

Troubleshooting Serial Communications

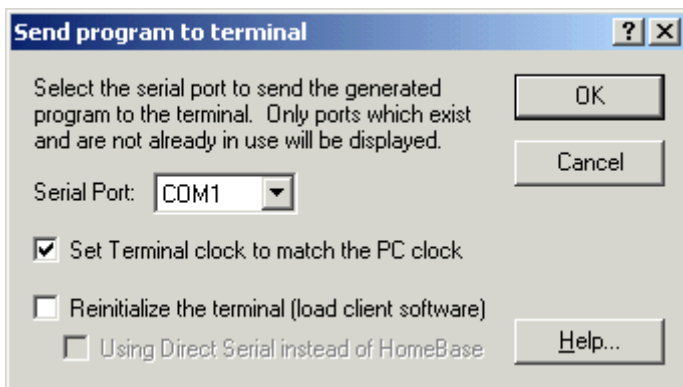
If you are having problems communicating with your Windows CE or Windows Mobile based device over a Serial connection, please read through this troubleshooting guide to make sure everything is configured correctly.

Other tips:

- You can soft-reboot the device. This occasionally clears up a communications problem on a unit that had been working correctly.
 - Dolphin 7300 / 7400 / 9500 terminals: Hold the CTRL and SFT keys for 6 seconds, and then release them.
 - Dolphin 7900 terminals:
 - Dolphin 7600 terminals:
 - Symbol Devices: Press Reset button; or consult your hardware manual for the steps.
 - Unitech Devices: Pinhole on back or pinhole on front; or consult hardware manual.
- Make sure you have the correct cable. Most cradles require a Straight-Through cable, not a NULL-Modem or Crossover cable.

Step 1 - Verify your PC Serial Port.

Verify that you have selected the correct serial port on the PC.



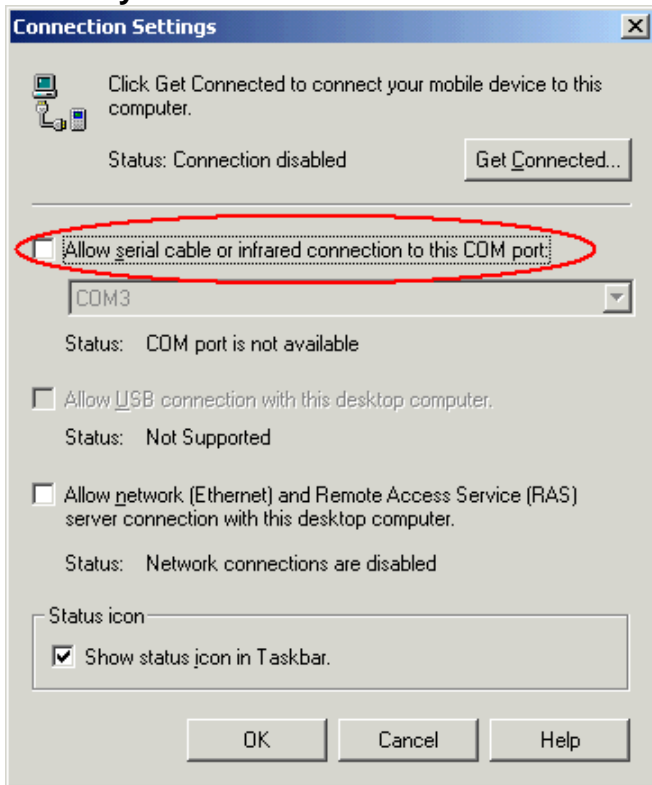
If the software displays an error message that the port is in use, make sure that you do not have any other software using the port.



