

FAQ - Troubleshooting

If you are having trouble with the installation, then please check the following points **BEFORE** you send me an email.

THIS IS THE ONLY SUPPORTED WAY TO CREATE YOUR SD CARD.
(Other ways are possible, but then **you** are on your own.)

I.

Read the installation instructions which are part of the email containing the software! If necessary, read them again and again and that often until you have understood the installation instructions.

II.

Follow exactly the installation procedure given in this video:

<http://www.youtube.com/watch?v=fiTFUXBgSTs>

Use appropriate transfer knowledge for installing other products from me.

III.

Ensure that you are running ROM 2.15 on your machine.

Type [V][E][R][S][I][O][N] [ENTER] on your calculator.

You should see something like this:

```
RAD XYZ HEX R= 'X' 126562
[HOME]
5:
4:
3:
2:
1:
VERSION
EDIT | VIEW | STACK | RCL | PURGE | CLEAR
```

```
RAD XYZ HEX R= 'X' 126473
[HOME]
5:
4:
3:
2: "Version HP50-C
Revision #2.15"
1: "Copyright HP 2009"
EDIT | VIEW | STACK | RCL | PURGE | CLEAR
```

If your ROM is below 2.15 then update it!

Updates (and instructions how to perform the update) are available from the official HP website or, for example, from www.hpccalc.org.

IV.

You need around 140 kB of free memory for the installation.

Press [M][E][M] [ENTER].

You should see a number greater than 140.000 in the display:



If not, free up memory on your machine.

If in doubt, reset your memory with [ON] [A] [F] pressed simultaneously and then release all three keys.

Make a backup and/or save important data first.

If necessary, consult your HP 50g manual.

V.

Ensure that you are using a write enabled SD card (no adapter!) with a minimum of 128MB and a maximum of 2GB. (Note that larger SD cards do not work in the HP 50g as they are not really SD cards but SDHC cards.)

These are SD cards:



These are NOT SD cards:





VI.

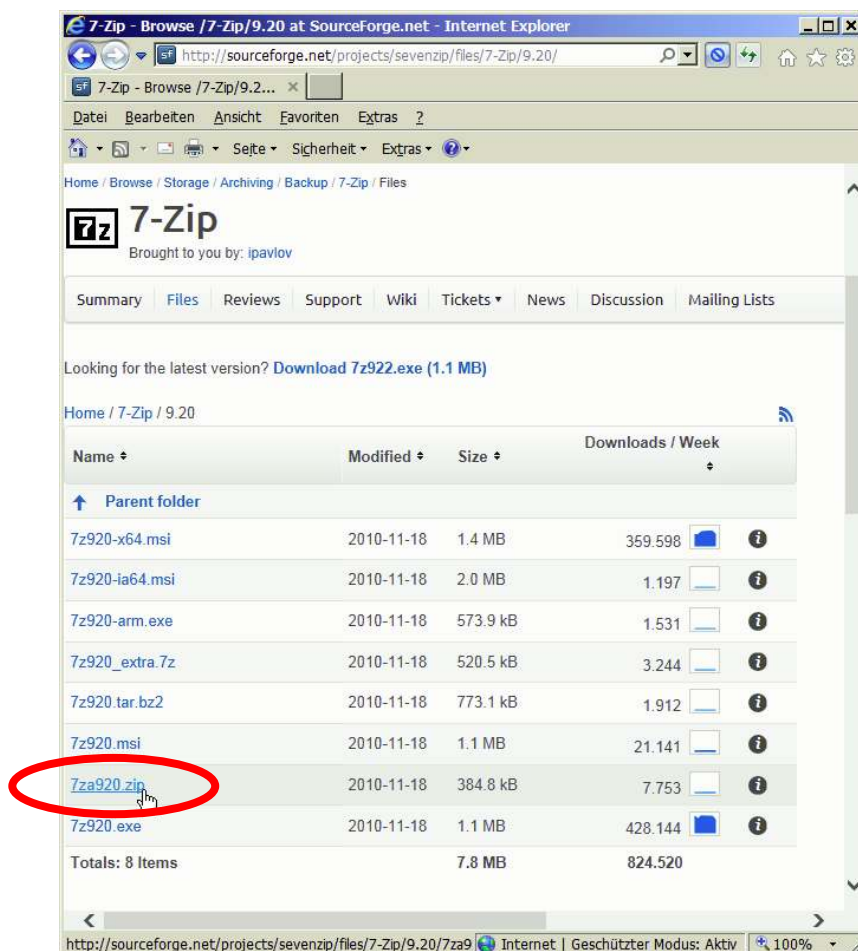
Ensure that you are using fresh batteries.
If in doubt, then put new batteries into your calculator.

