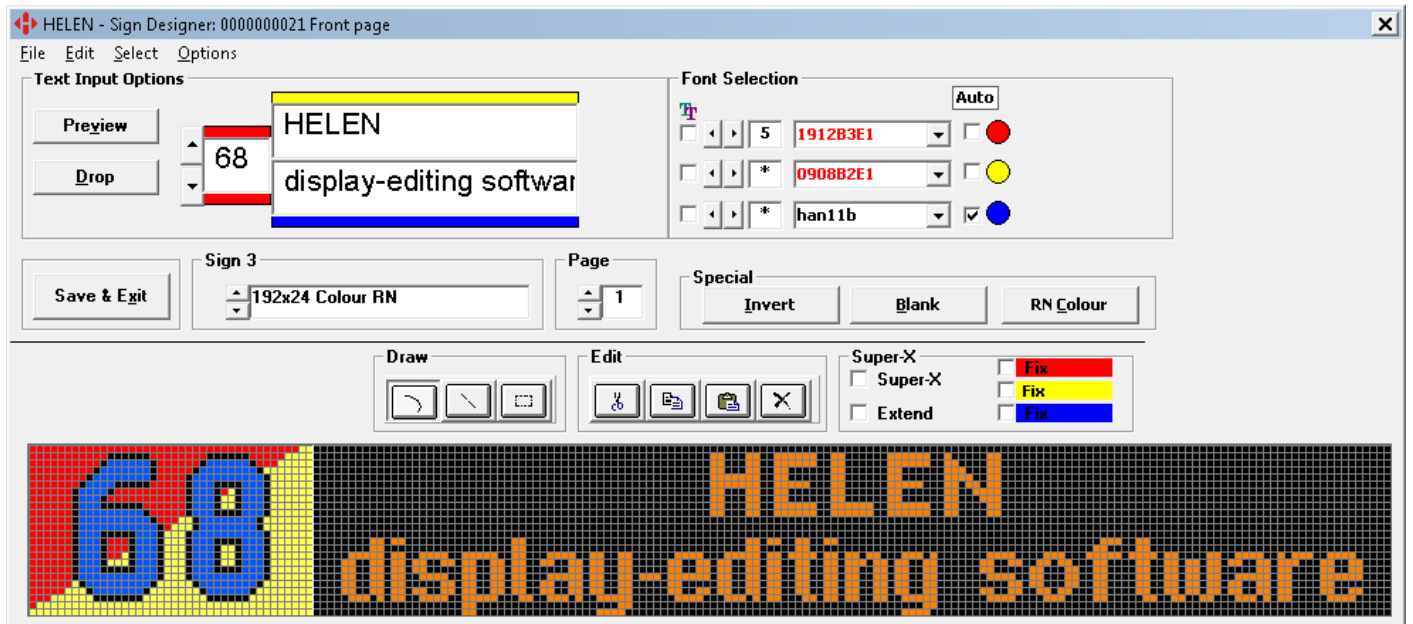




HELEN Sign-editing Software

Quick Start Manual

(Software version V3.4)





Revision History

Revision	Date	Notes
540667-3	09/06/2015	New template General updates Software version update: v3.3 to v3.4



Please note that this document is subject to continual updating: please ensure you are using the latest edition.

This edition: **09 June 2015**

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CONTENTS

GLOSSARY	4
1. Installation	6
1.1 Preparation	6
1.2 Installation from Hanover Resource CD	6
1.3 Helen Setup Wizard – From website link or Hanover resource CD	7
2. Getting Started	10
2.1 Signs	10
2.2 Sign Size and Address	11
2.2.1 1 st method: From the Controller – Sign Test	11
2.2.1.1 DERIC+ or DG3	11
2.2.1.2 ERIC++ or EG3	12
2.2.2 2 nd method: Silver Label and Sign Processor	13
2.2.2.1 From the silver label: sign size	13
2.2.2.2 From the sign processor: sign address	15
3. Destination List Database	16
3.1 Creating a new list	16
3.2 Sign Parameter Editor	17
4. Destination Codes and Route Codes	19
4.1 Creating new destinations	19
4.2 Inputting the destination code	20
4.3 Entering the sign information	20
4.4 Saving the destination information	21
4.5 Deleting an existing destination	22
5. Saving and Uploading Destination Lists	23
5.1 For DERIC+ or ERIC++	23
5.1.1 Transferring destination list to Key-lo	23
5.1.2 Key-lo loading to a DERIC+ or ERIC++ controller	24
5.2 For DG3 or EG3	26
5.2.1 Configuring the USB stick for loading	26
5.2.2 Transferring the database to the USB stick using Helen	27
5.2.3 Transferring the database from the USB stick to the DG3 or EG3	28
6. Hanover Technical Support	29
6.1 United Kingdom	29
6.2 United States of America	29

GLOSSARY

Explanations relate to the use of the word in this manual and other Hanover publications; the word or phrase may have other meanings elsewhere.

console - former term for 'controller'

(sign or driver) controller - on-bus device used by driver to select destination / advert / information details that will be shown on the signs (prepared using Helen software)

destination code - the number used to identify a particular set of destination signs (typically, front, side and rear signs). NOT necessarily the operator's route / service number

display - equipment used to present text and graphics for viewing by passengers, usually located on the front, side or rear of, or inside, a bus

Key-lo - device used to transfer a Helen database from a pc to a Deric+ or Eric++ controller

LED - Light-Emitting Diode

mimic - a tool within Helen which gives a representation of how the sign will appear on the bus

sign - display

1. Installation

1.1 Preparation

Before beginning the installation, for which administrator’s rights will be required:

- close down all other programs
- back up any existing destination lists to another location on the computer
- uninstall any existing versions of Helen installed on the computer, otherwise database errors may occur

Helen software v3.4 can be installed on the PC:



- Either from the website link (www.hanoverdisplays.com), click on the “HELEN Sign Editing





Software” icon () to download the installer. You will then have to register yourself in order to be given access to your account.

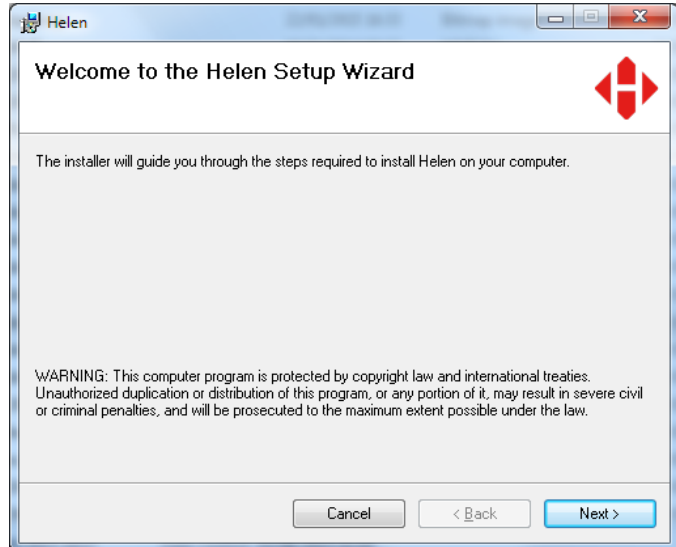
- Or from the “Hanover Resource CD” to insert into your CD-ROM drive.
- Or from the link supplied by [Hanover Technical Support](#).

