

netpad

Win CE 4.1 User Manual

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ISO 9001 Certified
Quality Management System



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When requesting service, please provide information concerning the nature of the failure and the manner in which the equipment was used when the failure occurred. Type, model, and serial number should also be provided. Before returning any products to the factory, call the Customer Services Group for a Return Authorization number.

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Psion Teklogix provides a complete range of product support services to its customers. For detailed information, please refer to Appendix A: “Support Services And Worldwide Offices”.

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APPROVALS AND SAFETY SUMMARY

DECLARATION OF CONFORMITY

Product:	netpad 1000 Series with Serial Docking Station
Application of Council Directives:	EMC Directive: 89/336/EEC Low Voltage Directive: 73/23/EEC
Conformity Declared to Standards:	EN 55022: 1998; Class B; EN 55024: 1998; EN 61000-4-2; ± 4 kV CD; ± 8 kV AD EN 61000-4-3; 3V/m, 80-1000 MHz, 900 MHz EN 61000-4-4; ± 1 kV Power lines EN 61000-4-5; ± 2 kV Common; ± 1 kV Differential mode EN 61000-4-6; $3V_{RMS}$, 150 kHz-80 MHz EN 61000-4-11; AC Mains Ports EN 61000-3-2; EN 61000-3-3 EN 60950: 1992 + A1 + A2 + A3 + A4 + A11
Manufacturer:	PSION TEKLOGIX INC. 2100 Meadowvale Blvd. Mississauga, Ontario; Canada L5N 7J9
Year of Manufacture:	2002
Manufacturer's Address in the European Community:	PSION TEKLOGIX S.A. La Duranne; 135 Rue Rene Descartes BP 421000 13591 Aix-En-Provence Cedex 3; France
Type of Equipment:	Information Technology Equipment
Equipment Class:	Commercial and Light Industrial
Manufacturer:	Psion Teklogix Inc. Ontario
Legal Representative in Europe:	Psion Teklogix S.A. France

Approvals And Safety Summary

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Manufacturer:	PSION TEKLOGIX INC. 2100 Meadowvale Blvd. Mississauga, Ontario; Canada L5N 7J9
Year of Manufacture:	2002
Manufacturer's Address in the European Community:	PSION TEKLOGIX S.A. La Duranne; 135 Rue Rene Descartes BP 421000 13591 Aix-En-Provence Cedex 3; France
Type of Equipment:	Information Technology Equipment
Equipment Class:	Commercial and Light Industrial
Manufacturer:	Psion Teklogix Inc. Ontario
Legal Representative in Europe:	Psion Teklogix S.A. France

FCC INFORMATION FOR THE USA

FCC DECLARATION OF CONFORMITY (DoC)

Applicant's Name & Address: PSION TEKLOGIX
2100 Meadowvale Blvd.
Mississauga, Ontario, Canada L5N 7J9
Telephone No.: (905) 813-9900

US Representative's Name & Address: Psion Teklogix Corp.
1810 Airport Exchange Blvd., Suite 500
Erlanger, Kentucky, 41018, USA
Telephone No.: (859) 371-6006

Equipment Type/ Environment Use: Computing Devices for Home and Office Use

Trade Name / Model No.: **netpad**

Year of Manufacture: 2002

Standard(s) to which Conformity is Declared:

The **netpad and Serial Docking Station**, supplied by Psion Teklogix, has been tested and found to comply with **FCC PART 15, SUBPART B - UNINTENTIONAL RADIATORS, CLASS B COMPUTING DEVICES FOR HOME & OFFICE USE.**

Applicant: Psion Teklogix Inc.
Mississauga, Ontario, Canada

Legal Representative in US: Psion Teklogix Corp.
Erlanger, Kentucky, USA

CE MARKING

When used in a residential, commercial or light industrial environment the product and its approved UK and European peripherals fulfill all requirements for CE marking.

R&TTE DIRECTIVE 1999/5/EC

This equipment complies with the essential requirements of EU Directive 1999/5/EC (Declaration available: www.pSIONTEKLOGIX.COM).

Cet équipement est conforme aux principales caractéristiques définies dans la Directive européenne RTTE 1999/5/CE. (Déclaration disponible sur le site: www.pSIONTEKLOGIX.COM).

Die Geräte erfüllen die grundlegenden Anforderungen der RTTE-Richtlinie (1999/5/EG). (Den Wortlaut der Richtlinie finden Sie unter: www.pSIONTEKLOGIX.COM).

Questa apparecchiatura è conforme ai requisiti essenziali della Direttiva Europea R&TTE 1999/5/CE. (Dichiarazione disponibile sul sito: www.pSIONTEKLOGIX.COM).

Este equipo cumple los requisitos principales de la Directiva 1995/5/CE de la UE, "Equipos de Terminales de Radio y Telecomunicaciones". (Declaración disponible en: www.pSIONTEKLOGIX.COM).

Este equipamento cumpre os requisitos essenciais da Directiva 1999/5/CE do Parlamento Europeu e do Conselho (Directiva RTT). (Declaração disponível no endereço: www.pSIONTEKLOGIX.COM).

Ο εξοπλισμός αυτός πληροί τις βασικές απαιτήσεις της κοινοτικής οδηγίας EU R&TTE 1999/5/EK. (Η δήλωση συμμόρφωσης διατίθεται στη διεύθυνση: www.pSIONTEKLOGIX.COM).

Deze apparatuur voldoet aan de noodzakelijke vereisten van EU-richtlijn betreffende radioapparatuur en telecommunicatie-eindapparatuur 199/5/EG. (verklaring beschikbaar: www.pSIONTEKLOGIX.COM).

Dette udstyr opfylder de Væsentlige krav i EU's direktiv 1999/5/EC om Radio- og teleterminaludstyr. (Erklæring findes på: www.pSIONTEKLOGIX.COM).

Dette utstyret er i overensstemmelse med hovedkravene i R&TTE-direktivet (1999/5/EC) fra EU. (Erklæring finnes på: www.pSIONTEKLOGIX.COM).

Approvals And Safety Summary

Utrustningen uppfyller kraven för EU-direktivet 1999/5/EC om ansluten teleutrustning och ömsesidigt erkännande av utrustningens överensstämmelse (R&TTE). (Förklaringen finns att läsa på: www.pSIONTEKLOGIX.COM).

Tämä laite vastaa EU:n radio- ja telepäätelaitedirektiivin (EU R&TTE Directive 1999/5/EC) vaatimuksia. (Julkilausuma nähtävillä osoitteessa: www.pSIONTEKLOGIX.COM).

- ❗ Use of the 802.11 netpad in France:
Owing to French Government restrictions, the French 802.11 netpad is limited to indoor use. They may be used outdoors, on private property, only with prior authorization from the French Ministry of Defense.

FCC INFORMATION TO THE USER

RADIO AND TELEVISION INTERFERENCE

This equipment radiates radio frequency energy and if not used properly—that is, in strict accordance with the instructions in this manual—may cause interference to radio communications and television reception. It has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation distance between the equipment and the receiver.
- If you are using the equipment with a mains adaptor, plug it into an outlet which is on a different circuit from that to which the receiver is connected.
- Consult an experienced radio/TV technician for help.

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For customers in the USA, the following booklet prepared by the Federal Communications Commission may be of help: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the US Government Printing Office, Washington, DC 20402 - Stock No 004-000-00345-4.

RADIO FREQUENCY EMISSIONS

Do not use in aircraft or hospitals. Some equipment in hospitals and aircraft are not shielded from radio frequency energy. Do not use the netpad onboard aircraft, or in hospitals, without first obtaining permission.

