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DT3500

usb smart card reader

User's Manual

Welcome to the Infineer DT3500 User's Manual. This manual provides easy to follow instructions for installing the DT3500 software and connecting the reader to your PC.

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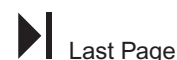
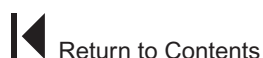
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Acrobat Reader's Bookmarks and Thumbnail viewing options are active in this manual. To enable these options select Window, Show Bookmarks and/or Show Thumbnails from Acrobat's Menu bar.



Acrobat Reader's Navigation buttons may also be used to move through this document.



For more information about Infineer, simply click on this link  Visit our Web site @ www.infineer.com found throughout the pages of this document. The Infineer site will open in your default browser (provided you are currently connected to the Internet).



The DT3500 has passed testing by Microsoft's Windows Hardware Quality Labs (WHQL) for Windows 2000 Professional, 98 and ME operating systems.

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Introduction

Infineer designs and markets a line of intelligent, microcontroller-based smart card reader/writers. Electronic commerce, financial services, access control, security, and identification are just a few of the smart card-based applications in which Infineer readers can be used.

Infineer's readers maintain full compliance with Microsoft PC/SC standards and with Windows 95/98, Me, 2000 and NT4 operating systems*. Additionally, they are compliant with most of today's accepted financial/banking (EMV) and regulatory standards.

Infineer currently offers three reader/writer models to accommodate most any system:

- DT3500 (USB)
- DT3000 (serial)
- LT4000 (PCMCIA)

This CD, software, and documentation are specific to the DT3500 model.

DT3500 Description

The DT3500 is a USB smart card reader that communicates with your system through a standard USB port. Power to the DT3500 is supplied via the same USB connection.

System Requirements

- Intel® Pentium® or faster processor
- Microsoft® Windows 98, 2000, or ME.
- CD-ROM drive
- Available USB port
- Internet connection (recommended)

DT3500 Installation Software

The Infineer DT3500 installation software was designed to make the installation process seamless—requiring minimal user interaction. The installation software detects your computer's operating system and installs the appropriate drivers and files for that system. The entire DT3500 installation procedure (hardware and software) takes approximately five minutes to complete.

*Compliance with Microsoft PC/SC standards may vary by reader model.



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DT3500 Quick Installation Procedure

This Quick Installation Procedure offers an easy-to-follow path on how to install and connect the DT3500 USB smart card reader. For detailed instructions please see section "DT3500 Step-by-Step Installation Instructions" in this manual.

Installing the DT3500 Software

Before you connect the DT3500 to your PC, it is important that its software be installed on your system. Follow the 5 steps below to install the DT3500 software.

- 1 Start your computer and close all software applications that may be running. Insert the DT3500 Installation CD into your system's CD-ROM drive.
- 2 The CD should autorun and display the DT3500 Welcome Screen. If your CD runs automatically, skip ahead to Step 4. Otherwise, double-click on the My Computer icon on your Desktop.
- 3 Double-click the CD-ROM drive letter and double-click the autorun.exe file on the DT3500 Installation CD.
- 4 Select the "Software" option from the DT3500 Welcome Screen. The software installation process is started. Follow the onscreen instructions. **Note for Windows 98 & ME Users: The DT3500 installer will prompt you to shutdown your system in order to complete the software installation. When you select Finish at this prompt the installer will automatically shutdown your machine.**
- 5 When the software installation is complete you can connect the DT3500 to your system. **Windows 98 and ME users must connect the DT3500 while the PC is shutdown.** Please see "Connecting the DT3500" for further instructions.

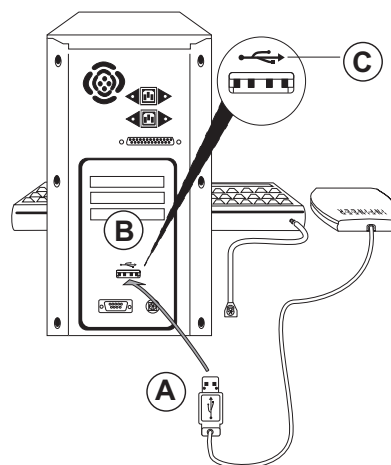
Connecting the DT3500

Now that you've installed the software you're ready to connect the DT3500 to your PC. The DT3500 is a USB (Universal Serial Bus) device which makes the connection an easy, one-step task!

Windows 98 & ME Users: Connect the DT3500 to your PC before restarting your system.

Windows 2000 users may connect the DT3500 at any time after the software has been properly installed.

