NOTE: The ImageMate is not compatible with Windows XP service pack 3, VISTA, Windows 7 or 8 and up.

Most computers that are relatively new have USB ports. Users who wish to update their KLN 94 Database Card using a SanDisk USB ImageMate SDDR-31 must have Windows 95 Rev. B, Windows 98, Windows 2000, Windows XP, or Windows Millennium Edition installed on their computer. (Note that USB ports are NOT supported by Windows 95 Rev A, Windows NT 3.51, or Windows NT 4.0) For older desktop computers that do not have a USB port, a USB port can be added to the PC (as long as there is an available 16-bit ISA expansion slot). USB ports are available at numerous computer stores for a nominal charge.

To update your KLN 94 Database Card using an ImageMate:

1. Click here and carefully follow the provided instructions for how to purchase, install, use, and troubleshoot the ImageMate on your computer.
2. If you purchased your ImageMate from a local retailer, you may have to upgrade the firmware in the ImageMate before you will be able to update your Database Card. When you attempt to update the database on the card, the GPS Database Loader program will notify you if you need to upgrade the firmware in the ImageMate.
3. Attach the ImageMate to your computer's USB port.
4. Obtain the database file you will use to update the card.
5. Start the GPS Database Loader by selecting: Start > Programs > GPS Database Loader.
6. Select "Update > database" from the menu.
7. Select a KLN 94 database file (usually called DATABASE.EXE)
8. Select "Card is inserted into an ImageMate that is Attached to the PC's USB port" and press the OK button.
9. Insert the KLN 94 Database Card into the ImageMate and press OK.
10. After the update is complete, remove the KLN 94 Database Card and put the Database Card back into your KLN 94 GPS.

Note 1: The GPS Database Loader does NOT support card updates using a Parallel-port ImageMate SDDR-01 that is attached to the PC's parallel port.

Note 2: The GPS Database Loader does NOT support card updates using a USB Flash Memory Readers from other companies (i.e. only SanDisk ImageMate SDDR-31 readers are supported.)

Updating the KLN 94 Database Card using the PC's PCMCIA slot and the GPS Database Loader (Primarily for individuals who have Laptop computers)

Most portable laptop computers have a PCMCIA slot (port) that can be used for updating the KLN 94 Database Card. Users who wish to update their KLN 94 Database Card using the PCMCIA port must have Windows 95, Windows 98, or Windows Millennium edition installed on their computer. Windows 2000 and Windows XP users must use the USB ImageMate option described in the preceding paragraphs. Updating a card using the PCMCIA slot requires purchasing a compactflash PC Card Adapter. This adapter resembles a PCMCIA card and it has an opening where the KLN 94 Database Card (compactflash) can be inserted. PC Card Adapters are available at numerous computer stores for a nominal charge.

The GPS Database Loader allows you to update the KLN 94's Database Card with a DATABASE.DAT file that you have downloaded from the www.gpsdatabase.com web site and stored on your hard disk.

The GPS Database Loader will require that the key on the KLN 94 Database Card be the same as the key in your downloaded DATABASE.DAT file. Therefore, before you download your database, insert your KLN 94 Database Card into either the ImageMate or the PCMCIA slot and select one of the following two options from the GPS Database Loader Tools menu:

"Tools -> Read Database Key from -> a Card in an ImageMate"
or "Tools -> Read Database Key from -> a Card in a PCMCIA slot"

to obtain the key that is stored on the database card, then use this key to download a database from the www.gpsdatabase.com web site.

If the GPS Database Loader displays a message like the following. Simply write the key down and use it the next time you download a database. NOTICE: Your database key has been changed to 6ADDD9522. Please download with the new key net time.

Remember if you forget your key, just put the card in the ImageMate or the PCMCIA slot and select "Tools -> Read Database Key from" to obtain your download key.

ImageMate appears to be Empty! I have my KLN 94 Card in the ImageMate but the GPS Database Loader keeps telling me that the "ImageMate appears to be Empty!"

ImageMate Not Found! I have my ImageMate Attached to my computer, but the GPS Database Loader keeps telling me "ImageMate not Found!"

The following suggestions may help to fix these problems.

- 1.) If you got your ImageMate from any other source than Honeywell (Bendix/King), then you will need to Update the Firmware in your SanDisk ImageMate SDDR-31 before it will be compatible with your KLN 94 Database Card.
- 2.) Most preferably, please try to connect the ImageMate directly to the USB port on the back of the computer. If you are using a USB hub, make sure your hub is plugged in (preferably to the first port on a powered hub). Do not plug into a USB port on your monitor or keyboard as these ports usually don't give enough power for the ImageMate. Some USB ports on the front of the computer do not have enough power for the ImageMate. In this case, attaching the ImageMate to a USB port on the back of the computer will solve this problem.
- 3.) Try changing the ImageMate's drive letter. Follow the instructions for Windows 2000 or Windows XP to change the ImageMate's Drive Letter.
- 4.) Try stopping and then removing any other card readers that you have plugged into your computer's USB ports. Also try stopping and then removing any other removable drives that you have plugged into your computer.
- 5.) If problems persist, try stopping the ImageMate device, then remove the ImageMate's USB connection from the computer, then after a few seconds, reattach the ImageMate and try again.