Do not use near pacemakers. The product may affect the operation of some medically implanted devices such as pacemakers, causing them to malfunction. Avoid placing your product next to such devices. Keep a minimum distance of 15 cm between the device and the product to reduce the risk of interference. If you have any reason to suspect that interference is taking place, turn off the netpad and contact your cardiologist for assistance.



Note: *In August 1996 the Federal Communications Commission (FCC) of the US adopted an updated safety standard for human exposure to radio frequency energy emitted by FCC regulated transmitters. The design of this product complies with the FCC guidelines and those standards.*

To maintain compliance with the FCC RF exposure guidelines, if you wear the netpad on your body, use the supplied or approved carrying case, holster, or other body-worn accessory (see page 13 for details). If you do not use a body-worn accessory, ensure the antenna is at least 1.5 cm from your body when transmitting. Use of non-approved accessories may violate FCC RF exposure guidelines.



IMPORTANT SAFETY INSTRUCTIONS

This equipment was tested for FCC compliance under conditions that included the use of shielded cables and connectors between it and the peripherals. It is important that you use shielded cable and connectors to reduce the possibility of causing radio and television interference. Shielded cables, suitable for the netpad, can be obtained from an authorised Psion Teklogix dealer.

If the user modifies the equipment or its peripherals in any way, and these modifications are not approved by Psion Teklogix, the FCC may withdraw the user's right to operate the equipment.

EMISSIONS INFORMATION FOR CANADA

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

INFRARED DEVICE SAFETY

CLASS 1 LED PRODUCT

This product includes an Infrared device for transmitting and receiving files from devices supporting the IrDA format. Although this invisible beam is not considered harmful, and complies with EN60825-1 (IEC825-1), we recommend the following precautions when the Infrared device is transmitting:

- Do not stare into the Infrared beam.
- Do not view directly with optical instruments.

No parts in the device may be serviced by the user.

INTEGRATED SCANNER SAFETY

For your own safety, it is critical that you comply with the warnings described in “The Scanner” on page 23.

BATTERY SAFETY PRECAUTIONS

CAUTION!

Danger of explosion if a netpad battery is incorrectly handled, charged, disposed of or replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the instructions described in “Lithium-Ion Battery Safety Precautions” on page xiv. Carefully review all battery safety issues listed in that section.

VORSICHT!

Explosionsgefahr bei unsachgemäßem Austausch der Batterie Ersatz nur durch denselben oder einen vom Hersteller empfohlenen gleichwertigen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

LITHIUM-ION BATTERY SAFETY PRECAUTIONS

Do not store batteries at temperatures in excess of +60°C; the optimum storage temperature for maximum battery life is +10°C to +35°C.



Important: *It is critical that this safety information be reviewed and that all warnings be strictly followed.*

BATTERIES ARE CONSIDERED HAZARDOUS WASTE. Used batteries must be disposed of in accordance with the manufacturer's instructions, taken to an appropriate local battery recycling facility, or returned to one of the following Psion Teklogix offices for proper disposal.

Teklogix Inc.
2100 Meadowvale Blvd.
Mississauga, Ontario
Canada
L5N 7J9

Teklogix Corp.
1810 Airport Exchange Blvd.
Suite 500
Erlanger, Kentucky
USA 41018

Teklogix S.A.
Parc Club Du Golf-Bat 1.
13856 Aix-En-Provence
Cedex 3
France



Warning: *TO PREVENT the battery from leaking acid, generating heat or exploding, adhere to the precautions listed below.*

- *Use only with the authorized Psion Teklogix power adaptor.*
- *Do not dispose of in fire.*
- *Do not incinerate or subject battery cells to temperatures in excess of 100°C (212°F). Such treatment can vaporize the liquid electrolyte causing cell rupture. Incineration may result in harmful emissions or explosion.*
- *Do not charge, use or store batteries below -30° C (-22° F). Batteries must be handled in accordance with all applicable state and federal laws and regulations.*
- *The battery incorporates built-in safety devices. To ensure their proper function, do not disassemble or alter any parts of the battery.*
- *Do not short-circuit the battery by directly connecting any of the exposed terminals with metal objects such as wire. Do not transport or store the battery together with metal objects such as necklaces, hair pins, etc.*

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- *Do not use or leave the battery near a heat source such as a fire or heater.*
- *Do not immerse the battery in water.*
- *When charging, use the battery charger specifically designed for the battery.*
- *Do not crush, puncture, open, dismantle, or otherwise mechanically interfere with batteries.*
- *Do not directly solder the battery.*
- *Do not connect the battery to an electrical outlet, vehicle cigarette lighter, etc.*
- *Do not put battery into a microwave oven or pressurized container.*
- *Do not use the battery in combination with primary batteries (such as dry-cell batteries) or batteries of different capacities or brands.*
- *Immediately remove the battery from the device or battery charger and stop use if the battery gives off an odour, generates heat, becomes discoloured or deformed, or in any way appears abnormal during use.*
- *Do not continue charging the battery if it does not recharge within the specified charge time.*
- *The battery may burst or ignite if the battery leaks. Always ensure that it is away from any exposed flames.*
- *If a battery should leak, do not allow the contents to come into contact with your skin or your eyes. If it does, wash immediately with plenty of cold water and seek medical advice.*
- *Do not store the battery in extremely high temperatures (e.g., a vehicle, strong direct sunlight, etc.). This may cause the battery to overheat or ignite, and it may also reduce the performance and service life of the battery.*
- *Do not use in areas where static electricity is greater than what the manufacturer guarantees.*
- *Keep batteries out of reach of children.*

INTRODUCTION

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1.1 About This Manual

This manual provides information on the operation and features of the Psion Teklogix netpad. For additional information, refer to the netpad online help, or the documentation supplied with the application you are using. The manual references other user documents, where applicable.

Chapter 1: Introduction

provides an overview of this manual, netpad applications, including the PC connectivity software, ActiveSync, and care of the netpad.

Chapter 2: Getting Started

describes the netpad features and how to get the netpad ready for use, including installation of the antenna, MMC, and SIM card. Important battery installation and use information is also detailed.

Chapter 3: Docking Station

details the use of the docking station.

Chapter 4: Configuring The netpad

provides instructions on configuring the netpad's screen rotation, security and Control Panel features. It also explains how to use ActiveSync to connect the netpad to a PC serially, or through Infrared or radio communication. File transfers, file synchronization and sending e-mail can all be done via ActiveSync.

Chapter 5: Files, Folders, and Programs

describes the netpad's file manager and how to move around and manage the information on your netpad.

Chapter 6: Connecting netpad To A PC

explains how to use ActiveSync for file transfers, file synchronization and sending e-mail.

Chapter 7: Configuring Communications

instructs on the configuration of GSM/GPRS and 802.11 radios, and the programs Internet Explorer (the Internet browser) and Inbox (the e-mail application).

Chapter 8: netpad Accessories

describes the accessories that are available for the netpad, including the Charging solutions, In-vehicle Docking station, and carrying cases.

Chapter 9: Troubleshooting the netpad

assists in the recognition and correction of problems that you may encounter when operating the netpad and ActiveSync.

Appendix A: Support Services And Worldwide Offices

presents information for technical support, contacts and the Psion Teklogix worldwide web address.

1.2 Text Conventions



Note: *Notes highlight additional helpful information.*



Important: *These statements provide particularly important instructions or additional information that is critical to the operation of the computer and other equipment.*



Warning: *These statements provide important information that may prevent injury, damage to the equipment, or loss of data.*

1.3 Applications Installed On The netpad

The netpad is capable of running a wide variety of applications but the ones available on your particular netpad depend on the purpose for which the netpad is provided. A number of standard applications exist and custom programs can be installed easily.