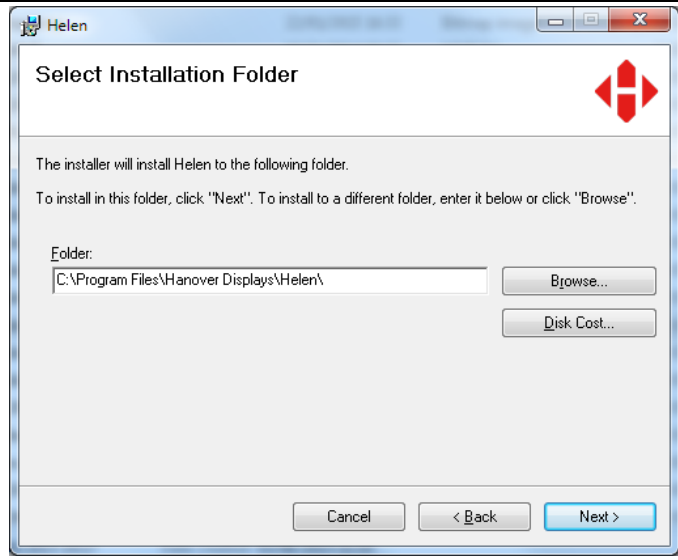
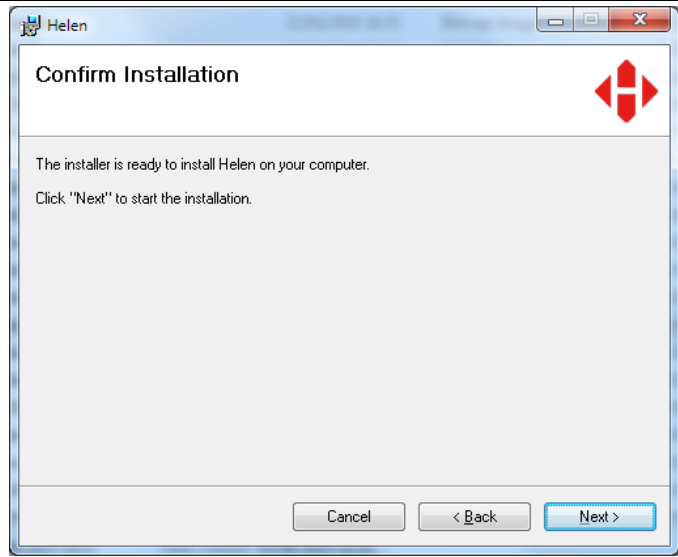
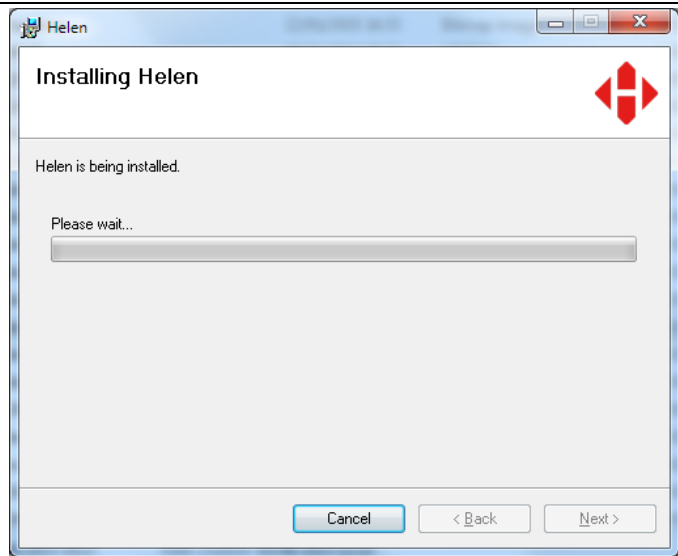
1.2 Installation from Hanover Resource CD

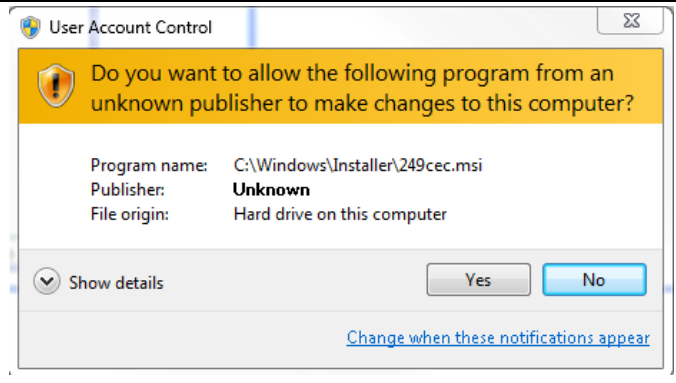
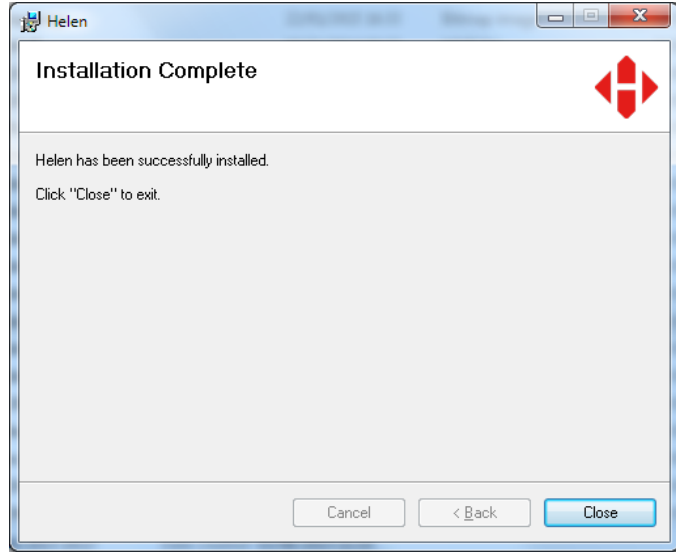
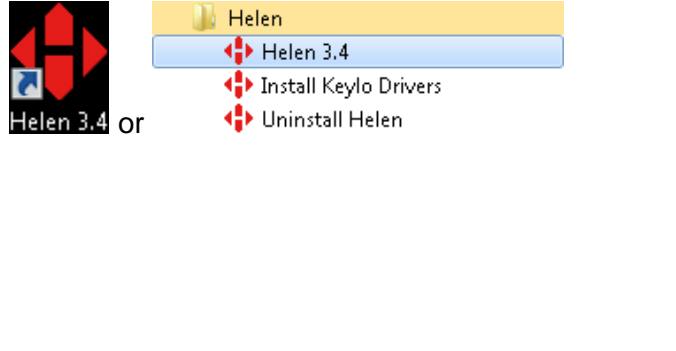
Step	Description	Figure
1	The ‘AutoPlay’ feature should start the installation process. If installation fails to start, activate “Install or run program from your media” directly from the CD drive location.	
2	From the selection menu, choose the appropriate language.	

<p>3</p>	<p>Click on “Sign Editing Software HELEN v3.4”.</p>	
<p>4</p>	<p>Click on “Install Sign Editing Software HELEN v3.4”.</p>	

1.3 Helen Setup Wizard – From website link or Hanover resource CD

Step	Description	Figure
<p>1</p>	<p>The ‘Helen Setup Wizard’ window will appear. Click Next.</p>	

<p>2</p>	<p>Select the directory location – the default is 'C:\Program Files\Hanover Displays\Helen'. Then, click Next.</p>	
<p>3</p>	<p>Click Next to confirm that Helen should be installed.</p>	
<p>4</p>	<p>The Helen installation will start.</p>	

<p>5</p>	<p>At this point, an ‘unknown publisher’ window may appear. Click Yes to proceed.</p>	 <p>A User Account Control dialog box with a yellow header. The text reads: "Do you want to allow the following program from an unknown publisher to make changes to this computer?". Below this, it lists: "Program name: C:\Windows\Installer\249cec.msi", "Publisher: Unknown", and "File origin: Hard drive on this computer". At the bottom, there are "Yes" and "No" buttons, and a "Show details" link.</p>
<p>6</p>	<p>When this window appears, installation is complete. Click Close to exit.</p>	 <p>An "Installation Complete" dialog box for Helen. It says "Helen has been successfully installed." and "Click 'Close' to exit." There are "Cancel", "< Back", and "Close" buttons at the bottom.</p>
<p>7</p>	<p>Once installed, Helen is added to the program list and a diamond ‘H’ Hanover icon is placed on the desktop. To open Helen, double-click on either the desktop icon or ‘Helen 3.4’ under ‘All programs/Hanover Displays’.</p> <p>Note: the version number quoted will reflect what is installed.</p>	 <p>A screenshot of a Windows Start menu program list. It shows a folder named "Helen" which is expanded to show: "Helen 3.4", "Install Keylo Drivers", and "Uninstall Helen". To the left of the list is a desktop icon for "Helen 3.4" with the Hanover diamond 'H' logo.</p>

Note: If a Key-lo is being used, the Key-lo drivers must be installed first. Select All Programs → Hanover Displays → Install Keylo Drivers and follow the wizard. For more information, please refer to Key-lo – Installation and Operation Guide (ref. 540039).

2. Getting Started

2.1 Signs

All Hanover sign types can be programmed by Helen. However, certain information will be required before a destination list database can be created:

- **Sign Type:** LED Destination, Full Colour, Colour Route Number, Flip Dot, LED in-bus etc.

LED Destination sign:



Full Colour sign:



Colour Route Number sign:



Flip Dot Destination sign:



LED In-bus sign:



- **Sign Size:** This specifies the layout (or matrix) of LEDs or Flip-dots and is defined by the number of columns (width) x the number of rows (height), e.g.: 144 x 19.
- **Sign Address:** Each different sign must have its own unique address. For OLED signs (using processor boards 7524 or 7611), this is set by the rotary switch found on the board. For OLEMS signs (which deploy the 7766 board) the address is set using a link jumper. Default settings in both cases are: front = 0, side = 1, rear = 2.