VII.

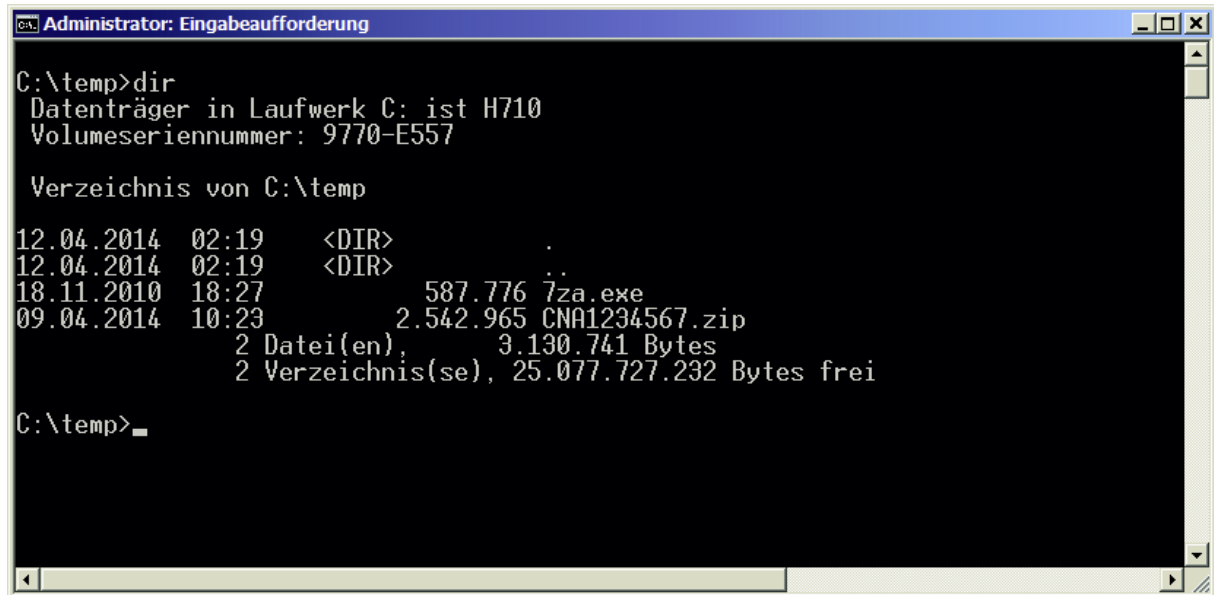
Use 7za (as shown in the video) to create the SD card.
7za is a command line program and the syntax for creating the SD card is shown in the video.