The following standard programs are available:

- **Wordpad**, a word processor for writing letters and other documents.
- **Inbox**, for sending and receiving e-mail.
- **Internet Explorer**, for browsing the World Wide Web.
- **Calculator**, a calculator with general features.

1.3.1 About ActiveSync

The Microsoft PC connectivity software, ActiveSync, can be used to connect the netpad to PCs running Windows 95/98/2000/ME or NT 4.0. By connecting the netpad to a PC with a cable and running ActiveSync on the PC, you can:

- **View your netpad files** from Windows Explorer by using the *Mobile Device* icon in the PC's My Computer window.

- **Drag and drop files** between the netpad and the PC in the same way that you would between PC drives, and they will be automatically converted to the appropriate file format at the same time.
- **Synchronize e-mail and your address book** on the netpad with the PC to keep them in step with each other.
- **Back up** your netpad files to the PC, then restore them from the PC to the netpad again, if needed.

For detailed information, please refer to Chapter 6: “Connecting netpad To A PC”.

1.4 Caring For The netpad

Screen

When used with the approved stylus, the netpad screen is very resistant to wear and impact and should last for a considerable time. Use of any object, other than the approved stylus, may result in damage to the netpad screen.

To maintain the life of the netpad screen, keep the screen clean. To clean the screen: switch off the netpad and use a soft, clean, dry cloth to gently wipe the screen. (If the netpad is set to turn on automatically when the screen is tapped, you should turn this preference off before cleaning the screen.)



Warning: *Under no circumstances use chemical solvents to clean the screen.*

Charging

To avoid damage to the netpad or the netpad battery packs, use only Psion Teklogix approved chargers and docking stations.

Backup Battery

The netpad has a rechargeable backup battery designed to retain data while the main battery pack is charging or changed over.

The backup battery is trickle charged from the main battery pack and has a limited lifespan. To maximize the life of the backup battery, avoid excessive discharging and recharging of the backup battery by keeping the netpad battery pack fully charged.



Important: *It both the main battery pack and the backup battery are allowed to fully discharge, all user data held in RAM will be lost.*

The backup battery is not user replaceable. If the backup battery requires replacement the netpad must be returned to a Psion Teklogix approved service centre.

Drop Rating

The netpad is designed to survive being dropped on any face, onto concrete, from a height of 1.5 m (5 ft.).

Dropping the netpad from greater heights or onto harder surfaces may result in damage to the netpad.

IP Rating

The netpad is rated to IP67 and can survive submersion in water to a depth of 1 m (3.3 ft.) for up to 30 minutes. Submersion below this depth or for longer periods may result in damage to the netpad.

Operating Temperature

The netpad is designed to operate within the temperature limits of -20°C to +60°C (-4°F to 140°F); and -20°C to +55°C (-4°F to 131°F) for scanner variants. Use of the netpad outside of these temperature limits may reduce its life.

Avoid exposing the netpad to sudden changes in temperature, since such exposure may result in damage.



Important: *As a safety precaution, charging the netpad battery should be limited to the temperature range: -20°C to +60°C (-4°F to 140°F); and -20°C to +55°C (-4°F to 131°F) for scanner variants. Outside of these limits, the safety circuits of the netpad battery pack will not allow the battery to charge.*

Storage Temperature

The netpad is designed to be stored within the temperature ranges of -25°C to +70°C (-13°F to 158°F); and -25°C to +60°C (-13°F to 140°F) for scanner variants. Storage of the netpad outside of these temperature limits may reduce its life.

To prolong the life of the netpad battery packs during normal storage, store the netpad (and the battery pack) between +10°C and +35°C (+50°F and +95°F).

When storing the netpad for a long period of time, the main battery should be removed and stored fully discharged.

Humidity

The netpad is designed to operate in humidity ranging from 0 to 95%. Use of the netpad in environments with condensing humidity or humidity outside these limits may result in damage to the netpad.

Magnetic Fields And Static Electricity

The magnet of the netpad speaker may corrupt data stored on magnetic media. Do not keep the netpad next to credit cards or other magnetic media.

Avoid exposing the netpad to strong magnetic fields or static electricity. Such exposure may cause loss of data or result in damage to the netpad.

Service

Do not attempt to dismantle the netpad. There are no user-serviceable parts inside, and any attempt to dismantle the netpad will invalidate the warranty.

1.5 Additional Programs And Third Party Applications

Psion Teklogix has partnered with a number of companies to provide a suite of connectivity and database tools for the netpad. Details are available on the Psion Teklogix Partner Program web site at: <http://partners.psionteklogix.com/partners/>.

GETTING STARTED

2

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2.1 Features Of The netpad

This netpad is a Windows CE.Net OS-based mobile tablet computer with a 1/2 VGA touch-sensitive screen. netpad is lightweight, shock and water-resistant, and designed for use in a wide range of business areas including field service, field sales, transport, health care, hospitality, manufacturing and insurance. It is available in variants with internal GSM/GPRS, 802.11b radios and scanners.