- 1 Connect the DT3500's USB connector (A) to an available USB port (B) on your PC. Look for the USB symbol (C) to help identify the appropriate port on your PC.
- 2 If your system is shutdown, restart it at this time.
The DT3500 smart card reader is now ready to use.





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DT3500 Step-by-Step Installation Instructions

The Infineer DT3500 software installer **MUST BE RUN** before physically connecting the DT3500 to your system. Do not connect the DT3500 to your system prior to running the software installer.

- 1 Insert the Infineer DT3500 Installation CD into your system's CD-ROM drive. The CD will autorun and a Welcome Screen (similar to Figure 1) will be displayed on your monitor.

To begin the software installation choose the "Software" option.

If your CD does not run automatically when inserted into the CD-ROM drive, double-click on the My Computer icon on your desktop. Then double-click the CD-ROM drive letter and double-click the autorun.exe file on the DT3500 Installation CD.

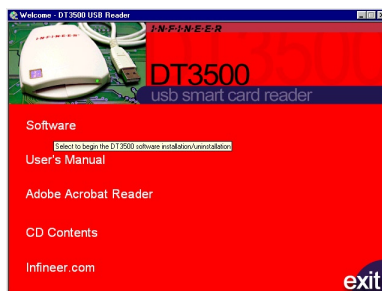


Figure 1 DT3500 CD Welcome Screen

- 2 A screen similar to Figure 2 will appear. This screen provides you with additional information about the DT3500 installation procedure. Windows 98 and ME users are informed that their system will be shutdown automatically in order to complete the software installation.

To continue with the installation choose the "Install the DT3500 Software" option.

To return to the Main Menu choose "Return to the Main Menu."

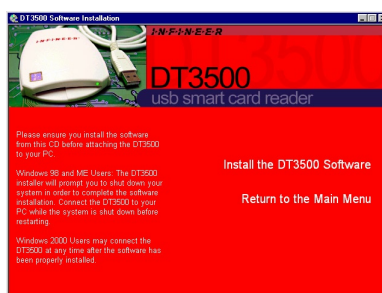


Figure 2 Install DT3500 Software

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- 3 If the “Install the DT3500 Software” option was selected in Step 2, the Windows Installer Wizard begins. A box similar to Figure 3 should appear.

**Note - You may be prompted to reboot your system if the Windows Installer service has not already been installed. By doing so, the service will be installed on your system automatically. Do not physically attach the DT3500 to your system at this time.*

Choose the Next> button to continue.

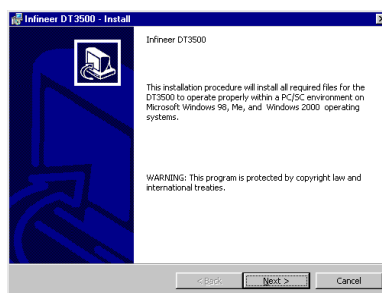


Figure 3 DT3500 Installer Wizard

- 4 The End User License Agreement (EULA) appears. See Figure 4. Click the Acept button to agree to the licensing terms.

Choose the Next> button to continue.

**Note - If you choose not to accept the terms of the license agreement the installation will terminate.*

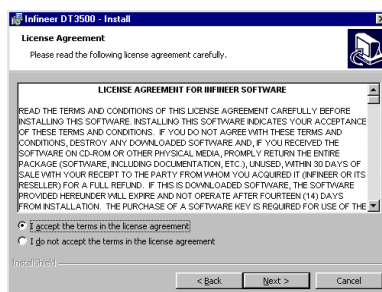


Figure 4 Infineer DT3500 End User License Agreement



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- 5 A box similar to Figure 5 appears.
Choose the Install> button to continue with the installation.

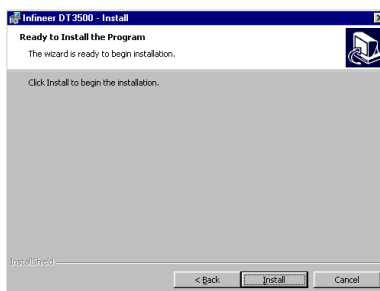


Figure 5 Ready to Install

The Windows Installer is now installing the drivers and components that the DT3500 needs to operate. This may take several seconds to complete.

- 6 The final box appears. Windows 98 and ME users should see a box similar to Figure 6. Windows 2000 users should see a box similar to Figure 7.

Choose the Finish button to complete the software installation.

Note for Windows 98 and ME Users: When you choose the Finish button, the DT3500 Installer will automatically shutdown your system in order to complete the software installation.