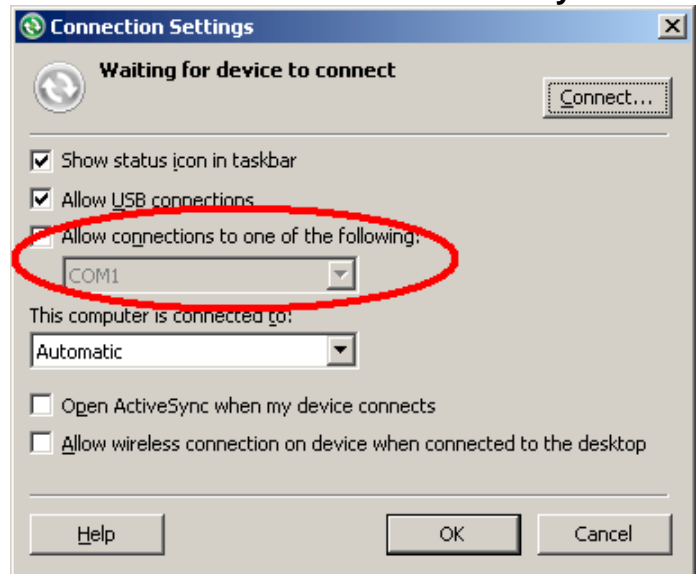
For example, Microsoft ActiveSync or Palm Hotsync keep the port open even when you are not using them. You will need to disable them before you can use the port for ITScriptNet.

If you used ActiveSync to load the client, you may need to disable ActiveSync to communicate with ITScriptNet. Uncheck the 'Allow serial cable' box to remove ActiveSync from the port.

ActiveSync V3.x:



ActiveSync V4.x:



Step 2 - Verify your Home Base baud rate

ITScriptNet requires that the communications between the PC and the Home Base be set to 57600 Baud. This applies to serial communications only - USB and ActiveSync do not requires this configuration.

Dolphin 7200 Homebase

The baud rate for a Dolphin 7200 homebase is set using the Homebase configuration software from Hand Held Products. The base should be set to 57600 baud from the factory.

Dolphin 7400 IR Homebase

The baud rate for the IR Homebase is set using DIP switches on the bottom of the Homebase. Power off the Homebase, set the DIP switches to the settings for 57600 Baud, and power on the Homebase.

Dolphin 7400 Intellibase

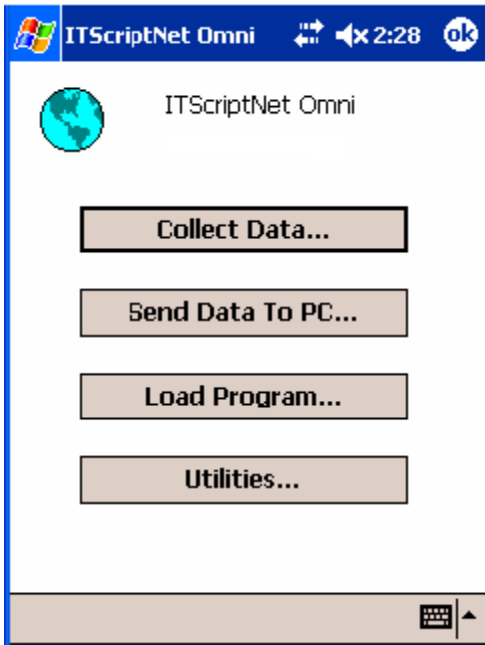
The baud rate for the Intellibase is set using DIP switches on the bottom of the Intellibase. Power off the Intellibase, set the DIP switches to the settings for 57600 Baud, and power on the Intellibase.

Other cradles have no configuration requirements.

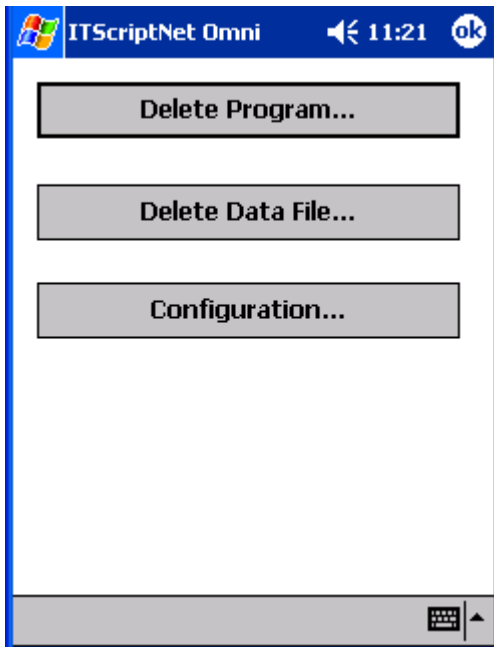
Step 3 - Set the Serial Port on the Terminal