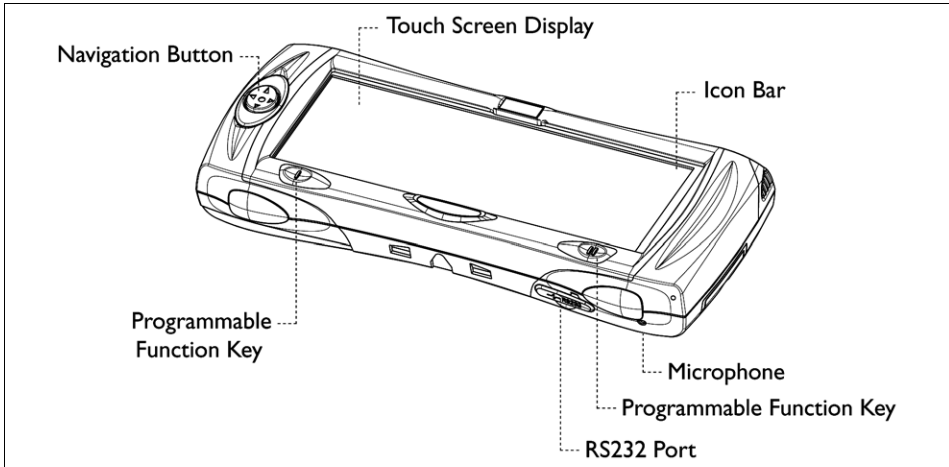


Figure 2.1 netpad Front

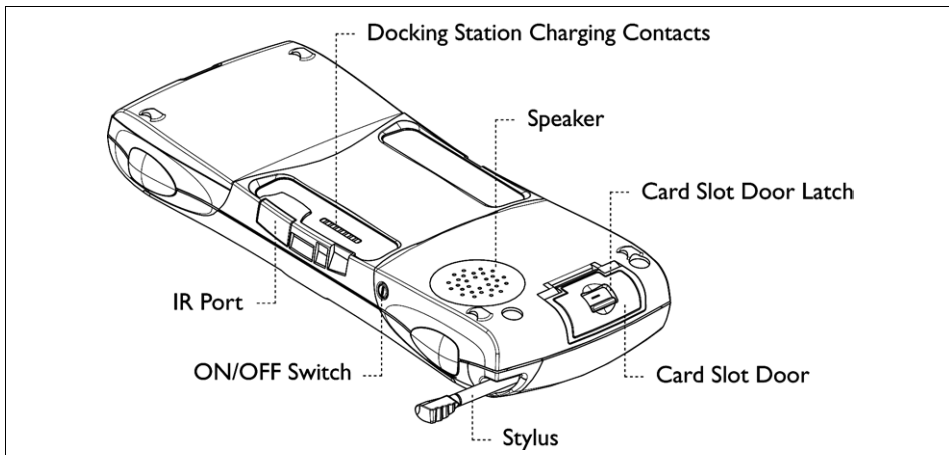


Figure 2.2 Back Of netpad

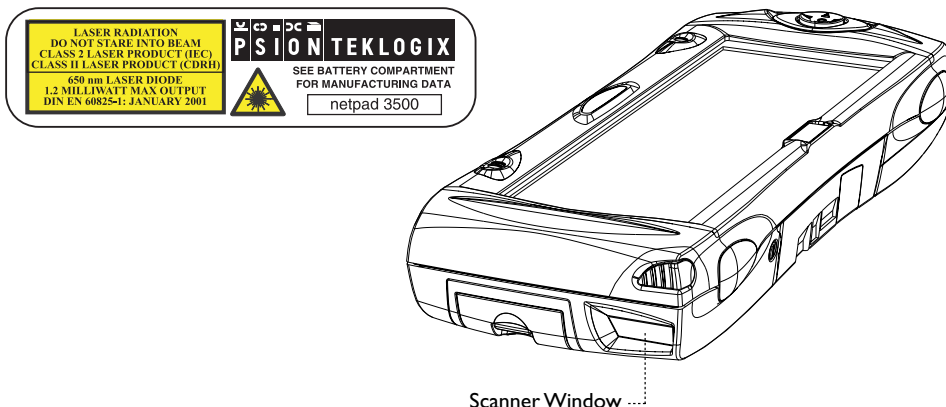


Figure 2.3 Scanner Location

2.2 Preparing The netpad For Use

2.2.1 Fitting The Antenna

Before using netpad units fitted with either the GPRS or 802.11 radio, the antenna must be installed. The antenna should be installed as shown in Figure 2.4 below. To install the antenna turn it counter clockwise; to remove the antenna turn it clockwise.

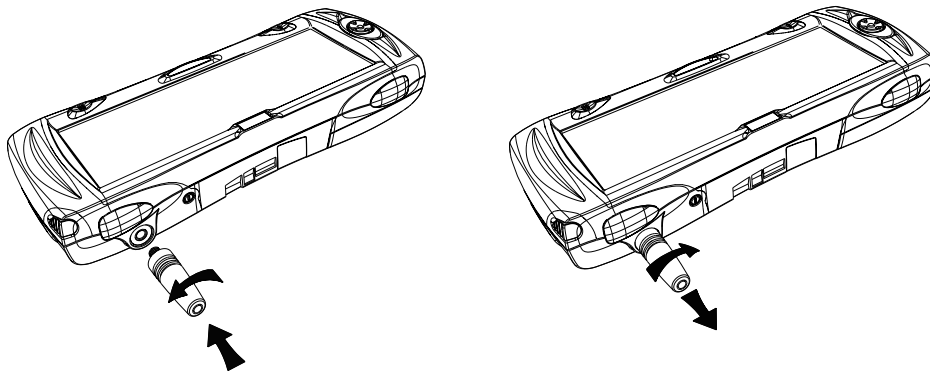


Figure 2.4 Antenna Insertion And Removal

2.2.2 Use Of The Soft Belt Holster

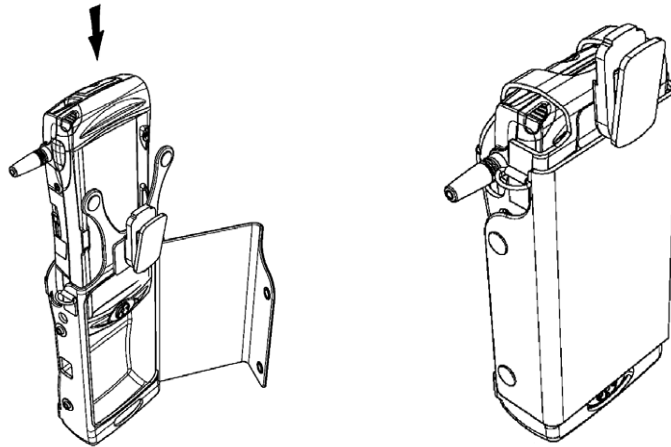


Figure 2.5 Insertion Of netpad In Holster



Important: *The netpad and holster have been tested to ensure compliance with the latest FCC RF exposure guidelines. For continued compliance when using the netpad and holster combination, the face shown should be fitted against the body! The user must not modify the holster in any way.*

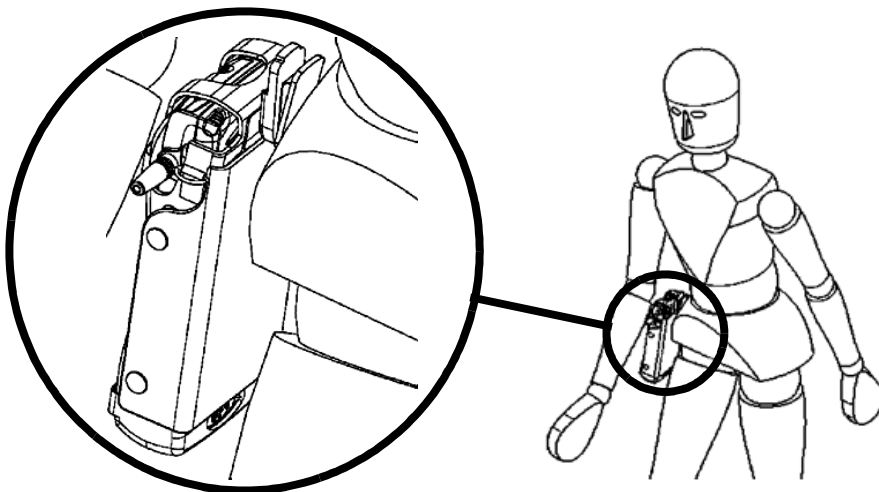


Figure 2.6 Holster Position On Body

2.2.3 Power Management

The netpad is powered by a Lithium Ion rechargeable battery pack, which under optimal operating conditions will provide power for a full shift. The netpad will warn you when the main battery charge is low.



Note: *How long your batteries last will depend upon how you use your netpad. The netpad will use considerably more battery power when you are recording sounds, have the brightness turned up, are using files stored on a multimedia card, or are using Infrared.*

You can take steps to help prolong your battery's life:

- *Turn the screen brightness down.*
- *Set automatic switch-off in the Power control panel.*
- *Use files on the internal disk instead of an MMC, as the netpad requires more power to write to the multimedia card.*

The netpad can be powered from AC when used in the docking station (see page 31). When the netpad is powered from the docking station, it will also charge the battery pack.

2.2.3.1 Fitting The Battery

Before you can use the netpad you must fit the battery—slide it into place until it clicks, as shown in Figure 2.7.