Second-hand / transfer vehicles may be configured differently. If required, the switch (or link jumper) position can be changed to conform to the standard above. Remember that the setting must match the sign address specified in Helen.

2.2 Sign Size and Address

There are two methods to provide the sign size and address:












- either via the sign test from the controller (for LED sign systems only)
- or via the silver label (for size) and sign processor (for address).

The user may find it helpful to keep a record of the sign size and product number of each sign installed for reference: it will help if advice from [6 Hanover Technical Support](#) is necessary later.

2.2.1 1st method: From the Controller – Sign Test











2.2.1.1 DERIC+ or DG3



Step	Description
1	Press F/E ( or ) until 'Lock code:' appears.
2	Enter 0101 using the arrows  and  .
3	Press  or  : 'Show status?' will be shown.
4	Press the UP arrow  once to display 'Test signs?'.
5	Press  or  : 'Testing...' will be displayed on the controller.
6	Press  or  to cancel the test.

2.2.1.2 ERIC++ or EG3



Step	Description
1	Press the  or  key until 'Lock code:' appears.
2	Enter 9876 using the keypad. <div style="border: 1px solid red; padding: 5px; background-color: #ffffcc;">  The 4-digit lock code is 9876 by default or if a factory reset is performed. However, if an ERIC++ or EG3 is loaded with a list from Helen, the lock code will be changed to 0101 as Helen has by default a lock code of 0101. </div>
3	Press the  or  key: 'Show status?' will be shown.
4	Press the UP arrow  once to display 'Test signs?'.
5	Press the  or  key: 'Testing...' will be displayed on the controller.
6	Press the  or  key to cancel the test.

Each LED sign will show a scrolling message followed by an alternating test pattern (the content of the scrolling message is described below) whilst flip dot signs will show just the test pattern. There will be some variation in what is scrolled across the sign, depending on firmware, sign size etc., but the key areas will be the same.

Sign test character string definition

LED signs will show scrolling text similar to that set out below, followed by a series of horizontal and vertical line test patterns:

Example: **OLED v1.15 (X1.15) #0 144x19 C=3D00 P=65/100**

OLED v1.15 = the sign's base software type and version

(X1.15) = application software version (Super-X)

#0 = sign address, set by the switch on the sign processor

144x19 = sign size in LEDs (number of columns x number of rows)

(C=3D00) = for Hanover engineer

P= 65/100 = brightness of sign (100/100 is max (100%) while 10/100 is min (10%))

Sign address and size →

2.2.2 2nd method: Silver Label and Sign Processor

2.2.2.1 From the silver label: sign size

An identity label on the rear of each sign will show the sign type and size. It is helpful to have this to hand if contacting [6 Hanover Technical Support](#) about the product.



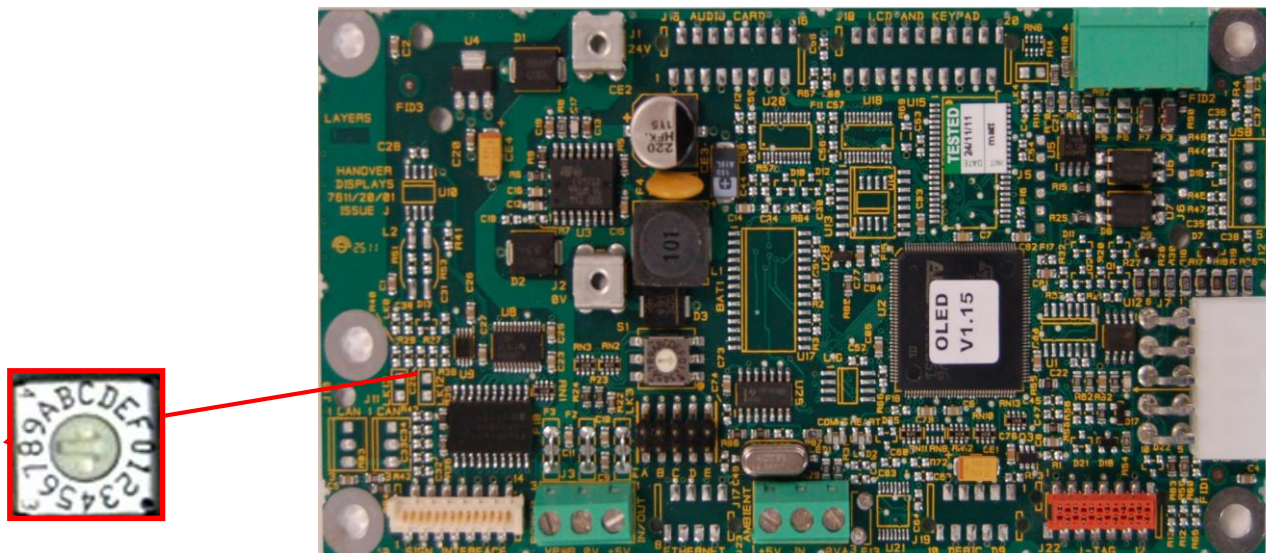
Features	Meaning	Description														
Product no.	Product number	<p>Identifies the model.</p> <ul style="list-style-type: none"> Example of a LED destination sign: COL037MCL-K51 <table border="1"> <thead> <tr> <th>Feature</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>COL</td> <td>Colour* Outside viewable LED display (*monochrome display with colour route number)</td> </tr> <tr> <td>MCL</td> <td>Number to left when viewed from outside the vehicle</td> </tr> <tr> <td>K51</td> <td>Wiring option</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Example of a FlipDot destination sign: M018C <table border="1"> <thead> <tr> <th>Feature</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>M</td> <td>Non-functional meaning</td> </tr> <tr> <td>C</td> <td>Wiring option</td> </tr> </tbody> </table>	Feature	Description	COL	Colour* Outside viewable LED display (*monochrome display with colour route number)	MCL	Number to left when viewed from outside the vehicle	K51	Wiring option	Feature	Description	M	Non-functional meaning	C	Wiring option
Feature	Description															
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MCL	Number to left when viewed from outside the vehicle															
K51	Wiring option															
Feature	Description															
M	Non-functional meaning															
C	Wiring option															
Position	-	Indicates where the sign is likely to be fitted on the vehicle.														

Type	-	<ul style="list-style-type: none"> Example of a LED destination sign: 200*24 M\COLOUR LHS R\NO. 'K51' <table border="1"> <thead> <tr> <th>Feature</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>200*24</td> <td>Size of sign</td> </tr> <tr> <td>M\COLOUR</td> <td>Multi-Colour</td> </tr> <tr> <td>LHS</td> <td>Left-Hand Side</td> </tr> <tr> <td>R\NO.</td> <td>Route Number</td> </tr> <tr> <td>K51</td> <td>Wiring option</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Example of a FlipDot destination sign: 96*16-4L SIGN 'C' <table border="1"> <thead> <tr> <th>Feature</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>96*16</td> <td>Size of sign</td> </tr> <tr> <td>4L</td> <td>4" Length (of strip of 7 dots – basic level of flipdot component for sign assembly)</td> </tr> </tbody> </table>	Feature	Description	200*24	Size of sign	M\COLOUR	Multi-Colour	LHS	Left-Hand Side	R\NO.	Route Number	K51	Wiring option	Feature	Description	96*16	Size of sign	4L	4" Length (of strip of 7 dots – basic level of flipdot component for sign assembly)
Feature	Description																			
200*24	Size of sign																			
M\COLOUR	Multi-Colour																			
LHS	Left-Hand Side																			
R\NO.	Route Number																			
K51	Wiring option																			
Feature	Description																			
96*16	Size of sign																			
4L	4" Length (of strip of 7 dots – basic level of flipdot component for sign assembly)																			
Our order no.	Our order number	Number used for internal use by Hanover.																		
Your O/N	Your Order Number	Number used to identify the order for this sign.																		
Your Part no.	Your Part number	Specific to each sign.																		
S/N	Serial Number	Specific to each sign.																		
End User	-	Is generally the ultimate operator of the vehicle.																		
Builder	-	References the name/customer to which the product is shipped.																		
Job reference	-	For the use of builder or end user.																		
Manufactured	-	Date when the finished sign is available for shipment after all checks, tests and approvals are complete.																		
Made in the UK	-	Shows the country of manufacture of the sign.																		
Exx-yyR-zznnnn	United Nations Standard Type Approval (EMark) number	xx = country code. yy = regulation number. zz = regulation revision number. nnnn = approval certificate number.																		