7za can be obtained from this web address:

<http://downloads.sourceforge.net/sevenzzip/7za920.zip>



Download and save **7za920.zip** and extract **7za.exe** to a directory of your choice, e.g. C:\temp.
Save the attachment of the email containing the software in the same directory ('CNA1234567.zip' in this example) and then open the Windows command line (cmd.exe).



```
Administrator: Eingabeaufforderung

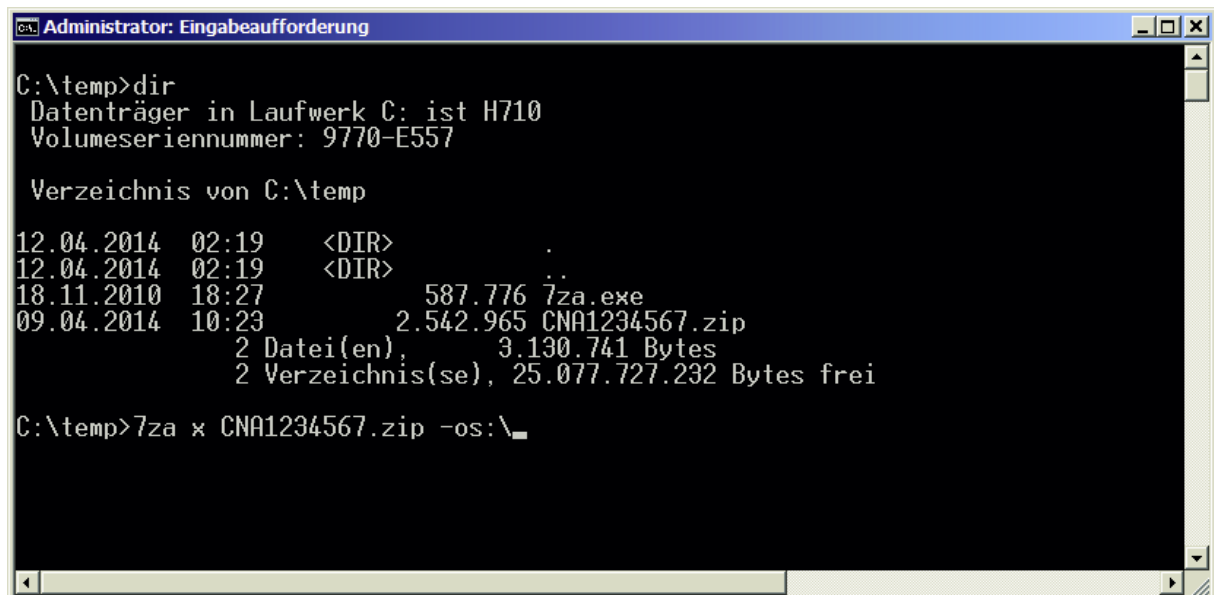
C:\temp>dir
Datenträger in Laufwerk C: ist H710
Volumeseriennummer: 9770-E557

Verzeichnis von C:\temp

12.04.2014  02:19    <DIR>          .
12.04.2014  02:19    <DIR>          ..
18.11.2010  18:27             587.776 7za.exe
09.04.2014  10:23       2.542.965 CNA1234567.zip
               2 Datei(en),       3.130.741 Bytes
               2 Verzeichnis(se), 25.077.727.232 Bytes frei

C:\temp>
```