Important: *Always switch off the netpad before removing the main battery.*

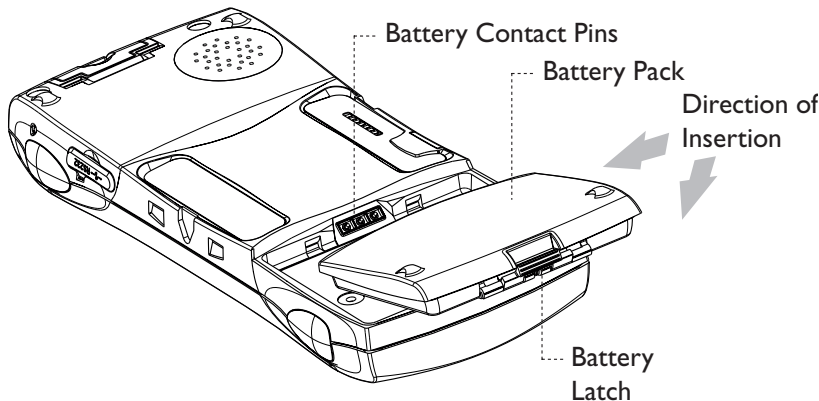


Figure 2.7 Battery Insertion



Important: *Take care when replacing batteries!*

The netpad will warn you when its main battery is getting low, in plenty of time to change/charge it. The backup battery is designed to maintain the memory for several hours. However, prolonged reliance on the backup battery does reduce its life.

2.2.3.2 Charging The netpad Battery Pack

To charge the battery, attach the battery pack to the netpad and place the complete netpad in a netpad docking station (for instructions, please refer to page 31), or place the battery in one of the optional battery chargers. The standard (850 mAH) netpad battery will normally be fully charged within 2 to 2.5 hours (3 hours for a 1400 mAH battery pack).

2.2.3.3 How Do I Check The Battery Power?

To check the battery power, open the **Battery** icon from the Control Panel. The Battery tab gives a brief description of the state of the main battery.

2.2.3.4 Changing Battery Packs

If you are using your netpad away from the charger and a spare battery pack is available, you can change batteries when the battery warning is displayed. To do this:

1. Switch the netpad off.
2. Press on the battery pack latch to remove it.
3. Push in the replacement battery pack.



Important: *Always switch off the netpad before removing the main battery. Never remove the battery from the netpad while it is in the docking station. Never use a netpad without a battery in the docking station.*

2.2.3.5 Prolonging Battery Life

When your netpad is switched off, it is on “standby” and will continue to use a small amount of battery power. If you are going to leave your netpad switched off for a long period of time, you are advised to back up your data beforehand because the batteries will eventually run out.



Note: To check the battery power, open the **Power** icon from the Control Panel.

2.2.3.6 Internal Backup Battery

The netpad has a rechargeable backup battery designed to retain data while the main battery pack is charging or changed over. The backup battery is trickle charged from the main battery pack and has a limited lifespan. To maximize the life of the backup battery, avoid excessive discharging and recharging of the backup battery by keeping the netpad battery pack fully charged.



Important: *If both the main battery pack and the backup battery are allowed to fully discharge, all user data held in RAM will be lost.*

The backup battery is not user replaceable. If the backup battery requires replacement, the netpad must be returned to a Psion Teklogix approved service centre.



Important: *If both the batteries run out of power you will lose all your information on the internal disk.*

2.2.4 Multimedia Cards

Multimedia cards (MMCs) are non-volatile memory cards, which fit into a dedicated slot in the netpad and can be used to store application software and/or data.

The MMC slot is located on the right-hand side of the netpad (see Figure 2.8 on page 17).

2.2.4.1 Inserting And Removing An MMC

- Open the card slot door located on the side of the unit by sliding the retaining latch. Push the MMC into place until it clicks. Close the door.
- To remove an MMC, open the door and push the card. Store your MMC safely, particularly if it contains valuable data.

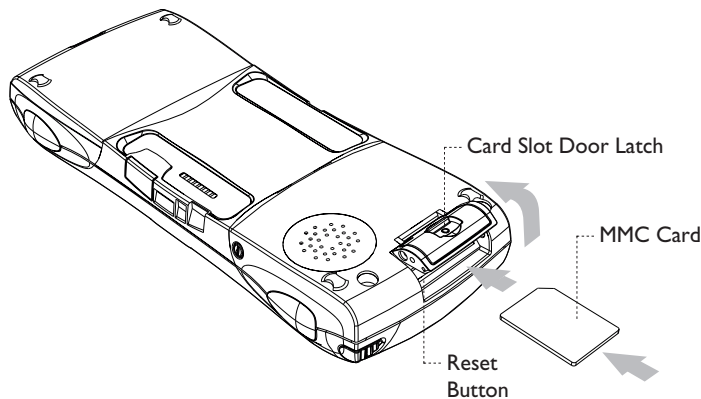


Figure 2.8 MMC Slot Location

2.2.5 Installing And Removing The SIM Card

A netpad fitted with a GSM/GPRS radio requires a Subscriber Identity Module (SIM) card installed in order for the netpad to access the GSM network. The SIM card fits into a dedicated slot in the netpad. The SIM card slot is located behind the Card Slot door on the right-hand side of the netpad; and is located below the Multi-media card (MMC) slot (see Figure 2.9).

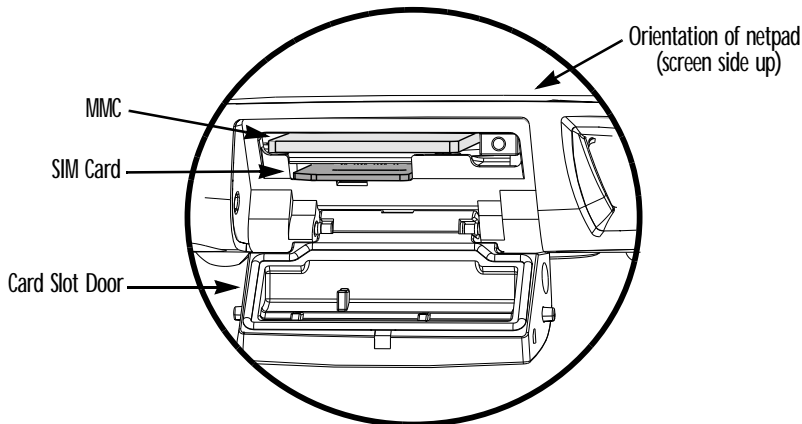


Figure 2.9 Location Of SIM Card And MMC



Important: *The MMC slot and SIM card slot are located very close together. When inserting or removing the SIM card be careful not to drop the SIM card into the MMC slot.*

2.2.5.1 Inserting The SIM Card



Warning: *To prevent damage to the SIM card, ensure that the netpad is switched off and the battery removed before inserting the SIM card.*

- Remove the battery pack from the netpad.
- Open the card slot door located on the side of the unit by sliding the retaining latch.
- Push the SIM card into place until it is fully inserted. Note the orientation of the card, shown in Figure 2.10, with the notch of the card on the left, trailing side. The cross-hatching on the card will be facing down.
- Close the door.

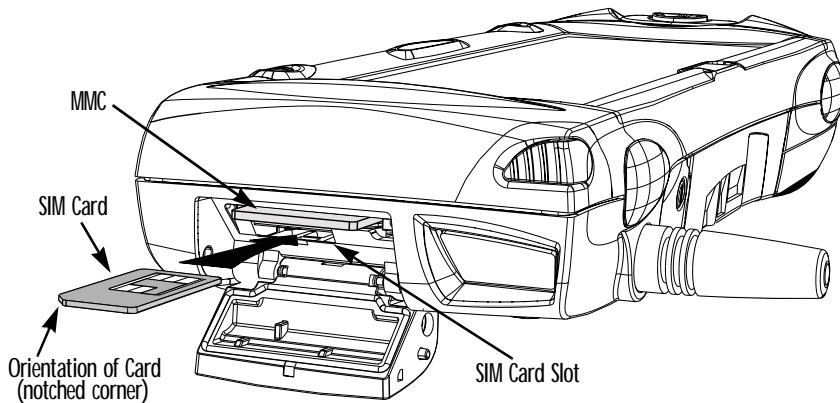


Figure 2.10 Insertion Of SIM Card



Important: *Ensure that the SIM card is inserted in the correct orientation as shown. Once inserted, the SIM card can only be removed using a pair of tweezers or long-nosed pliers.*

If the SIM card is inserted incorrectly, the unit will not connect to the GSM network. If the SIM card is inserted incorrectly, it must be removed by following the instructions to remove the SIM card (see “Removing The SIM Card” on page 19).

