



Technical Bulletin

Date	Bulletin #	Model
5/8/2026	137	Net-HT
Subject		
Error in file name during initial download on Android device.		

Issue/Symptom

Users of Android devices may find the download of Net-HT software defaulting to a “.zip” file.

Example: NET-HT-A_2.317.apk.zip

If this file is opened and the download is started, the file will not work.

Solution

If the NET-HT file was downloaded previously, it must be deleted. Any other downloads of this file must also be deleted.

Now that all previous files are deleted start over by downloading the file.

Once the file is downloaded, DO NOT open the file.

Your phone may prompt you to open, unpack, unzip, etc. It is important NOT to do that.

1. Close all tabs/windows
2. In the download folder, rename the file by removing “.zip”

File name should be: NET-HT-A_2.317.apk

3. Once the file is re-named, open the file and continue with the Net-HT software download.

Applicable Model Numbers

- All Net-HT software only downloads onto Android devices.

Contact

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