2.2.2.2 From the sign processor: sign address

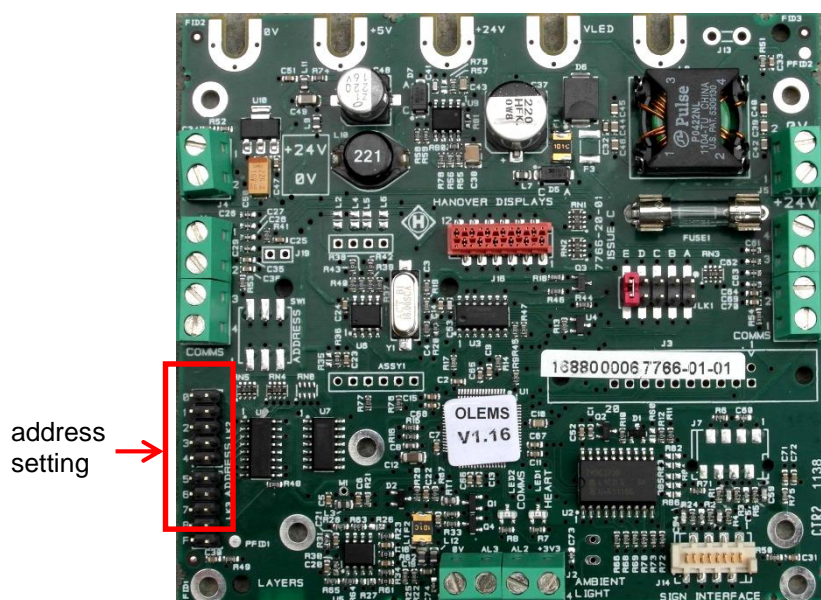
- 7524 or 7611 processor (for OLED signs)

The sign address will be found by removing the rear panel(s) of the sign to reveal the processor. In the case of the 7524 or 7611 processors, the arrow on the switch is pointing to the address number. On the 7611 processor below, the switch is showing sign address '0'.



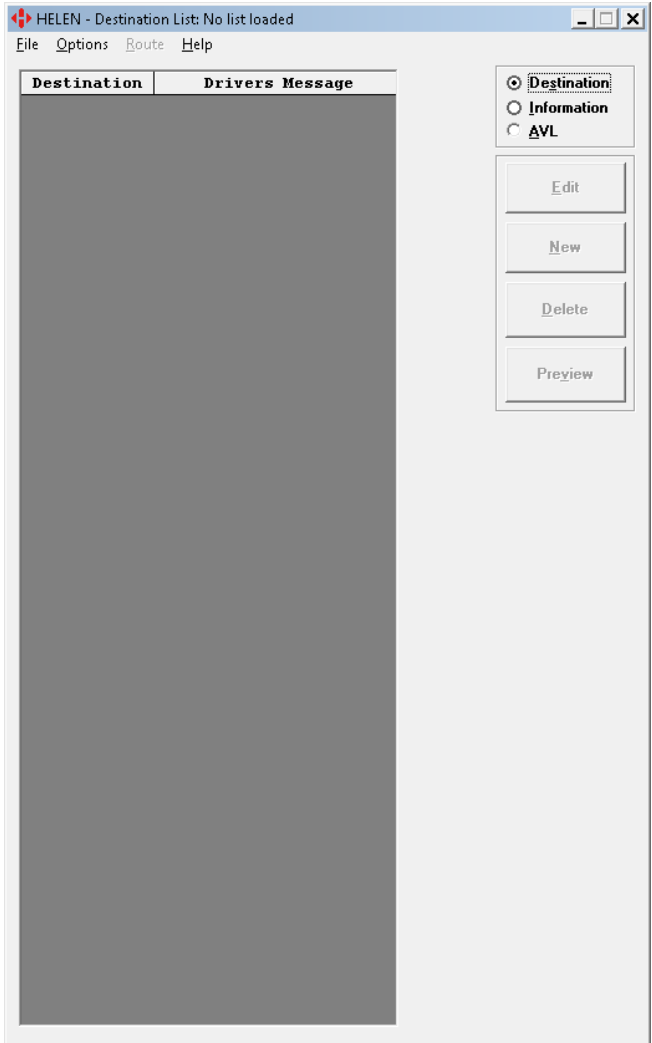
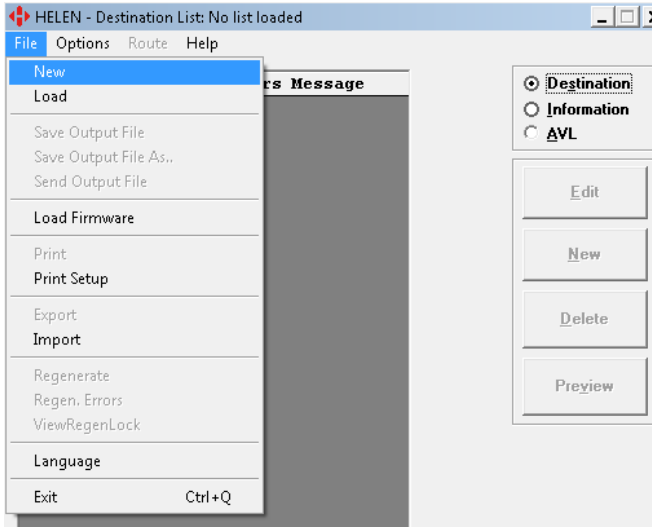
- 7766 processor (for OLEMS signs)

On the 7766 processor below, the address setting is provided by the position of the link jumper. Default settings are: front = 0, side = 1, rear = 2.



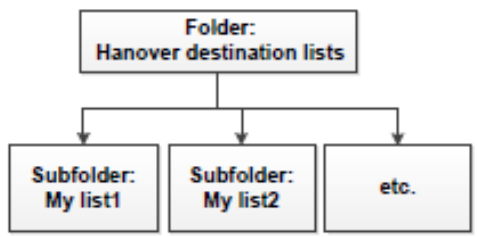
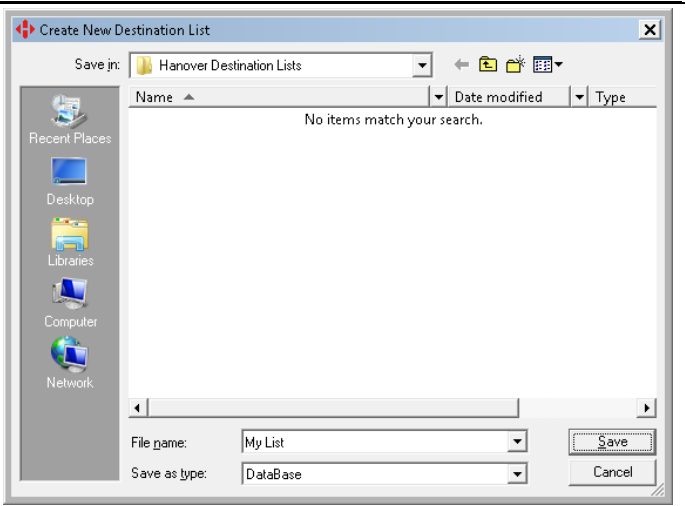
3. Destination List Database

3.1 Creating a new list

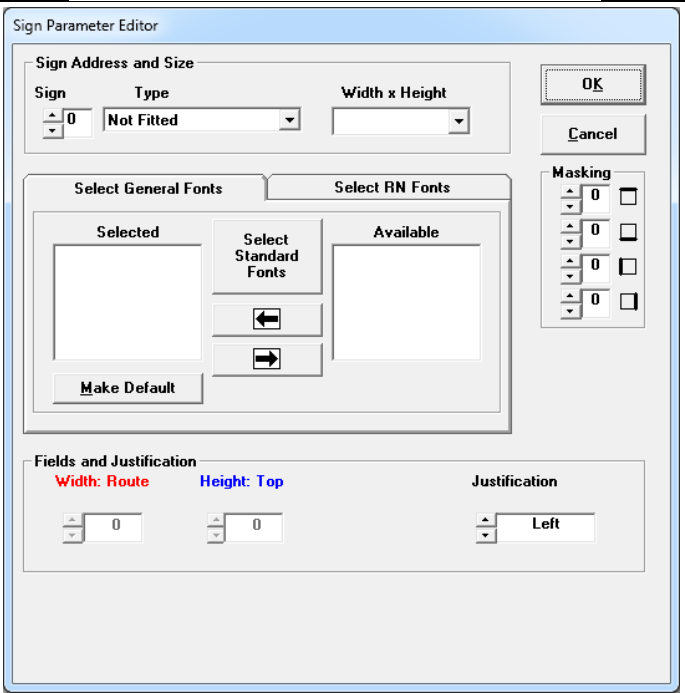
Step	Description	Figure
1	<p>To open Helen, double-click on either the desktop icon or 'Helen 3.4' under 'All programs/Hanover Displays'.</p> <p>The main 'Destination List' window will be displayed.</p>	
2	<p>Select File → New.</p> <p>Choose a folder in which to store the list, for example 'My Documents'. Alternatively, create a new folder.</p>	
3	<p>Create a new folder within that folder and name it 'Hanover destination lists'.</p>	

4 Open that 'Hanover destination lists' folder by selecting it and then clicking **Open**.
 In the Input box 'File name', enter the name of the subfolder e.g. 'My list1' and then click **Save**. The directory structure would then be: **Hanover destination lists\My list1**.
Note: If more than one list is used, it is important that each list is in its own subfolder. The directory structure for:

- the first list would be **Hanover destination lists\My list1**
- the second list would be **Hanover destination lists\My list2**
- etc.