2.2.5.2 Removing The SIM Card



Warning: *To prevent damage to the SIM card, ensure that the netpad is switched off and the battery removed before removing the SIM card.*

- Open the Card Slot door and grasp the card on the cross-hatch area (see Figure 2.11), using the special removal tool supplied, a pair of tweezers, or long-nosed pliers. Pull the card out carefully.

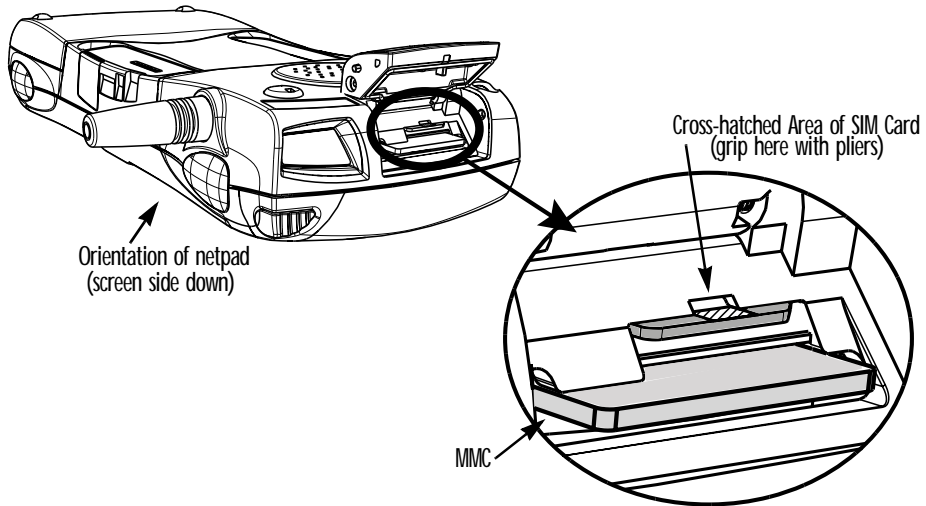


Figure 2.11 Removal Of SIM Card

2.3 Turning On And Off

To switch on:

press the **On/Off** button on the top.



Note: *If the serial cable is connected to the PC and the netpad, the netpad will automatically switch on when ActiveSync on the PC is searching for a connection.*

To switch off:

press the **On/Off** button to turn off the display. Press and hold to suspend the netpad. You can switch off at any time. You do not have to save your information first, as it is automatically saved for you. If you are working with a file on the MMC, save the file before switching off the netpad and removing the card.



Note: *If you do not use the netpad, it will automatically switch off after a few minutes to save battery power. To continue using the netpad where you left off, switch the netpad on again using the On/Off button. The power saving options are available via the Control Panel. The automatic switch-off time may have different settings, depending on whether the netpad is in the docking station or not. The automatic switch-off can also be configured to suspend or turn off the display.*

2.4 Finding And Using The Stylus

The stylus is located in a holder at the right. To remove it, slide the stylus out of the top of the netpad. To replace it, push it back in. Tap lightly on the screen using the stylus. You can use your fingers to tap on the screen, though it is best to use the stylus to avoid fingerprints or smudges on the screen. **Do not** tap the screen with any object that has a sharp tip or you may damage the screen. Don't use any type of ink pen, as the ink may be impossible to remove. See "Caring For The netpad" on page 5 for instructions on how to clean the screen.

You can usually tap on ("click on") an item with the stylus to select or change it. For example, you can:

- Double-tap (or click) a program icon, to open a program.
- Single-tap (or click) the soft keys, for "shortcuts" to system functions.
- Tap-and-hold to right-click. Right-clicking can interrupt the functionality of other tap-and-hold items, such as scrollbars.



Note: *If the screen doesn't respond to your taps, you may need to re-calibrate it. You can do this by holding down the **On/Off** button for 3 seconds.*

2.5 The Screen, Command Icons, And Toolbar

The netpad screen has a column of permanent “command icons” on the right-hand side. Some of these are user-configurable via the Soft Keypad Settings icon in the Control Panel.

From top to bottom, the defaults for these soft keys are:

Start Menu:

This icon is user-definable. Left-clicking displays the Control Panel. Right-clicking displays the command shell.

Backlight control:

Left-clicking displays the Brightness/Contrast control panel. Right-clicking is inactive.



Important: *Battery life is considerably reduced when the brightness is increased.*

Explorer:

This icon is user-definable. Left-clicking displays the Windows Explorer. Right-clicking displays Internet Explorer.

Keyboard:

Left-clicking displays the Software Input Panel (SIP), the on-screen keyboard. Right-clicking is inactive.

System command icon:

Left-clicking displays the Start Menu. Right-clicking displays the Soft Keypad Settings control panel.



2.6 How To Reset The netpad

If you find that you cannot exit a program normally, right-click on the taskbar and select *Task Manager* from the context menu. Select the task that appears to be unresponsive and click on the **End Task** button.

If this does not work, or if your netpad appears to have “locked up”, you can always perform a “soft reset”. This should restart your netpad while preserving most of your information. It is worth trying a soft reset if the keys on the netpad do not appear to respond, or if the netpad appears to switch on and you are sure that the batteries are good, but the screen is otherwise blank.

To perform a soft reset:

gently press the stylus onto the reset button. This is located inside the card slot door cover to the side of the MMC slot.

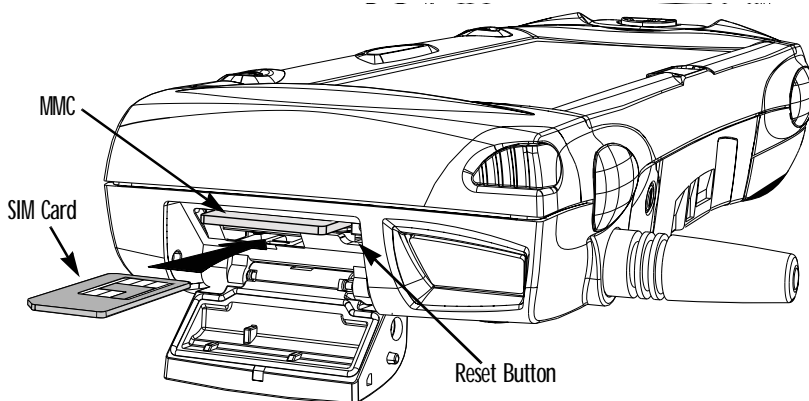


Figure 2.12 Reset Button Location

Press the On/Off button to restart the netpad—you will hear two beeps during boot-up to indicate the reset. After a soft reset, any changes to open files will be lost. Your other files on the internal disk will almost always be safe. It is possible (although unlikely) that performing a soft reset after a program failure may cause the netpad to lose the information on the internal disk; it could even prevent the reset from working at all. If this happens, you will have to perform a “hard reset”.