6.) Try rebooting your computer, but do not put the KLN 94 card in the ImageMate until your computer has fully finished its reboot.

7.) On the PC, the ImageMate will appear in "My Computer" and "Windows Explorer" as a "Removable Disk". The KLN 94 database card is a locked card. Therefore, you will not be able to look at the files on the KLN 94 card using either "My Computer" or "Windows Explorer". However, you should be able to use "My Computer" or "Windows Explorer" to read the files on a regular camera card in the ImageMate. If you can't read files on a camera card, call SanDisk Technical Support at 1-866-SAN-DISK for assistance with installing your ImageMate SDDR-31. SanDisk will not be able help you with the KLN 94 card.

8.) If your ImageMate is not working properly, this can be due to incorrect or damaged ImageMate drivers. (Check the install instructions for your version of windows)

9.) Try to attach the ImageMate to a different computer.

10.) Contact us for Technical Support. Emailing us a LOG.TXT file at nav.database@honeywell.com can often help us to diagnose your problem.

ImageMate Not Found! I have my ImageMate Attached to my computer, but the GPS Database Loader keeps telling me "ImageMate not Found!"

The following suggestions may help to fix these problems.

1.) If you got your ImageMate from any other source than Honeywell (Bendix/King), then you will need to Update the Firmware in your SanDisk ImageMate SDDR-31 before it will be compatible with your KLN 94 Database Card.

2.) Most preferably, please try to connect the ImageMate directly to the USB port on the back of the computer. If you are using a USB hub, make sure your hub is plugged in (preferably to the first port on a powered hub). Do not plug into a USB port on your monitor or keyboard as these ports usually don't give enough power for the ImageMate. Some USB ports on the front of the computer do not have enough power for the ImageMate. In this case, attaching the ImageMate to a USB port on the back of the computer will solve this problem.

3.) Try changing the ImageMate's drive letter. Follow the instructions for Windows 2000 or Windows XP

to change the ImageMate's Drive Letter.

4.) Try stopping and then removing any other card readers that you have plugged into your computer's USB ports. Also try stopping and then removing any other removable drives that you have plugged into your computer.

5.) If problems persist, try stopping the ImageMate device, then remove the ImageMate's USB connection from the computer, then after a few seconds, reattach the ImageMate and try again.

6.) Try rebooting your computer, but do not put the KLN 94 card in the ImageMate until your computer has fully finished its reboot.

7.) On the PC, the ImageMate will appear in "My Computer" and "Windows Explorer" as a "Removable Disk". The KLN 94 database card is a locked card. Therefore, you will not be able to look at the files on the KLN 94 card using either "My Computer" or "Windows Explorer". However, you should be able to use "My Computer" or "Windows Explorer" to read the files on a regular camera card in the ImageMate. If you can't read files on a camera card, call SanDisk Technical Support at 1-866-SAN-DISK for assistance with installing your ImageMate SDDR-31. SanDisk will not be able help you with the KLN 94 card.

8.) If your ImageMate is not working properly, this can be due to incorrect or damaged ImageMate drivers. (Check the install instructions for your version of windows)

9.) Try to attach the ImageMate to a different computer.

10.) Contact us for Technical Support. Emailing us a LOG.TXT file at nav.database@honeywell.com can often help us to diagnose your problem.

Help! I can't see the files on my KLN 94 Database Card

The KLN 94 database card contains a security system that makes it operate differently from other compactflash cards. The security system prevents you from copying files to (or from) your KLN 94 database card. The security system also prevents you from

looking at the contents of the KLN 94 database card. Unfortunately, the KLN 94 database card security often makes it difficult to troubleshoot problems with the ImageMate SDDR-31. For this reason, we recommend that customers use a regular compactflash card (like a camera card), to verify that their ImageMate SDDR-31 is installed properly. If your ImageMate is installed properly, you should be able to copy files to (or from) a regular compactflash card, and you should be able to use Windows Explorer to view the files that are stored on a regular compactflash card. If your ImageMate does not allow you to copy files to a regular compactflash card or view the contents of a regular compactflash card, we recommend that you contact SanDisk Technical Support at 1-866-SAN-DISK for assistance with installing your ImageMate. If you CAN read and view files on a regular compactflash card, but you still cannot update your KLN 94 database card, please contact us for Technical Support.