5 The 'Sign Parameter Editor' window will be displayed.
 Refer to [3.2 Sign Parameter Editor](#) for more details.



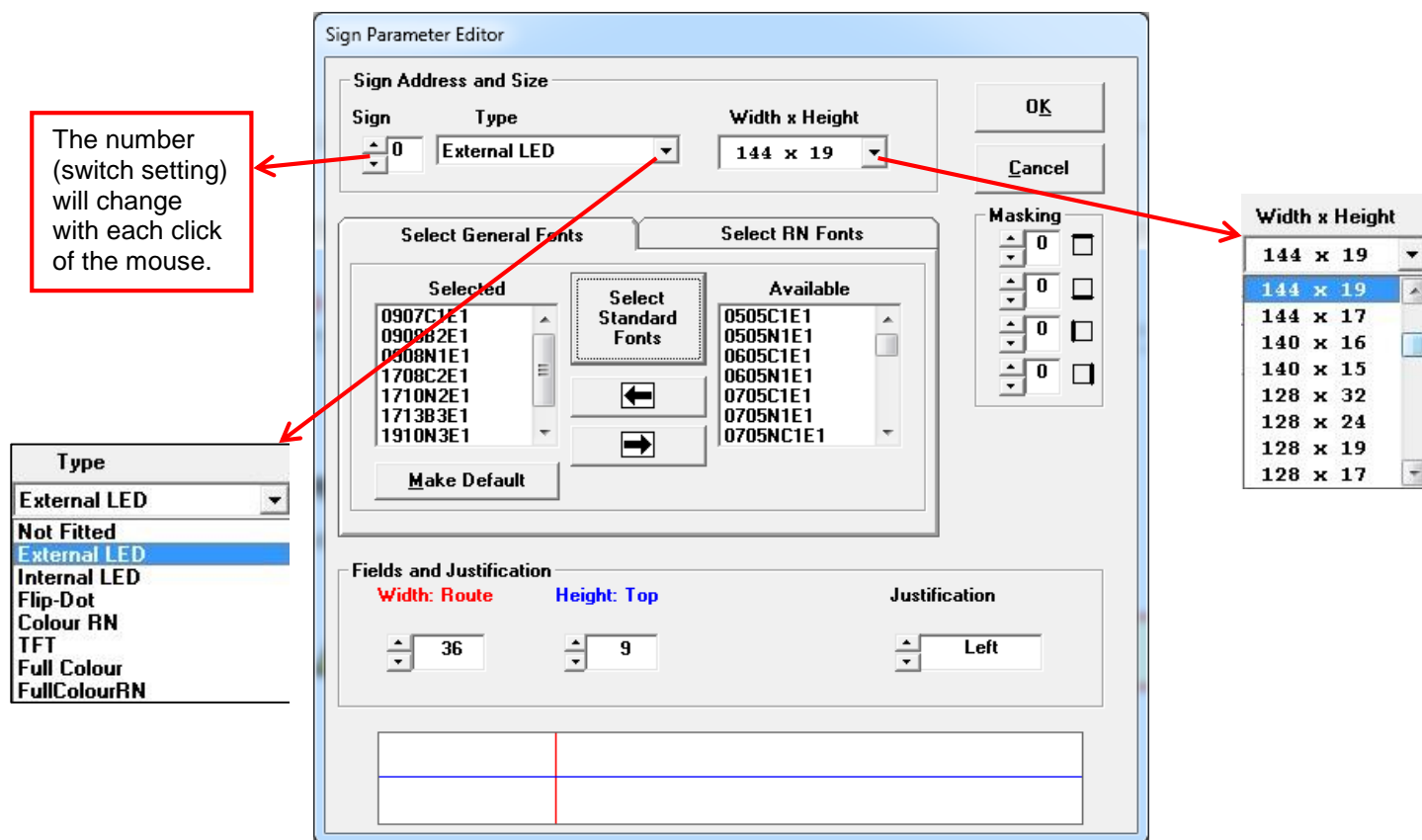
3.2 Sign Parameter Editor

This is where the sign type, size and address details are entered. An example is shown below, detailing a bus with 3 signs fitted with standard default switch settings.

Switch setting	Position	Type	Size (W x H)
0	front	LED Destination display	144 x 19
1	side	LED Destination display	96 x 8
2	rear	LED Destination display	32 x 17

This information now needs to be entered into Helen, one sign at a time.

For switch setting 0 for example, the sign parameter editor has been configured as shown below:



Parameter		Description
Sign Address and Size	Sign	Use of the up or down arrows: <ul style="list-style-type: none"> to select the sign address to add further signs to move between existing signs within the destination list The number (switch setting) will change with each click of the mouse.
	Type	Use of the drop-down list to select the type of the sign
	Width x Height	Use of the drop-down list to select the size (width x height) of the sign
Select General Fonts	Select Standard Fonts	The 'Select Standard Fonts' box must be clicked: this places the basic (default) fonts into the 'Selected' list. Font selection can then be amended as required using the left or right arrows.

Note: Do not click **OK** until all the required signs have been configured.

4. Destination Codes and Route Codes

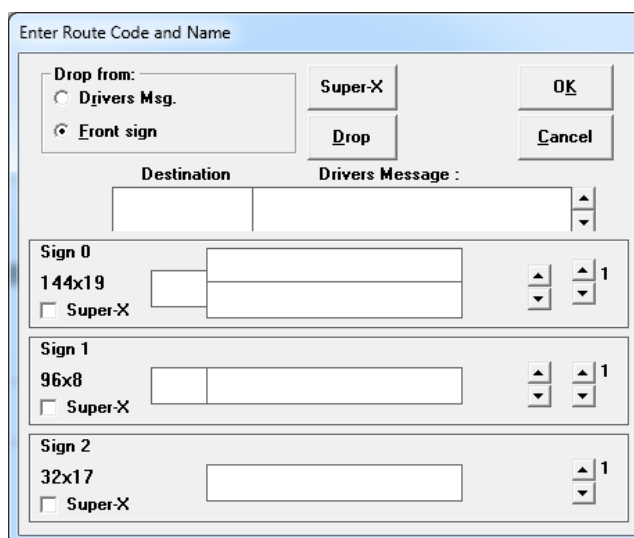
4.1 Creating new destinations

The sign parameters having been set up, the next stage is to add destination information.



The 'New' button, now available on the above main screen, will be used for creating new destinations.

When **New** is clicked, the following window 'Enter Route Code and Name' will appear. This window will show all the signs selected during the configuration process described in section [3.2 Sign Parameter Editor](#).

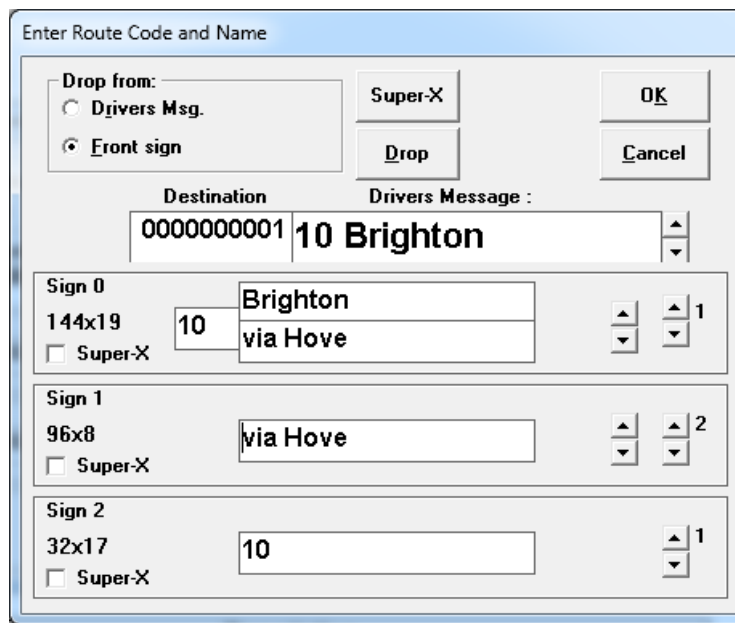


4.2 Inputting the destination code

In the box marked 'Destination', enter the destination code e.g. the first destination on the list – say, 1.