Extract the files to your SD card while preserving the structure of the files and directories and whereas 'CNA1234567.zip' is the file that you received with the email containing the software and 's' is the drive letter of your SD card reader from your computer.



```
Administrator: Eingabeaufforderung

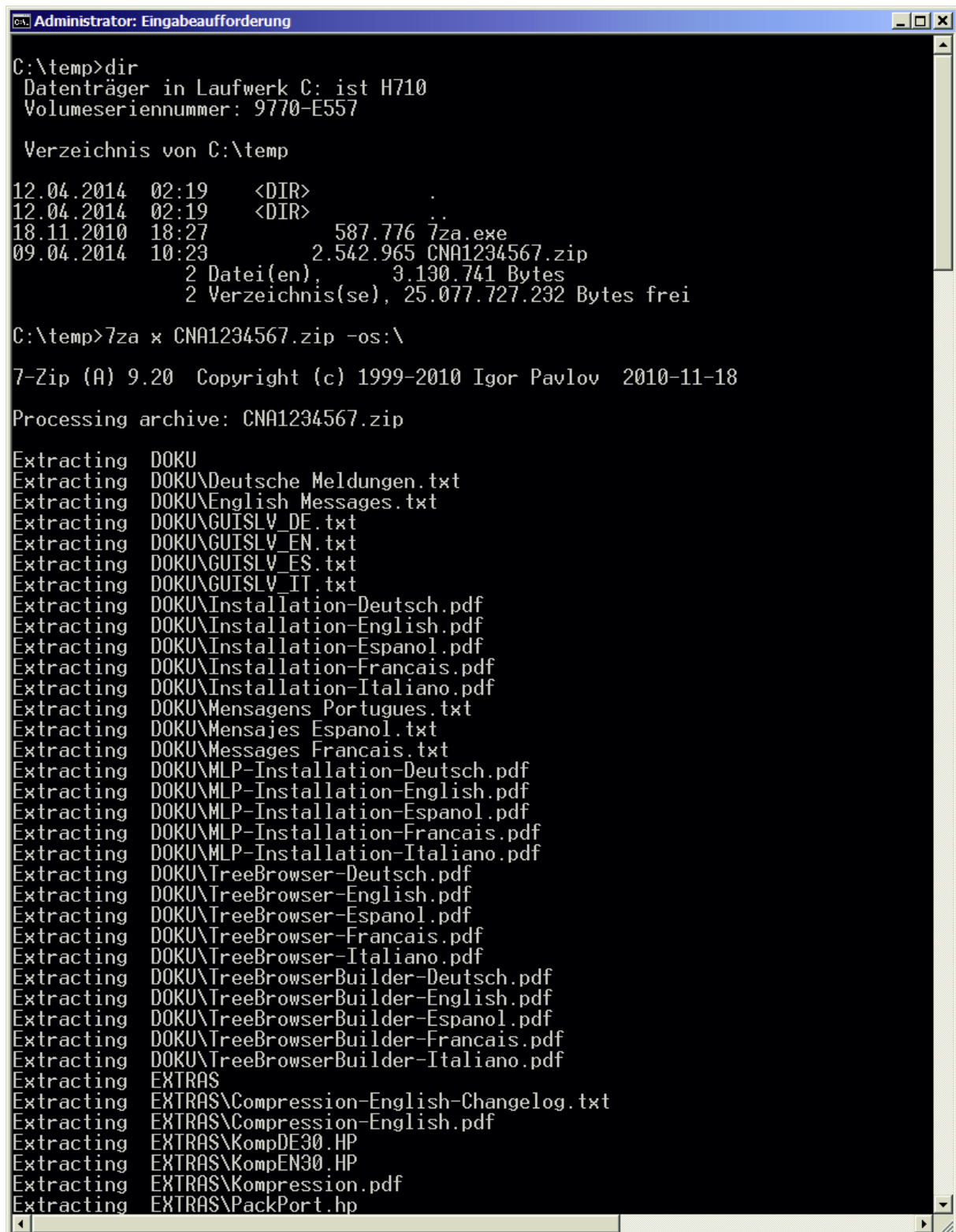
C:\temp>dir
Datenträger in Laufwerk C: ist H710
Volumeseriennummer: 9770-E557

Verzeichnis von C:\temp

12.04.2014  02:19    <DIR>          .
12.04.2014  02:19    <DIR>          ..
18.11.2010  18:27             587.776 7za.exe
09.04.2014  10:23       2.542.965 CNA1234567.zip
               2 Datei(en),       3.130.741 Bytes
               2 Verzeichnis(se), 25.077.727.232 Bytes frei

C:\temp>7za x CNA1234567.zip -os:\
```