Important: *A hard reset resets the netpad completely, and all information on the internal disk will be lost.*

To perform a hard reset:

1. Remove the netpad from the docking station (if applicable).
2. Remove the main battery.
3. Press and hold down the On/Off button (on the top of the unit).
4. While continuing to hold down the On/Off button, press and release the Reset button.
5. Release the On/Off button.
6. Refit the battery into the netpad—the unit will power up and you will hear one beep during boot-up.



Note: *Hard resetting the netpad will delete the partnership on the netpad. You may delete and re-create the partnership on the PC, or create another partnership with a new name. Refer to ActiveSync’s online help for more details on this operation.*

2.7 The Scanner

When fitted with a bar code scanner, the netpad may be used to read industry standard bar codes. To scan a bar code, point the scanner window at the bar code, ensuring that the scanner window is not obstructed and that you are between 5 cm (2 in) and 60 cm (24 in) from the bar code. Activate the scanner as instructed in the software application's operating instructions. The scanning beam should be energized until a successful decode is achieved or three seconds have elapsed.

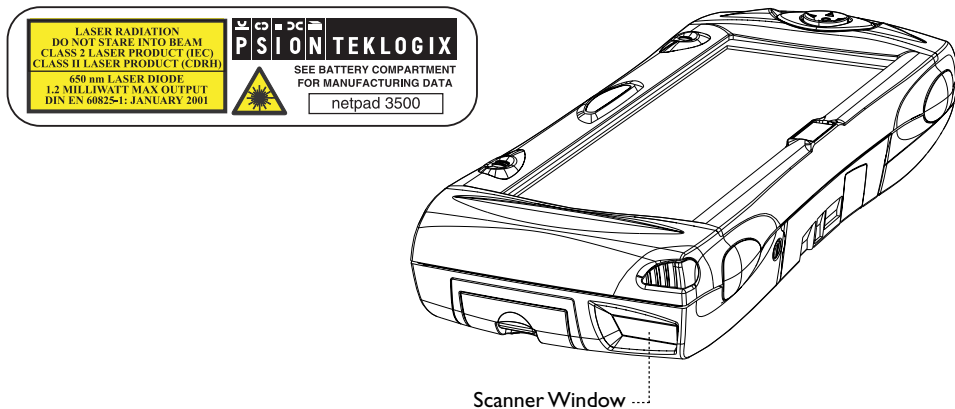


Figure 2.13 Scanner Location



Warning: *For your own safety, it is critical that you comply with the following warnings:*

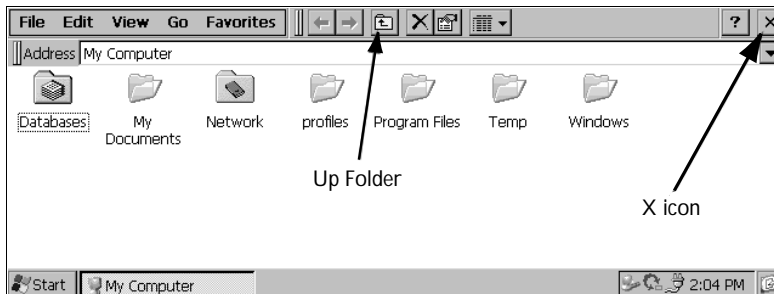
- 1. Do not look into the scanner window.*
- 2. This product contains a laser scanner that emits less than 1.2 mW average radiant power at a wavelength of 650 nm. This product complies with 21 CFR 1040.10, 1040.11 and DIN EN 60825-1: January 2001, and is classified as a Class 2 laser product.*
- 3. CAUTION – Using controls or adjustments, or performing procedures other than those specified herein may result in hazardous radiation exposure.*
- 4. CAUTION – The use of optical instruments with this product will increase eye hazard.*

2.8 First Steps

When you first switch on the netpad, you will see the Calibration screen. You must calibrate successfully to continue. After calibration, you will see the *Time/Date* control panel. Input the correct time, date, and time zone information. Click the **OK** button in *Time/Date* control panel to close and save your changes. You will then see the Windows Desktop.

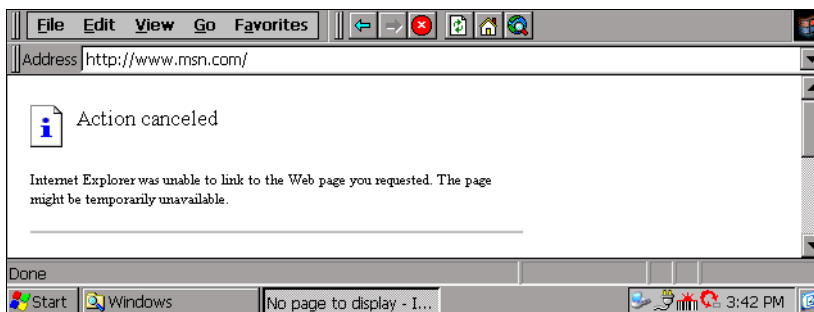
2.8.1 Navigating Between Files And Folders

- Double-click on a folder icon to open that folder. Click on the **X** icon to close it. Click on the **Up Folder** icon to move back up one level.
- Click on a file to select it. Double-click to open it.



2.8.2 Starting Programs

When you open a file, the correct program for this file is started automatically. You can also start programs by clicking on them from the *Start Menu*. You don't have to close one program before opening another. The taskbar displays all open applications.




2.8.3 Programs And Files

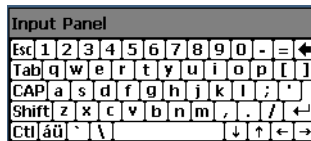
To create a new file:

open the program, select the **New** command on the *File* menu and type in the name for the new file (see “Entering Information”, below). The file will now be created. You can start entering your information.

It is a good idea to keep related files together in a folder, to make the files easier to find later.

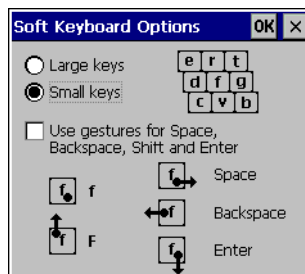
2.8.4 Entering Information

You can enter information and complete tasks using the stylus or the on-screen keyboard. The on-screen keyboard is displayed by clicking the **Keyboard**  soft key.



To move the keyboard, drag it by the title bar.

To display and set the keyboard preferences, go to the Control Panel and open the **Input Panel** icon. Clicking on the **Options** button will let you set such preferences as button size and special gestures for use with the keyboard.



Note: *The on-screen keyboard is the netpad’s default keyboard. It is possible that your netpad may have more than one keyboard, if you have third-party software installed. To choose which keyboard to use, go to the Control Panel and click on the **Input Panel** icon. The dropdown menu will show all available keyboards.*

2.8.5 Using Menus

You can usually select a menu command to perform tasks.

- Click on the menu you want to access from the menu bar.
- Tap on the menu names and commands, or use the arrow keys to move around the menus. Tap on commands marked with a ► or press the **right arrow** key to see further commands.

A menu command with three dots at the end means that selecting the command will display a “dialogue” where you enter more information (see “Using Dialogues”, below).

If a menu command is grey, it means that it’s not currently available; e.g. you cannot *Copy* unless you have first selected something to copy.

2.8.6 Using Dialogues

A “dialogue” appears when you need to make selections and enter further information. You can move between dialogue items by tapping on them, or using the up and down arrow keys. Dialogues contain one or more of the following elements:

Textbox:

where you just type in your information. When you tap in the textbox, you will need to open the on-screen keyboard to enter text.

Dropdown:

where you select from a number of options. You will see left and right arrows around the current selection; you can change the selection by tapping on the arrows, by pressing the left and right arrow keys, or by typing the first letter of the option you want.