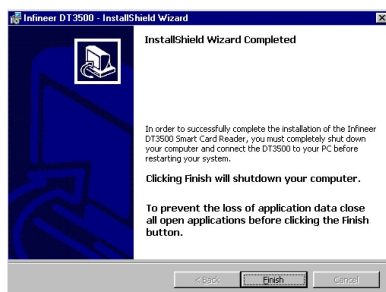


Figure 6 Windows 98 and ME Users - Finish Box

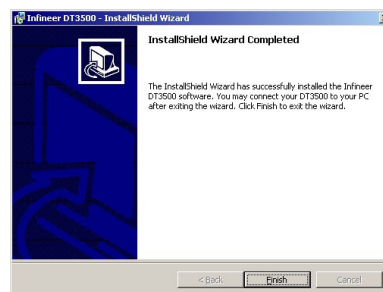


Figure 7 Windows 2000 Users - Finish Box

- 7 Now that you've installed the software you're ready to connect the DT3500 to your PC. Please see "Connecting the DT3500" on page 3 for instructions on how to make this connection.

Windows 98 & ME Users: Connect the DT3500 to your PC before restarting your system.

Windows 2000 users may connect the DT3500 at any time after the software has been properly installed.



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Uninstalling the DT3500 Software

The DT3500 Software can be uninstalled from the DT3500 CD or from within the Windows Add/Remove Properties box. To uninstall from within Windows see page 9. To uninstall using the DT3500 CD begin with Step 1 below.

- 1 To uninstall the DT3500 software, choose the "Software" option from the DT3500 Welcome Screen (Figure 8).



Figure 8 Begin Uninstallation of the DT3500 Software

- 2 If the installer detects that the DT3500 software is installed on your computer, a screen similar to Figure 9 will appear.

From this screen select the "Uninstall the DT3500 Software" option. The DT3500 software uninstallation process is started.

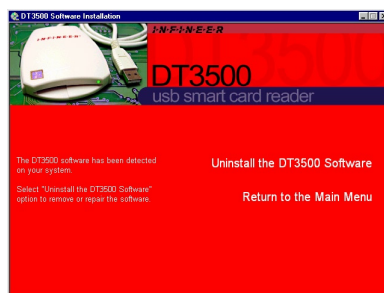


Figure 9 Uninstall the DT3500 Software



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- 3 After choosing the “Uninstall the DT3500 Software” option in Step 2, a box similar to Figure 10 appears.

To continue the uninstallation select the Next> button

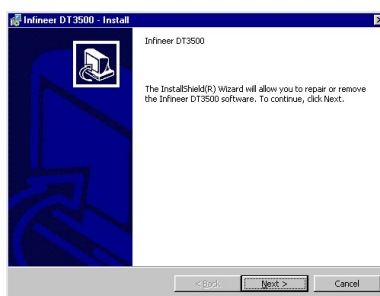


Figure 10 DT3500 Software Uninstallation Wizard

- 4 The Program Maintenance box (Figure 11) appears.
Check the Remove option and select the Next> button.

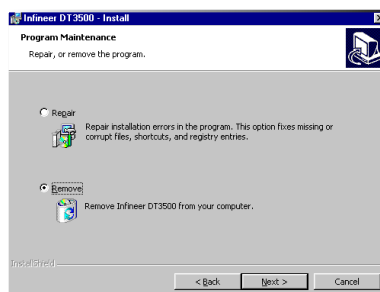


Figure 11 Program Maintenance Box



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- 5 The final uninstallation box appears (Figure 12) confirming that you wish to remove the DT3500 software. Select the Remove option to complete the uninstallation.

The DT3500 software components are now removed from your system.

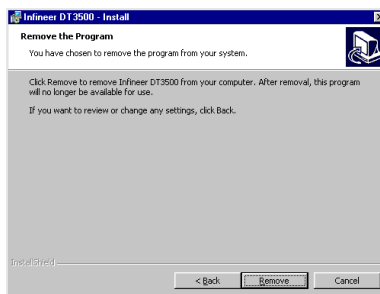


Figure 12 Confirm removal of the DT3500 Software

Uninstalling the DT3500 Software From Within Windows

The DT3500 Software can be uninstalled by choosing: Start> Settings> Control Panel from your Windows Toolbar.

In the Control Panel box that appears, double-click the Add/Remove Programs icon.

In the Add/Remove Programs Properties box, select "Infineer DT3500" displayed in the scroll-box.

Click the Add/Remove button to uninstall the DT3500 software.