Ensure that no error happens while extracting the files.



```
C:\temp>dir
Datenträger in Laufwerk C: ist H710
Volumeseriennummer: 9770-E557

Verzeichnis von C:\temp

12.04.2014  02:19    <DIR>          .
12.04.2014  02:19    <DIR>          ..
18.11.2010  18:27             587.776 7za.exe
09.04.2014  10:23       2.542.965 CNA1234567.zip
               2 Datei(en),       3.130.741 Bytes
               2 Verzeichnis(se), 25.077.727.232 Bytes frei

C:\temp>7za x CNA1234567.zip -os:\

7-Zip (A) 9.20 Copyright (c) 1999-2010 Igor Pavlov 2010-11-18

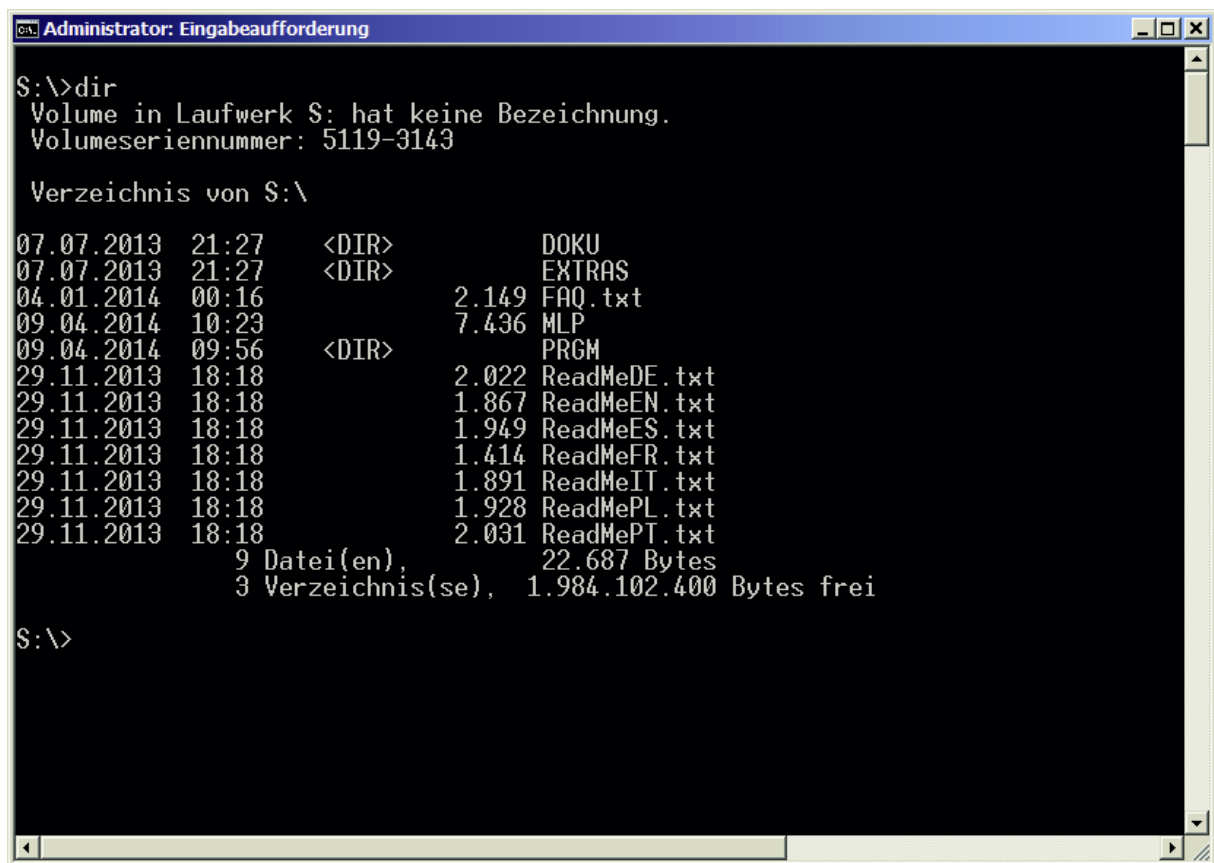
Processing archive: CNA1234567.zip

Extracting DOKU
Extracting DOKU\Deutsche Meldungen.txt
Extracting DOKU\English Messages.txt
Extracting DOKU\GUISLV_DE.txt
Extracting DOKU\GUISLV_EN.txt
Extracting DOKU\GUISLV_ES.txt
Extracting DOKU\GUISLV_IT.txt
Extracting DOKU\Installation-Deutsch.pdf
Extracting DOKU\Installation-English.pdf
Extracting DOKU\Installation-Espanol.pdf
Extracting DOKU\Installation-Francais.pdf
Extracting DOKU\Installation-Italiano.pdf
Extracting DOKU\Mensagens Portugues.txt
Extracting DOKU\Mensajes Espanol.txt
Extracting DOKU\Messages Francais.txt
Extracting DOKU\MLP-Installation-Deutsch.pdf
Extracting DOKU\MLP-Installation-English.pdf
Extracting DOKU\MLP-Installation-Espanol.pdf
Extracting DOKU\MLP-Installation-Francais.pdf
Extracting DOKU\MLP-Installation-Italiano.pdf
Extracting DOKU\TreeBrowser-Deutsch.pdf
Extracting DOKU\TreeBrowser-English.pdf
Extracting DOKU\TreeBrowser-Espanol.pdf
Extracting DOKU\TreeBrowser-Francais.pdf
Extracting DOKU\TreeBrowser-Italiano.pdf
Extracting DOKU\TreeBrowserBuilder-Deutsch.pdf
Extracting DOKU\TreeBrowserBuilder-English.pdf