If you have already installed the driver for your SanDisk ImageMate SDDR-31, go to Device Manager, then click the PLUS SIGN (+) beside "Universal Serial Bus Controllers" to expand the branch. If a black exclamation point (!) on a yellow field is on top of the "SanDisk USB ImageMate", then this device is not functioning; contact SanDisk for technical support. A red "X" indicates that an appropriate driver has not been loaded for the device. If "Universal Serial Bus Controller" is not listed in the Device Manager, USB support may not be enabled in your computer's BIOS. Contact your computer manufacturer for instructions on how to enable USB support on your computer. Next click the PLUS SIGN (+) beside the "Universal Serial Bus Controller" to expand the branch. Under "Universal Serial Bus Controller", you should see the "PCI to USB Universal Host Controller" and the "USB Root Hub". If a black exclamation point (!) on a yellow field is on top of the "USB Root Hub" entry or if the "USB Root Hub" entry does not exist, then contact SanDisk at 1-866-SAN-DISK for technical support.

How Do I Get to "Device Manager?" To get to "Device Manager, you can:

Right-click on the "My Computer" icon
select "Properties" from the Pop-Up window
Then click on the "Device Manager" tab (in Windows 2000 and Windows XP select the "Hardware" tab, then press the "Device Manager" button)

You can also get to "Device Manager" by doing the following:

From the Start menu, select Start > Settings > Control Panel.
(In Windows XP, select "Performance and Maintenance".)
Then double-click on the "System" icon.
Then click on the "Device Manager" tab (in Windows 2000 and Windows XP select the "Hardware" tab, then press the "Device Manager" button)

Procedure for when the Imagemate is not reading the key.

The first method seems to be the most reliable.

Turn off the computer. Plug in the ImageMate to the USB. Boot the computer, while the ImageMate is plugged in.

You will usually see the following two dialog boxes displayed.

Since your last boot, have you put a non-KLN 94 card in your ImageMate?

Click: **NO**

Your database key has been changed to xxxxxxxx

Please download with this new key next time.

Click: **OK**

Then the database card will be read consistently afterwards.

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If the computer has already been booted up and you insert the ImageMate, you will usually see the following dialog boxes displayed.

ImageMate not found

Unable to read database key from a KLN 94 Card in an ImageMate

Press the HELP button for additional information.

Click: **HELP** (Follow instructions 4-6)

Unable to locate the ImageMate.

Please insert a %s Database Card into the ImageMate, and make sure that your ImageMate is attached to your PC's USB port.

Press the HELP button for troubleshooting advice.

Unable to Read Database Key from a KLN 94 Card in an ImageMate.

Press the HELP button for additional information.

Click: **HELP** (Follow instructions 4-6)

Then the database card will be read consistently afterwards.

Here are steps 4-6:

4.) Try stopping and then removing any other card readers that you have plugged into your computer's USB ports. Also try stopping and then removing any other removable drives that you have plugged into your computer.

5.) If problems persist, try stopping the ImageMate device, then remove the ImageMate's USB connection from the computer, then after a few seconds, reattach the ImageMate and try again.

6.) Try rebooting your computer, but do not put the KLN 94 card in the ImageMate until your computer has fully finished its reboot.

Sandisk ImageMate for KLN 94

The database for the KLN 94 can be directly loaded from your computer to your Sandisk database card using a PCMCIA adapter or a Sandisk SDDR 31 ImageMate card reader, if you have the right card reader, with the correct firmware installed.

Card reader models

There are only two options:

- The only Sandisk card reader that will work is the Sandisk ImageMate, Model SDDR 31. No other card reader will work with the lockedcard used for the KLN 94.
- There is also a PCMCIA adapter that can write to our locked Sandisk card. However it is not compatible with any operating system except Windows 98/ME. It will not work with Windows NT versions 3.51 /4.0, 2000, XP or higher.

Firmware 22

The locked Sandisk card requires a special firmware update to work with the SDDR 31. The Firmware must be updated on a Windows 95/98/ME Operating System.

ImageMate SDDR 31 installation

Windows 2000 or Windows XP Home/Pro

The ImageMate SDDR 31 will be recognized by Windows 2000/XP without an installation of drivers. Do not install any drivers that come with the ImageMate. If the user installs the drivers provided from SanDisk ImageMate SDDR 31, the ImageMate will not work properly.

In order to fix the problem, the user will need to go through a de-installation procedure. Instructions on how to de-install can be found in the dataloader help file.

Windows 95/98/ME

For Windows 95/98/ME, the drivers will need to be installed. They are on a disk supplied with the ImageMate.

ImageMate Cannot be Found

The ImageMate SDDR 31 may not work consistently with Windows 2000. Some Windows 2000 computers have problems recognizing the ImageMate. The message

“ImageMate Cannot be Found” will be displayed on an occasional basis. The ImageMate works consistently with Windows 98/ME/XP.

ImageMate SDDR 31 Availability

ImageMate SDDR 31 card readers are no longer sold or supported by Sandisk. If you want to purchase one, the best source is from an individual in California and the units are loaded with the correct firmware:

Loren Hoffman

Phone: 800-879-9225 x1053

Cell: 310-466-3468

Email: loren.hoffman@NTSCORP.COM, Lhoffman@ntscorp.com

If you purchase one through another source, the firmware must be updated and the software can be downloaded from our Web site (under the download software section), but be sure to use a Windows 98 or ME Operation System.