Dolphin 7300 / 7400 / 9500 and PocketPC

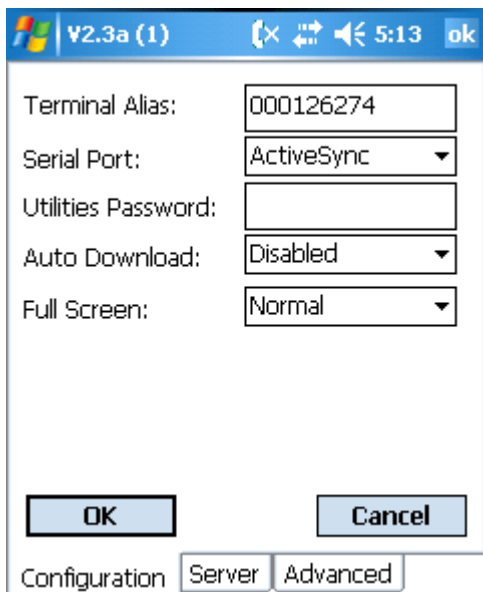
You must select the correct port on the Dolphin 7300 / 7400 / 9500 and PocketPC. To do this, from the ITScriptNet client main menu, select Utilities.



This displays the Utilities menu. Select configuration.



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Drop down the Serial Port option to select the correct port. The choices are:

IR

Use this option if you have the standard 7400 IR Homebase

Serial

Use this option if you are connecting a serial cable directly to the device.

IrDA

Use this option if you have a 7400 Intellibase.

USB

Use this option if you have a 7400 USB Home Base

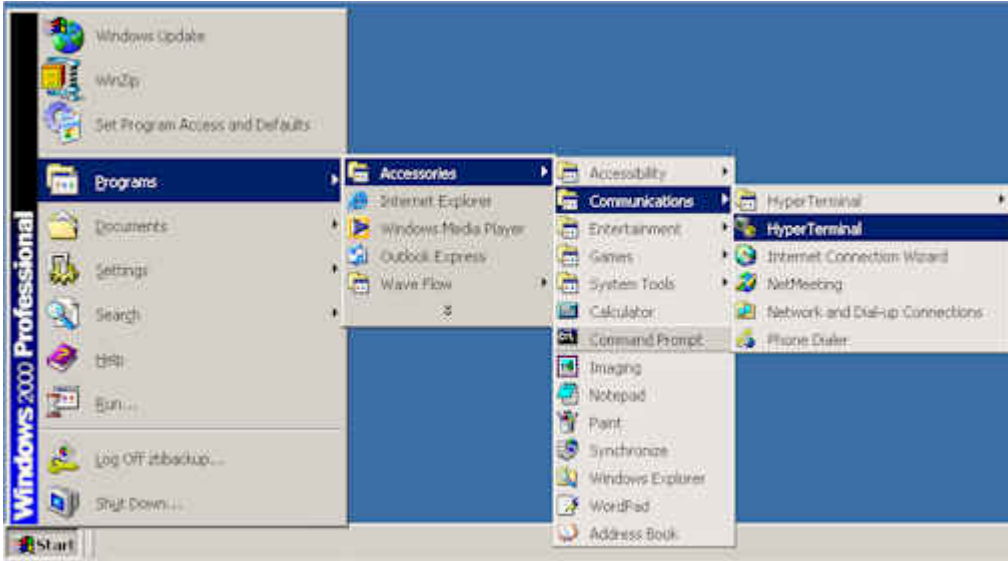
ActiveSync

Use this option to connect over an existing ActiveSync connection. This option is required to use a 9500 or PocketPC with USB.