Extracting DOKU\TreeBrowserBuilder-Espanol.pdf
Extracting DOKU\TreeBrowserBuilder-Francais.pdf
Extracting DOKU\TreeBrowserBuilder-Italiano.pdf
Extracting EXTRAS
Extracting EXTRAS\Compression-English-Changelog.txt
Extracting EXTRAS\Compression-English.pdf
Extracting EXTRAS\KompDE30.HP
Extracting EXTRAS\KompEN30.HP
Extracting EXTRAS\Kompression.pdf
Extracting EXTRAS\PackPort.hp
```

```
Administrator: Eingabeaufforderung
Extracting PRGM\ENEMU
Extracting PRGM\ENGLISH
Extracting PRGM\EQNLIBDE
Extracting PRGM\EQNLIBEN
Extracting PRGM\EQNLIBES
Extracting PRGM\EQNLIBFR
Extracting PRGM\EQNLIBIT
Extracting PRGM\EQNLIBPL
Extracting PRGM\EQNLIBPT
Extracting PRGM\ESEMU
Extracting PRGM\ESPAÑOL
Extracting PRGM\FRANCAIS
Extracting PRGM\FREMU
Extracting PRGM\GUISLVDE
Extracting PRGM\GUISLVEN
Extracting PRGM\GUISLVES
Extracting PRGM\GUISLVFR
Extracting PRGM\GUISLVIT
Extracting PRGM\GUISLVPL
Extracting PRGM\GUISLVPT
Extracting PRGM\ITALIANO
Extracting PRGM\ITEMU
Extracting PRGM\MESSAGES
Extracting PRGM\PLEMU
Extracting PRGM\POLSKI
Extracting PRGM\PORTUGUE
Extracting PRGM\PTEMU
Extracting PRGM\TBBDEEMU
Extracting PRGM\TBBENEMU
Extracting PRGM\TBBESEMU
Extracting PRGM\TBBFREMU
Extracting PRGM\TBBITEMU
Extracting PRGM\TBBPLEMU
Extracting PRGM\TBBPTEMU
Extracting PRGM\TBDEEMU
Extracting PRGM\TBENEMU
Extracting PRGM\TBESEMU
Extracting PRGM\TBFREMU
Extracting PRGM\TBITEMU
Extracting PRGM\TBPLEMU
Extracting PRGM\TBPTEMU
Extracting ReadMeDE.txt
Extracting ReadMeEN.txt
Extracting ReadMeES.txt
Extracting ReadMeFR.txt
Extracting ReadMeIT.txt
Extracting ReadMePL.txt
Extracting ReadMePT.txt
Everything is Ok
Folders: 3
Files: 98
Size: 3937437
Compressed: 2542965
C:\temp>
```

