

# Technical Support Notification

## Veeder-Root iButton USB Adapters

### ► Introduction

Due to supply chain issues with the Veeder-Root iButton USB Adapters, Veeder-Root will temporarily be limiting the number of USB adapters that ship with iButton software upgrades for the TLS-4xx platform. Typically, Veeder-Root ships one iButton already placed inside the USB adapter per software enhancement that is ordered. Moving forward, until the supply chain issue is resolved, the individual iButtons will need to be swapped in and out of the USB adapters manually in order to upgrade TLS-4xx consoles with software enhancements.

### ► Options Available

- Order consoles with enhanced software features added at the factory.
- If the enhanced software features cannot be added to the console in the factory (as the console is already installed or in your possession), and you need a new USB Adapter, order part number 0330020-659 (TLS-450PLUS), or part number 0333530-002 (TLS4/4B), with your desired software part number as well.
- If you **do not** need a USB adapter because you already have one on hand, place your order for the enhanced software features per usual along with the iButton part number 0576048-053.

### ► Instructions on How to Swap Out an iButton in an Adapter

#### Equipment Needed

Veeder-Root USB Adapter (blue thumb drive), a new iButton, and a paper clip. (Image 1)

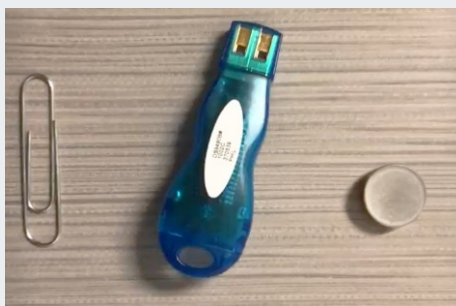


Image 1

#### Step 1

**Remove the plastic end cap from the USB adapter.** Insert the paper clip into the notch between the plastic end cap and the body of the USB adapter to unclip the end cap. (Image 2 and 3)

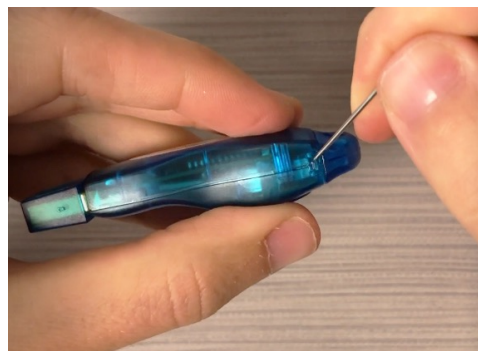


Image 2



Image 3

## ► Instructions on How to Swap Out an iButton in an Adapter (Continued)

### Step 2

**Remove the iButton from the USB adapter.** Insert the end of the paper clip into a small hole located on the side of the USB adapter body (Image 4) and push the iButton out of the holder.

**Note:** The iButton may pop out on its own or you may need to grab it with your fingers to pull it out once it is visible. (Image 5)



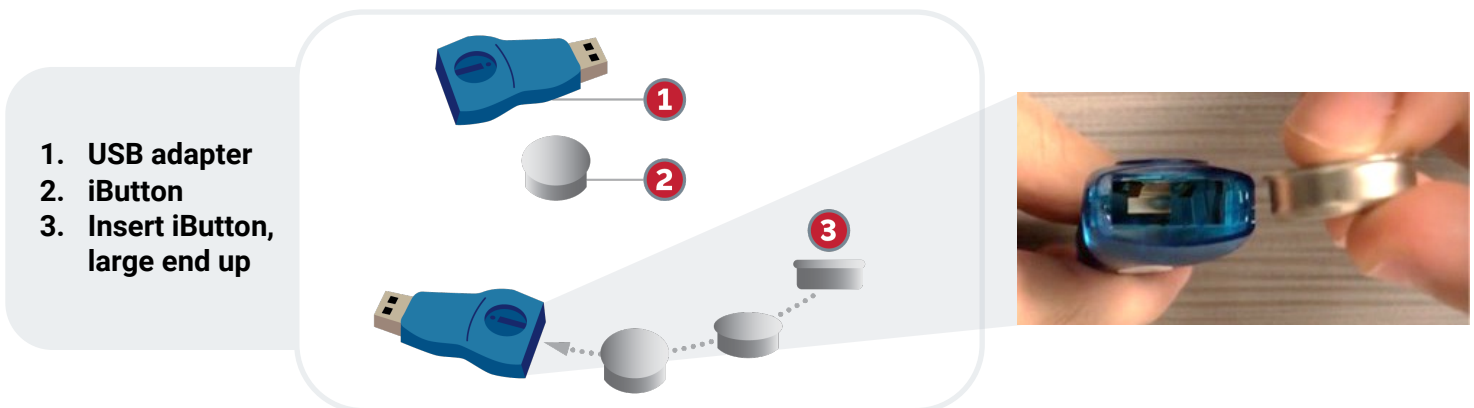
Image 4



Image 5

### Step 3

**Insert the new iButton into the USB adapter as shown below:**



**Note:** Update the console with the software upgrade. Repeat steps 1-3 with each new iButton and console that needs upgrading.

**Optional:** Reinstall the end cap back on the USB adapter body (not shown).

## ► Further Information

In addition to the instructions on how to swap out the iButtons in the adapter above, they will also be shipped with each iButton order. **Contact Veeder-Root Technical Support at +1.800.323.1799 for additional help or questions.**