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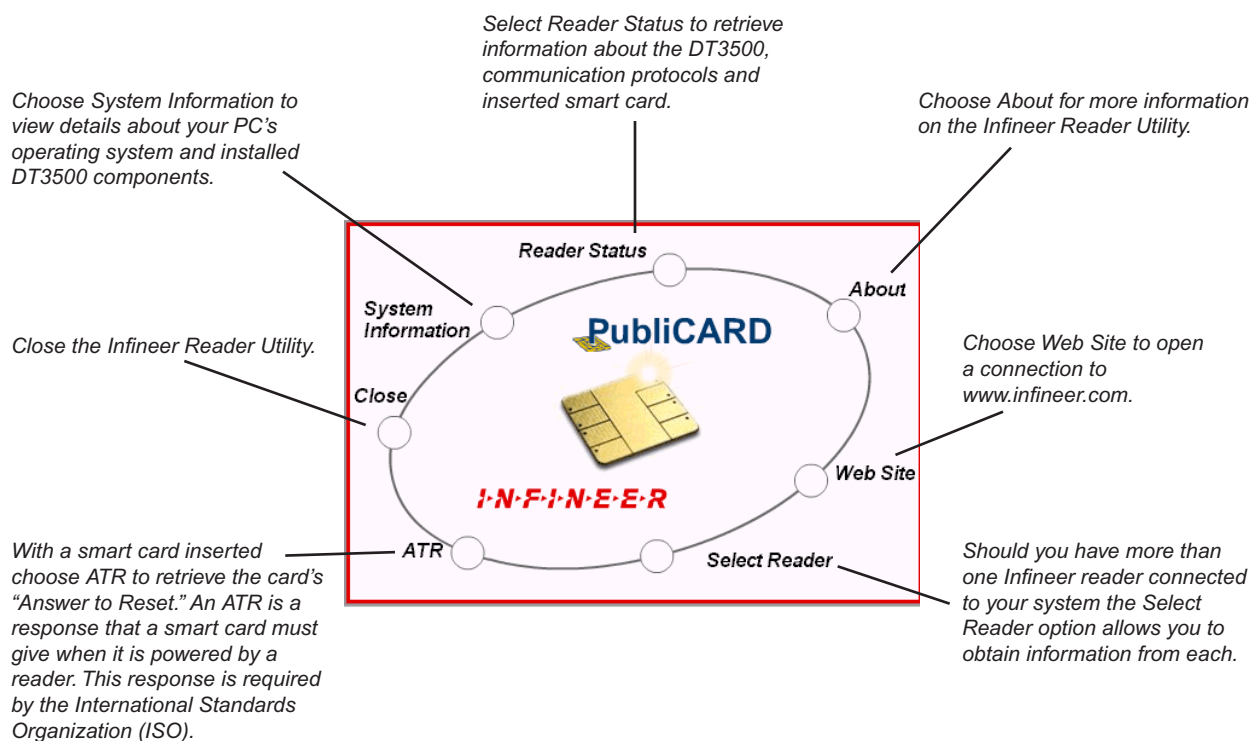
Infineer Reader Utility

The Infineer Reader Utility is automatically installed on your hard drive as part of the DT3500 installation process. This utility is an easy-to-use diagnostic tool for the DT3500. You can open the Infineer Reader Utility from your desktop at:

Start > Programs > Infineer, Inc. > Tools > Infineer Reader Utility

In the unlikely event you experience technical difficulty with the DT3500 reader, Infineer Technical Support may ask that you supply information about the reader from the utility. (See page 11 for Infineer Technical Support contact information.)

The DT3500 software must be installed and the DT3500 reader connected to your PC in order for the Infineer Reader Utility to perform certain functions.





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Technical Support

Infineer offers basic technical support to DT3500 owners. This support is included with your reader purchase at no additional charge. Support IS LIMITED to the installation, connection and functionality of the DT3500 only. Support is not offered for applications developed or sold by companies other than Infineer. To obtain support for these applications, please contact the developer of the software or your service provider.

Access to Infineer's Technical Support is available through:

	Contact Information	Availability
E-mail 	readertechsupport@infineer.com	Submit reports 24-hours a day. A response will be provided within two business days.
Phone 	727.943.8684	Phone support is available for the first 30 days. Support is provided Monday through Friday, 9am to 5pm EST.
FAX 	FAX technical support requests to: Technical Support Team 727.934.5731	Submit reports 24-hours a day. A response will be provided within two business days.
Mail 	Mail technical support requests to: Infineer, Inc. Attention: Technical Support Team 905 E. Martin Luther King Drive Ste. 400 Tarpon Springs, FL 34689	A response will be provided within two business days after receipt of your request.