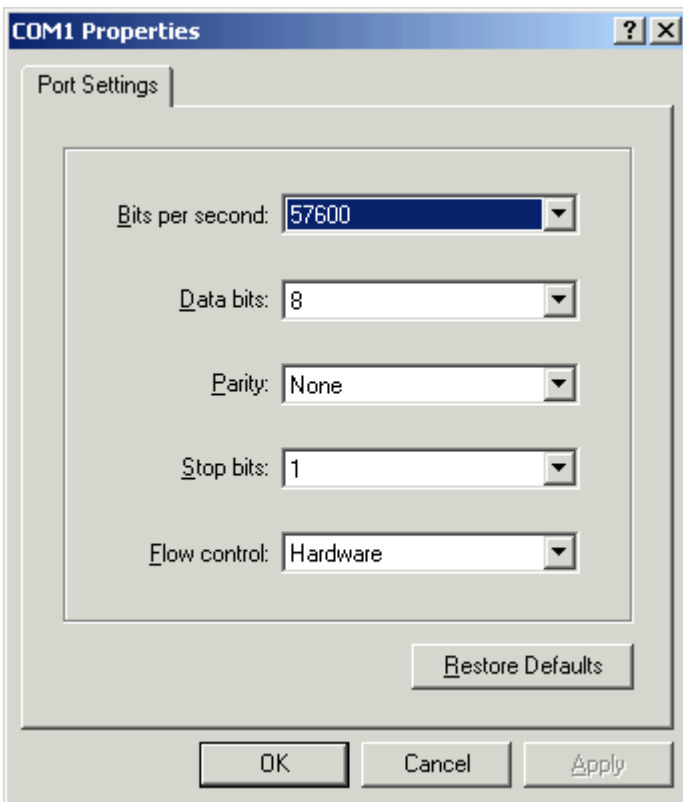
Press OK to save your changes.

Step 4 - Troubleshooting with HyperTerminal

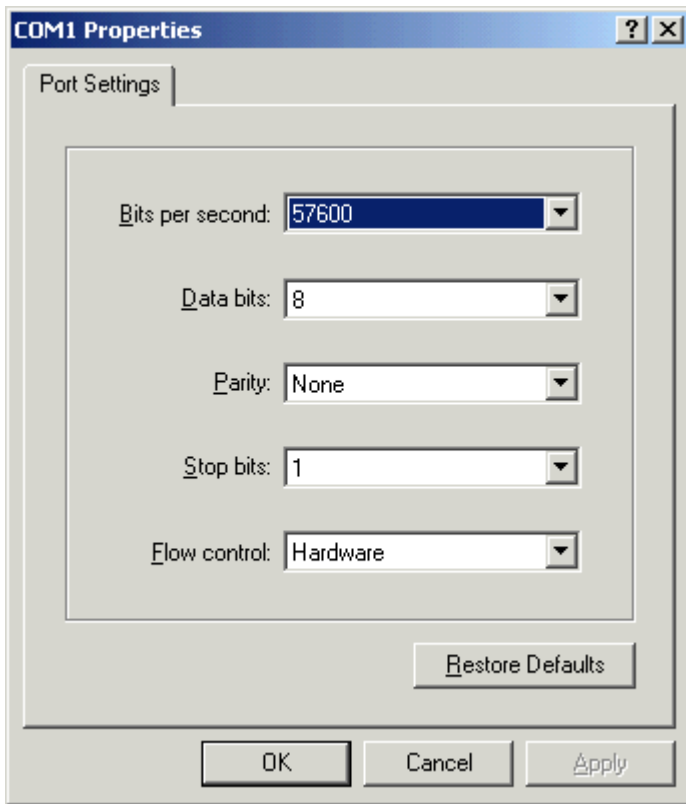
If you still are unable to communicate with the terminal, here are a few tips for using HyperTerminal (included with Windows) to try to connect to the homebase.