Each code entered must be unique within the list as this is the code to be entered on the controller by the driver. It can contain up to four alphanumeric characters if required. The 'Destination' box will automatically include additional zeros when the user clicks into another text box. In the figure in section, this has caused the '1' to become '0000000001'.

4.3 Entering the sign information



Parameter	Description
Drop from	'Front sign' to be chosen if not already selected (marked with a black dot).
Sign 0	<ul style="list-style-type: none"> Enter the route and destination information into the text box or boxes. Example: 10 / Brighton / via Hove (three text boxes). The first set of up / down arrows, directly to the right of the sign, is used to change the number of text boxes required. In this example, the way the sign is to be used required three boxes. Note: boxes available via these up and down arrows will vary according to the sign size. The second set of up / down arrows is used to add extra text when more than one 'page' is required e.g. if additional via points are needed. Signs that use just a single line of text will show additional information over two or more 'pages'; alternatively, the text can be made to scroll. In the case of sign 1, page 2 shows 'via Hove' so page 1 may contain the text 'Brighton' for example. The number adjacent to the arrows indicates the page number. Note: Sign 0 is also the switch setting for the sign processor on the vehicle (refer to section 2.2.2 From the sign processor: sign address).
Drop	Once the text is entered into the front sign (Sign 0:144x19), it will be duplicated to the other signs and to the Drivers Msg. when the button marked Drop is clicked. Make sure the ' Front sign ' option is selected before clicking on Drop . All boxes are still editable before and after the information has been dropped.

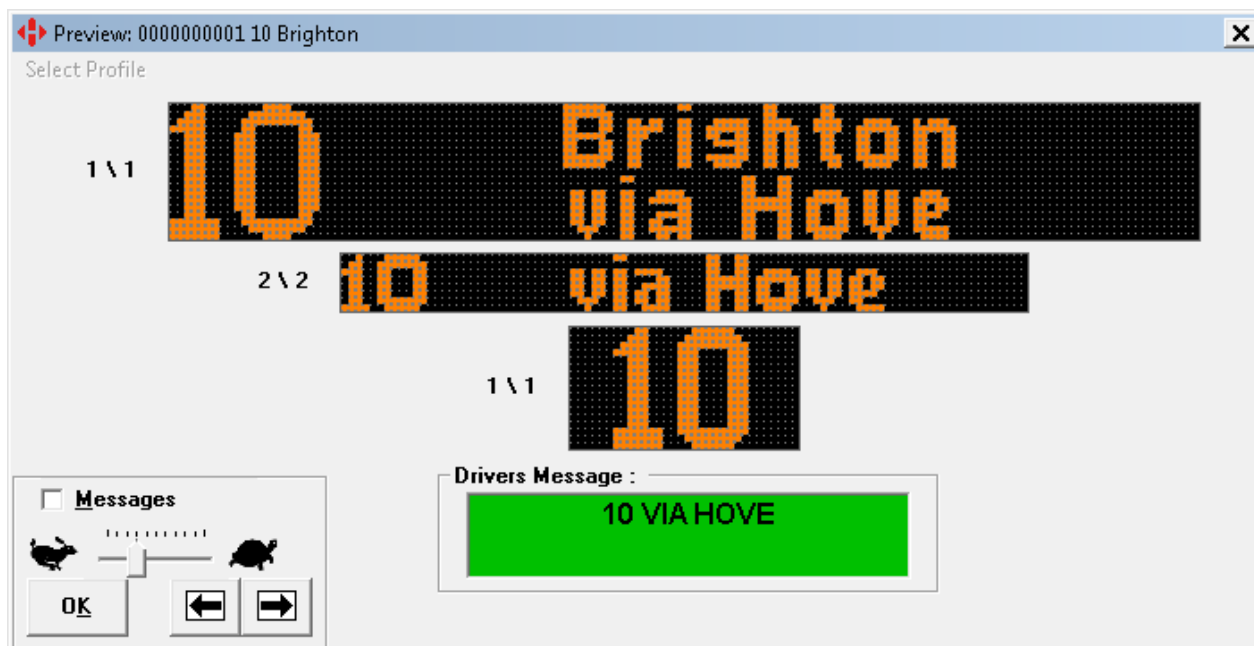
In the above example, the sign processor's address should be set as follows:

- Front sign: **Sign 0** (144x19) set to address switch '0'
- Side sign: **Sign 1** (96x8) set to address switch '1'
- Rear sign: **Sign 2** (32x17) set to address switch '2'

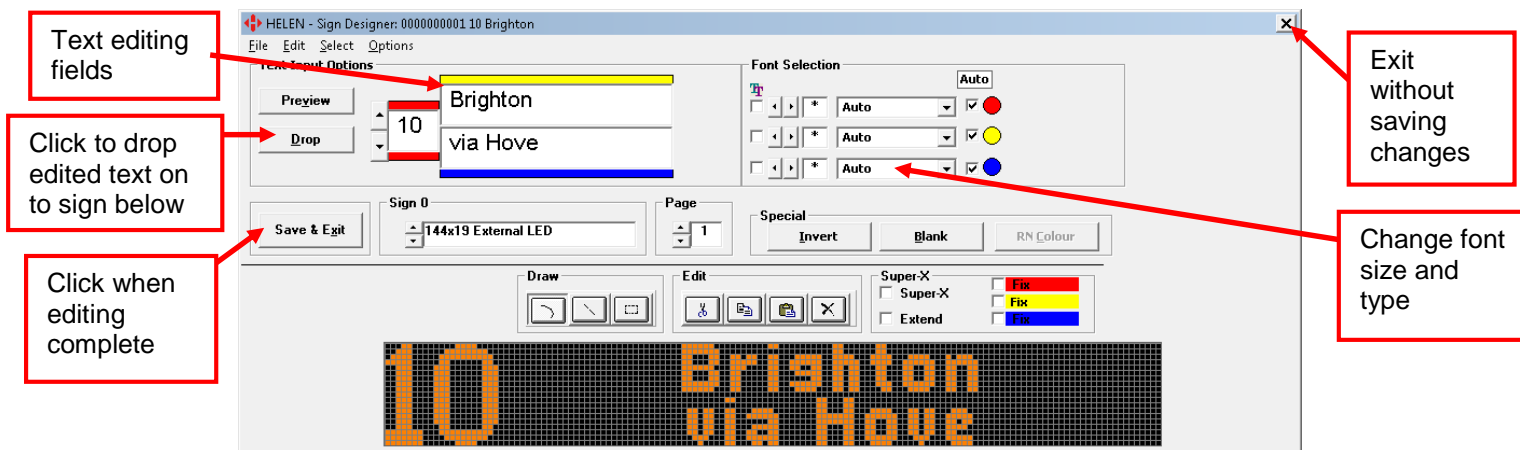
4.4 Saving the destination information

When the text boxes are filled and to save the destination information, click **OK**.

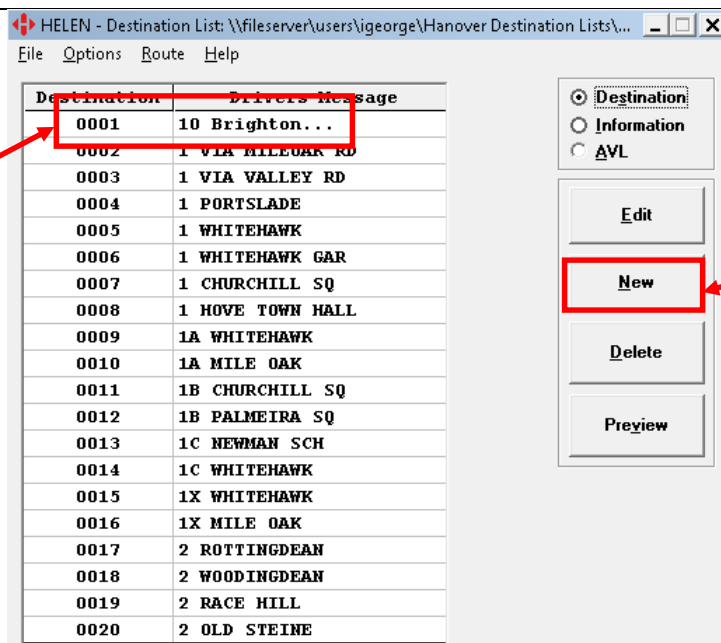
The 'Preview' screen below will be displayed after it has generated the signs.



Check the signs. If editing is required, double-click on the sign to be changed and the following 'Sign Designer' window will appear.



When the required edits have been made, click **Save & Edit**. The preview screen will then appear, showing the changes made. When all signs are correct, click **OK**. The main destination list window will be shown and the newly-added destination will now be on the list.