Before contacting the Technical Support Team, please make sure that you have read and followed the instructions in this document.



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Adobe® Acrobat® Reader™

Adobe Acrobat Reader allows you to view and print files in Adobe Portable Document Format (PDF) on any major platform. Acrobat Reader v5 is available on the Infiniteer DT3500 Installation CD and can be installed by selecting the "Acrobat Reader" option from the CD's main menu.

To download the most recent version of Acrobat Reader from Adobe's Web site, select the Get Acrobat Reader icon below. An active Internet connection is required.

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Infineer LIMITED HARDWARE WARRANTY

This Infineer, Inc. (hereinafter INFINEER) limited product warranty extends to the original purchaser only.

INFINEER warrants all electronic hardware products against defects in materials and workmanship for a period of one year from date of sale. If INFINEER receives notice of such defects during the warranty period, INFINEER will, at its option, either repair or replace products that prove to be defective.

Should INFINEER be unable to repair or replace the product within a reasonable amount of time, the customer's alternate remedy shall be a refund of the purchase price upon return of the product to INFINEER. This warranty gives the customer specific legal rights. Other rights, which vary from state to state or province to province, may be available; however, no rights or remedies other than those specifically set forth herein shall be available to the customer unless expressly provided for and required but such state or provincial law.

Exclusions

This limited warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customer-supplied software or interfacing, unauthorized modification or misuse, operation outside of the environmental specifications for the product or improper site preparation and maintenance (if applicable).

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Infineer LIMITED SOFTWARE WARRANTY

This Infineer, Inc. (hereinafter INFINEER) limited product warranty extends to the original purchaser only.

90-Day Limited SOFTWARE Warranty

Infineer warrants the following for a period of ninety (90) days from your purchase of the product:

- (1) The SOFTWARE will perform substantially the functions described in the documentation provided by INFINEER.
- (2) The media on which the SOFTWARE is furnished will be free from defects in materials and workmanship under normal use.

The warranty period ends at the end of the ninety (90) day period and all warranties by INFINEER regarding the product will at that time terminate. Your sole remedy under the warranty during this ninety (90) day period is that INFINEER will undertake to correct within a reasonable period of time any reported "SOFTWARE Error"



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(failure of the SOFTWARE to perform substantially the functions described in the documentation), correct errors in the documentation, and * replace any magnetic media which proves defective in materials or workmanship on an exchange basis without charge. In order to make a claim under this warranty you must return the defective item with your receipt to INFINEER, postage prepaid, within ten (10) days after the warranty period. If INFINEER is unable to replace defective media or if INFINEER is unable to provide corrected SOFTWARE or corrected documentation within a reasonable time, INFINEER will, at its sole and exclusive option, replace the SOFTWARE with a functionally equivalent program at no charge to you.

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DT3500 Frequently Asked Questions

The DT3500 is PC/SC certified. What does this mean?

The DT3500 has been tested and certified by Microsoft's Window Hardware Quality Labs for Windows 98, Windows ME and Windows 2000 operating systems.

The PC/SC compatible drivers provided for the DT3500 are based on Microsoft's implementation of the PC/SC Workgroup's specifications. The PC/SC Workgroup (Personal Computer/Smart Card) was created to address interoperability issues in personal computer/smart card applications. Infineer is an Associate Member of the PC/SC Workgroup.

Why is a shutdown of my Windows 98 machine required to complete the DT3500 installation?

The DT3500 must install a module called Base Components on Windows 98 systems. The Base Components are supplied by Microsoft and are required for the DT3500 to work in the PC/SC environment. The Base Components require a system shutdown upon installation. Windows 2000 systems have the Base Components pre-installed and therefore no shutdown is required.

What types of cards can the DT3500 support?

The DT3500 supports both asynchronous and selected synchronous cards.

How do I know which Infineer device drivers to install on my system?

The software installer on the DT3500 Installation CD handles this for you. The software installer is launched when you choose the "Software" option on the CD's Welcome Screen and then "Install/Uninstall the DT3500 Software" on the subsequent screen. The installer automatically detects your system's operating system and installs the appropriate drivers. The Infineer DT3500 software must be installed on your system before you connect the reader to your PC.

I've read this entire manual and I'm still experiencing difficulties with the DT3500. Who do I contact for assistance?

Please see page 10 in this User's Manual for a listing of technical support contacts.