Note: The number of folders and files might change, depending on the version and/or the product that you are installing. This is not important here - important is, that no error has happened while extracting the files.

This what your SD card should look like:



```
Administrator: Eingabeaufforderung

S:\>dir
Volume in Laufwerk S: hat keine Bezeichnung.
Volumeseriennummer: 5119-3143

Verzeichnis von S:\

07.07.2013  21:27    <DIR>          DOKU
07.07.2013  21:27    <DIR>          EXTRAS
04.01.2014  00:16             2.149 FAQ.txt
09.04.2014  10:23             7.436 MLP
09.04.2014  09:56    <DIR>          PRGM
29.11.2013  18:18             2.022 ReadMeDE.txt
29.11.2013  18:18             1.867 ReadMeEN.txt
29.11.2013  18:18             1.949 ReadMeES.txt
29.11.2013  18:18             1.414 ReadMeFR.txt
29.11.2013  18:18             1.891 ReadMeIT.txt
29.11.2013  18:18             1.928 ReadMePL.txt
29.11.2013  18:18             2.031 ReadMePT.txt
          9 Datei(en),               22.687 Bytes
          3 Verzeichnis(se), 1.984.102.400 Bytes frei

S:\>
```

VIII.

Insert the SD card into the turned off calculator and then power up the calculator.



The SD slot is located on the bottom edge of the calculator, just below the number keys. SD cards must be inserted facing down. Most cards have a label on what would usually be considered the top of the card.



If you are holding the HP 50g with the keyboard facing up, then this side of the SD card should face down or away from you when being inserted into the HP 50g. The card will go into the slot without resistance for most of its length and then it will require slightly more force to fully insert it. A fully inserted card is almost flush with the case, leaving only the top edge of the card visible.

Now turn on the calculator and start the installation program MLP from the SD card.

-> in RPN key in :3:MLP [ENTER] [EVAL]

-> in ALG key in EVAL(:3:MLP) [ENTER]

(This might be another command depending on the product [see email].)

IX.

The software has been compiled to the internal serial number that **you** transmitted together with your order.

By ordering the software you agreed, that it is your responsibility to provide the correct internal serial number and you were aware of the fact, that the software will only work if you provide the correct internal serial number as described on the order page.

The internal serial number is part of the ZIP file that you received as an attachment with the email describing in detail and exactly the installation procedure.

So, for example, if you received CNA1234567.zip as an attachment than the internal serial number that you transmitted with your order was

```
RAD XYZ HEX R= 'X'
[HOME]
6:
5:
4:
3:
2:
1:
256 ATTACH
EDIT | VIEW | STACK | RCL | PURGE | CLEAR
```

```
RAD XYZ HEX R= 'X'
[HOME]
6:
5:
4:
3:
2:
1:
SERIAL
EDIT | VIEW | STACK | RCL | PURGE | CLEAR
```

```
RAD XYZ DEC R= 'X'
[HOME]
7:
6:
5:
4:
3:
2:
1: "HP50 Serial Numbe...
EDIT | VIEW | STACK | RCL | PURGE | CLEAR
```

```
RAD XYZ DEC R= 'X'
[HOME]
...1 Number: CNA1234567
+SKIP|SKIP+|+DEL|DEL+|DEL L|INS
```

and you alone were responsible for it.

X.

If you follow the above, than you will be able to install the software on your calculator - as everybody else is capable of doing this, so should you, too!

XI.

If, for some reason, you are still having trouble installing the software, then I need your results of the points III. - IX. (preferable as a movie or photos showing what you are actually doing) so that I can get a clue of what is happening.