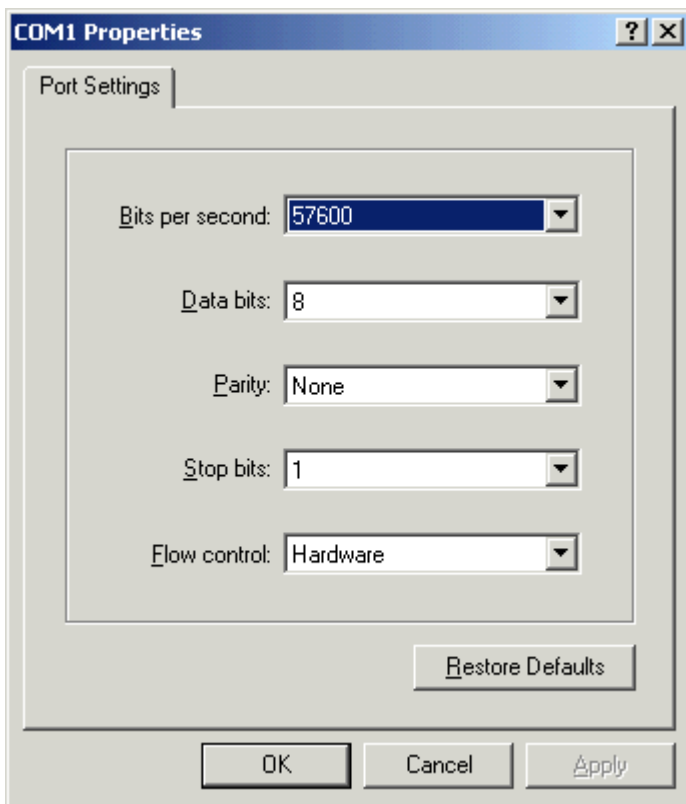
HyperTerminal will be located under Accessories, but the location varies with the version of windows you have.



Give a name to the connection you are creating and press OK.

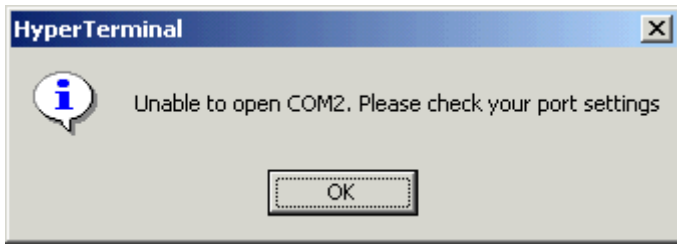


Select the serial port that you want to use. This is the PC serial port that is connected to the Homebase.

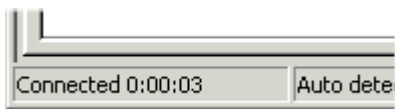


Set the communications properties as shown here. You must use 57600 baud! Press OK to try to connect.

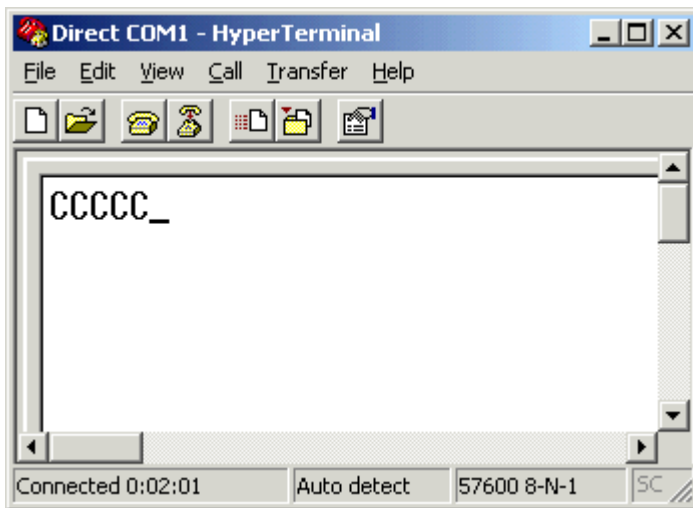
If you see the following message, then your serial port is in use by some other software. You must exit or disable the other software before you can use that port for **ITScriptNet**.



If you are able to connect, HyperTerminal will display CONNECTED in the status bar at the bottom.



Now, place the Dolphin in the homebase and select Load Program from the terminal's main menu. The Terminal should go into receive mode, and HyperTerminal should receive a 'C' character once every few seconds. At the same time, the green COMM light should flash.



This indicates that the terminal is polling for the file to be sent. Type a few characters on the PC Keyboard. The COMM light should flash red with each key you type. If so, you are communicating and should be able to use ITScriptNet to send and receive data.