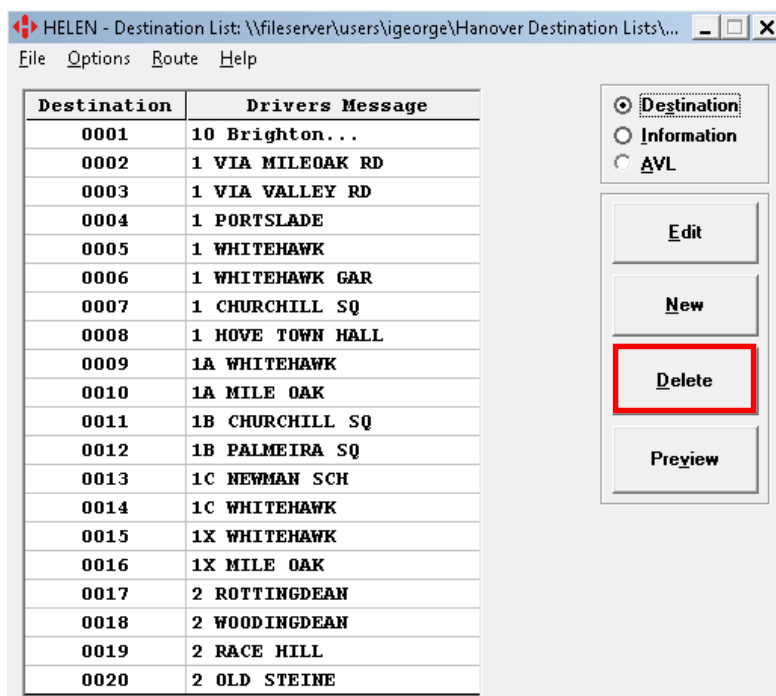


The newly-added destination will now be on the list.

To add the next destination, click New and repeat the process until all destinations have been added.

4.5 Deleting an existing destination


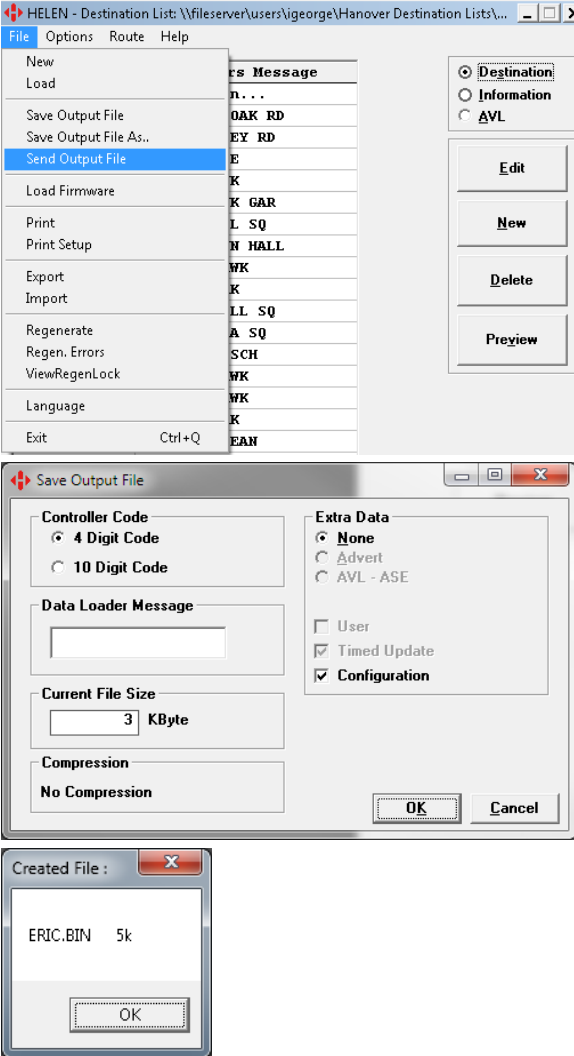
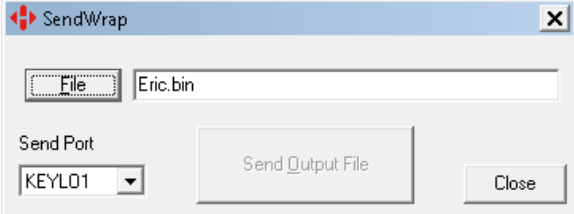
Destinations are easily deleted via the main Destination List window. Highlight the one to be removed and click **Delete**.

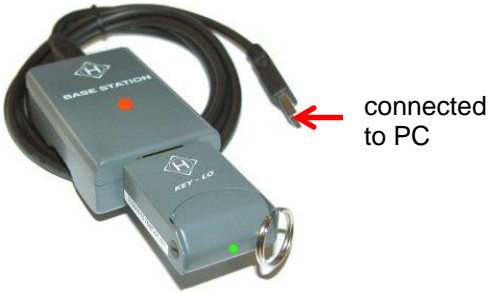
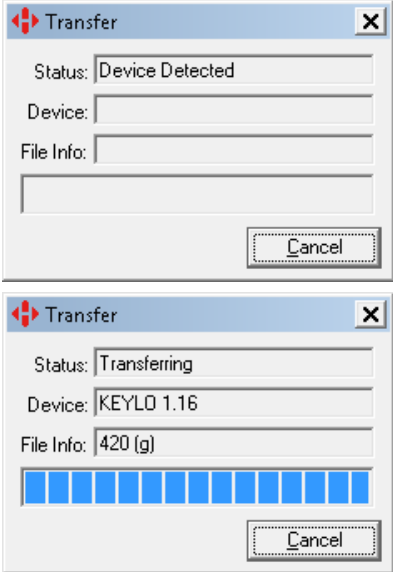


5. Saving and Uploading Destination Lists

5.1 For DERIC+ or ERIC++

5.1.1 Transferring destination list to Key-lo



Step	Description	Figure
1	<p>Plug your USB cable to the base station and your PC. The ERIC.BIN file will be sent from the PC to the base station.</p>	
2	<p>On the Helen main screen, click the “File” menu and then select “Send Output File”.</p> <p>Note: If the database has not been previously saved, it will now be automatically saved and the following screens will then be displayed.</p> <p>Verify that the options selected are correct and then click OK.</p> <p>For more details, refer to Helen display-editing software operating manual (ref. 540125).</p> <p>Click OK to save the database.</p>	
3	<p>The following “SendWrap” window will appear as shown.</p> <p>Note: Please make sure ‘KEYLO1’ is set in Send Port.</p>	

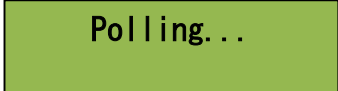
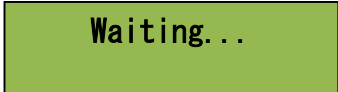
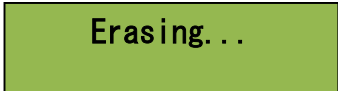
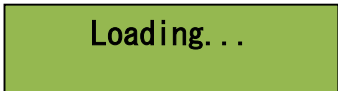
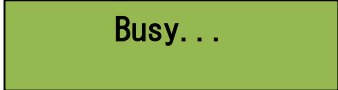



4	Plug the Key-lo into the base station.	
5	The transfer will automatically start. When the light of the Key-lo turns solid green and the status bar on the computer screen turns completely blue, the transfer has completed.	
6	You can now remove the Key-lo from the base station.	

5.1.2 Key-lo loading to a DERIC+ or ERIC++ controller

If there is a valid file stored in the Key-lo, the file transfer will begin automatically as soon as it is plugged into the controller.

IMPORTANT: Ensure the controller is powered before inserting the Key-lo.

Step	Description	Figure
1	<p>Plug the Key-lo into the 9-way D-type connector on the front panel of the controller.</p> <p>The Key-lo LED will flash green briefly and then become a steady red colour. Once the communication starts, the Key-lo LED will begin a sequence of flashes.</p>	<ul style="list-style-type: none"> • DERIC+:  • ERIC++: 

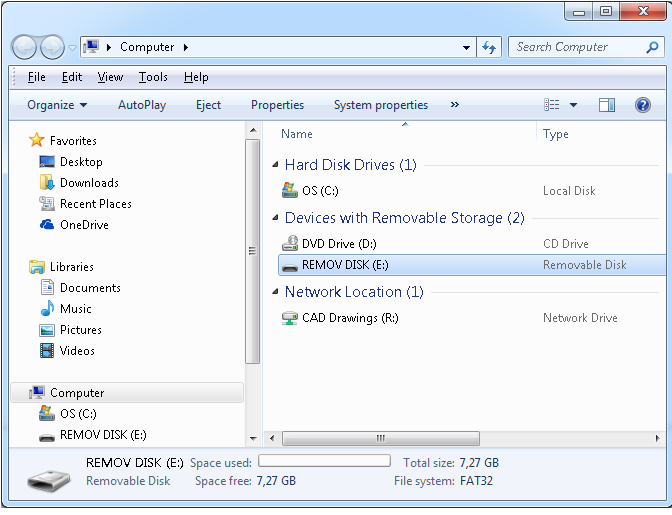
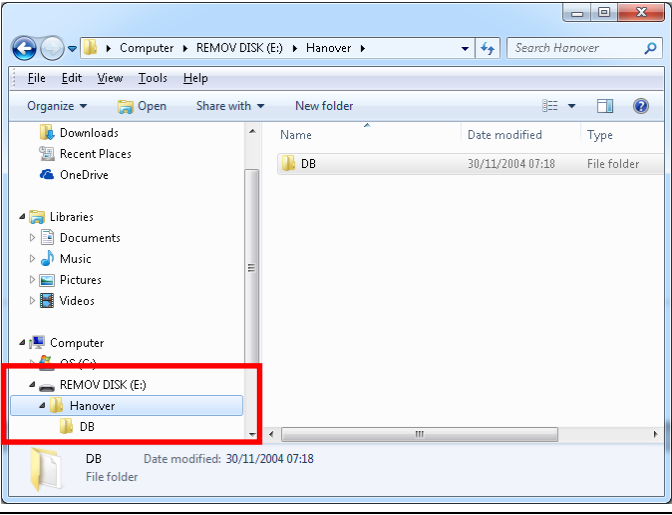
	<p>The following screens will be displayed on the controller:</p>	   
<p>2</p>	<p>Once the LED on the Key-lo stays green, the Key-lo has successfully completed communication with the controller and should be removed.</p>	
<p>3</p>	<p>The controller will reset and depending on the size of the file transferred, the controller may take some time to process the file it has received. Wait until the controller has finished processing the file to ensure that the transfer was successful.</p> <ul style="list-style-type: none"> • If file transfer is successful, the controller will either display “idle” or revert to last selected destination (if the previous and newly downloaded database both contain the same destination number). • If file transfer is not successful, the controller will display “NO DATA”. If this occurs, then either the file transfer did not complete successfully or the file transferred was not suitable for the controller. The Key-lo LED should also flash to indicate an error has occurred. A download should be attempted again. If this fails, then please contact 6 Hanover Technical Support. 	  <p>or</p>  

5.2 For DG3 or EG3

5.2.1 Configuring the USB stick for loading

To ensure the correct data is loaded, an Eric.BIN file is saved on the USB stick using the directory structure **X:\Hanover\DB** (where X is the drive allocated by the PC to the USB stick).

The table shows how to configure the USB stick:

Step	Description	Figure
1	<p>Insert the USB stick into the PC and locate it. In our case, it appears as REMOV DISK (E:).</p> <p>Note: The name and drive letter are variable and in this case, the drive letter allocated to the USB stick by the PC is 'E:'.</p>	
2	<p>On the USB drive, create a folder called 'Hanover'. Open this folder and create another folder within it and name it 'DB'.</p> <p>Note: 'DB' stands for DataBase.</p>	
3	<p>The USB drive is now set up to download any ERIC.BIN file into the 'DB' folder.</p>	



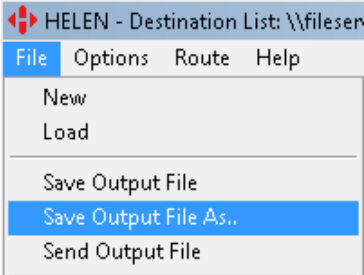
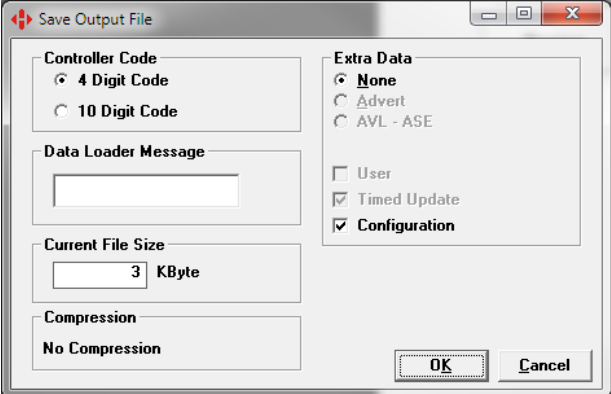
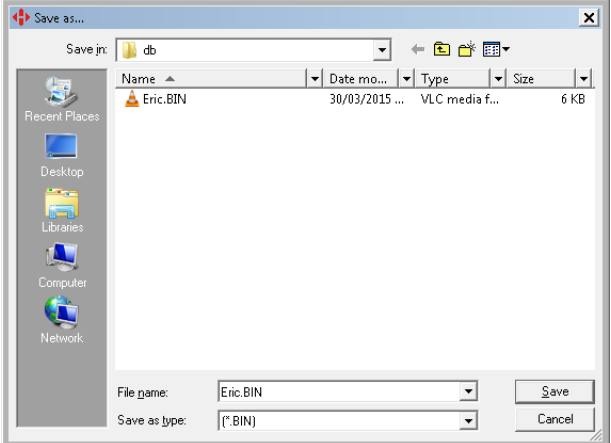
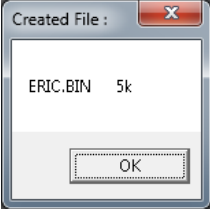
USB sticks sometimes fail: try another stick before assuming the problem lies elsewhere.



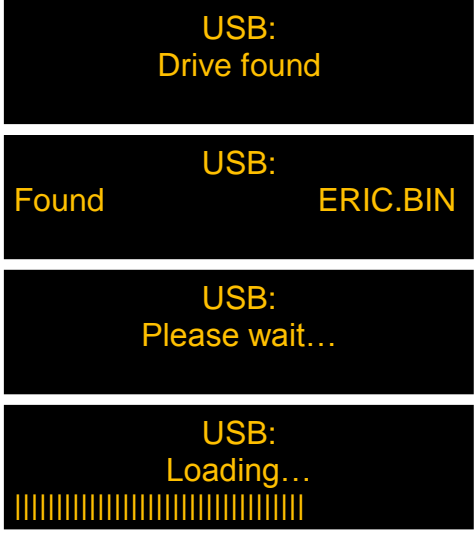



The USB stick must be formatted to use the FAT32 file system.

5.2.2 Transferring the database to the USB stick using Helen

To load the database to the USB stick using Helen, please ensure the USB drive is connected to the PC.

Step	Description	Figure
1	In the main Helen window, click File → Save Output File As.. as shown.	
2	Verify that the options selected are correct and then click OK. For more details, refer to Helen display-editing software operating manual (ref. 540125).	
3	The 'Save As...' window will appear as shown (it may be necessary to browse to the USB folder → Hanover folder → DB folder). Ensure the text in the 'File name:' box is Eric (or Eric.BIN) and that the 'Save as type:' box has [*.BIN] in it.	
4	Click Save . Note that subsequent downloads will already have a file called Eric.BIN shown in this window: it will be overwritten.	
5	The database has been saved to the USB stick inside the DB folder. Click OK .	

5.2.3 Transferring the database from the USB stick to the DG3 or EG3

Step	Description	Figure
1	<p>Insert the USB stick into the port in the front of the controller. The DG3 or EG3 will automatically find, transfer and save the database as shown.</p>	
2	<p>When it has finished, a request to remove the USB stick will appear as shown.</p>	
3	<p>The DG3 or EG3 will re-boot once the USB stick is removed and will show the last inputted destination code. However, this number may not correspond with the new list loaded, in which case 'Bad destination' will then be shown: try inputting a number from the new list.</p> <p>If the controller is in 'remote' mode (i.e. the signs are being driven by an on-board computer), its screen will show 'Idle'.</p> <p>Note that if the Eric.BIN file is corrupt, or no valid files can be found on the stick, the controller will show the following message 'Remove USB drive:' and will flash and beep continuously until the USB stick is removed, whereupon the DG3 or EG3 will reboot. This will not make any change to the current loaded file.</p>	 

6. Hanover Technical Support

6.1 United Kingdom

Please do not hesitate to contact Hanover Technical Support located in Lewes, UK for any problem encountered or for any advice needed for using the Helen software:

Contact	
Phone	+44 (0)1273 477528 Ext.615 or Option 2
Email	support@hanoverdisplays.com

6.2 United States of America

Please do not hesitate to contact Hanover Technical Support located in USA for any problem encountered or for any advice needed for using the Helen software:

Contact	
Phone	+1 (773) 334 9934
Email	STL@hanoverdisplays.com