Checkbox:

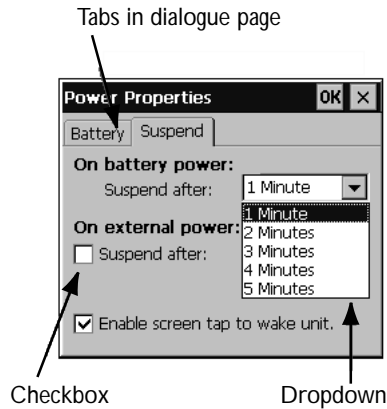
where you make a choice between selecting an option or not selecting it. Just tap on the checkbox, or press the left and right arrow keys to add or remove a checkmark.

Radio buttons:

where you make one choice from a number of options. Just tap on an option, or use the left and right arrow keys to make a selection.

If an item is grey, it is currently not available. For example, if you do not have a transfective display, the *Backlight On* checkbox in Backlight Properties will be greyed out.

Some dialogues comprise a number of “pages”, each page has a “tab” at the top. Tap on the tab, or move the highlight to the tab name, to go to that page. You can also move a dialogue around the screen by holding the stylus on the dialogue title bar and dragging it across the screen.



2.8.6.1 Dialogue Buttons

Dialogues usually include standard buttons such as **Ok** and **X**. Some buttons have a standard keypress equivalent:

- Usually, you can tap the **OK** button or press the **Enter** key if you want to save information and remove the dialogue.
- Tap the **Cancel** button, the **X** button, or press the **Esc** key if you want to close the dialogue without saving the information.
- For dialogues that ask a question, you can tap the **Yes** button or press the **Y** key for ‘yes’; tap the **No** button, press the **N** key, or press the **Esc** key for ‘no’.

2.8.7 Copying Information Between Programs

You can insert information created in one program into a different program. For example, you may want to compose text in Wordpad before copying it into an e-mail message in the Inbox. If you try to insert an object into a program that is not designed to handle that type of object, you will be unable to Paste. Trying to copy a file from Windows Explorer into a Wordpad document will not work because Wordpad will keep the Paste option greyed out until it detects that text is ready to be pasted.

DOCKING STATION

3

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3.1 Using The Docking Station

This chapter describes the docking station. The docking station is used as a convenient “drop-in” holder for the netpad, supplying power and communications through the docking station connector.

3.1.1 Docking Station

The netpad docking station provides a permanently connected holder for the netpad. The power jack is on the front and the serial communication sockets are situated at the right of the docking station. The connector to the netpad faces upwards from the middle of the station. This connector mates with the connector on the underside of the netpad, and provides both power and serial communications.

Place the netpad in the docking station and it will begin charging.

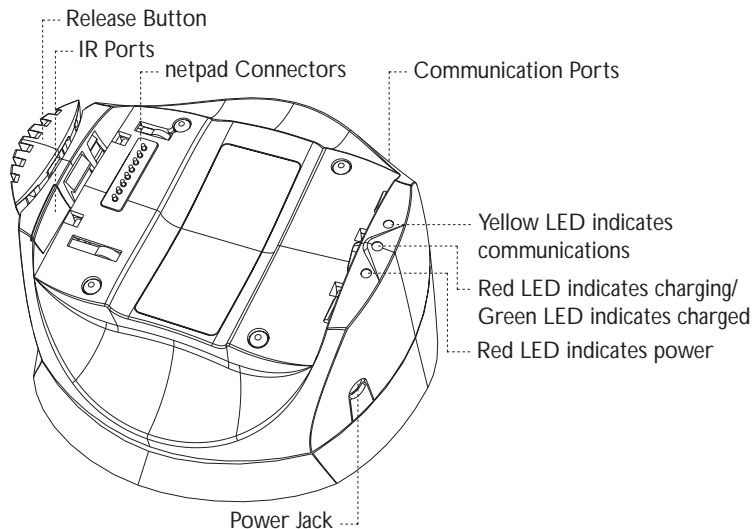


Figure 3.1 Docking Station Features

To insert the netpad into the docking station, align the two devices, and press down on the netpad until the connection is made. To eject, press down on the release button at the top of the docking station. The netpad will be pushed up and out of the docking station.

While the netpad is in the docking station, the communications port on the netpad can still be used. The docking station communications port is available for convenience.

You can rotate the orientation of the docking station on its stand. Hold the top of the docking station in one hand and the bottom in the other. Lift the top part to release it and rotate through 90°. When you let go of the top part, it will click into place.

3.1.2 Communications Settings

When performing PC communications, it is necessary to define the communication settings.

In the **PC Connection** icon in the Control Panel, verify that the checkbox that allows connection to the desktop is checked.

- **Serial Port 3** specifies using the RS232 communications port on the netpad.
- **Docking Station** specifies using the RS232 communications port on the docking station.
- **Infrared Port** specifies using the IR port on the back of the netpad.

To change the connection type, click on the **Change...** button and select the connection from the dropdown list.

CONFIGURING THE NETPAD

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4.1 Things To Do First

This section describes what you may need to do to set up your netpad:

- Customize the screen rotation of the netpad.
- Enter owner information in the Owner control panel, so that your netpad can be returned if you lose it.
- Set a password for your machine, so that other people cannot access your information.
- Set the current time and date.

4.1.1 Screen Rotation

Screen rotation on the netpad is accessed from the Rotate icon  found on the Windows taskbar. To rotate the screen, click on the Rotate icon. It will rotate the screen in 90° increments.

Rotation is not fully supported by some programs. For instance, Windows Explorer should be closed and re-opened after rotation, otherwise the scroll bars will not redraw correctly.

In auto-hide mode, the taskbar may not be properly displayed after rotation. Menus on icons in the system tray should not be activated before the screen is rotated. Menus should be closed before rotation.



Warning: *Some applications do not support screen rotation and rotating the screen may cause some programs to become difficult to use.*

Some programs, such as Control Panel, may not support rotation at all.

4.1.2 Entering Owner and Password Information

It is a good idea to enter “owner information”, so that if the netpad is lost, it can be returned when found:

1. Select the **Owner** icon from the Control Panel. Fill in all the fields on the Identification tab. Click **OK** to save your information.
2. Select the **Password** icon from the Control Panel. Enter a password in the first textbox and confirm it by typing it again in the second textbox. The text will be displayed as an asterisk (*) for security.
3. Click **Suspend** if you want to display the password request screen when switching the machine on after a suspend.

Click **WarmBoot** if you want to display the password request screen only when the machine has been warm-booted.

4. Click **OK** to save your changes.



Note: *The system password does not protect files stored on multimedia cards or files copied to other machines. However, when connecting via ActiveSync to a unit that is password protected, you will be asked to enter the password on the PC.*



Important: *Don't forget your password! If you have forgotten the system password then you will have to reset the machine. **All the files stored on the internal disk will then be lost.***

4.1.3 Setting The Time, Date And Time Zone

1. In the Control Panel, open the **Date/Time** icon. The Date/Time control panel is also accessible by double-clicking on the system time in the system tray.
2. You will see a dialogue in which you can set the time, date, and time zone. Move the highlight in the date box by tapping on the correct date. Use the arrow buttons to change month and year. In the **Current Time** box, type in the time or use the up and down arrows to set the time.
3. Click on the **OK** button and the time and date are saved.

4.2 Things To Do Next

This section gives a brief overview of what else you may want to do when you first use your netpad.

4.2.1 Setting Up ActiveSync

ActiveSync allows you to connect the netpad to a PC serially, or through Infrared or radio communication. File transfers, file synchronization and sending e-mail can all be done via ActiveSync.

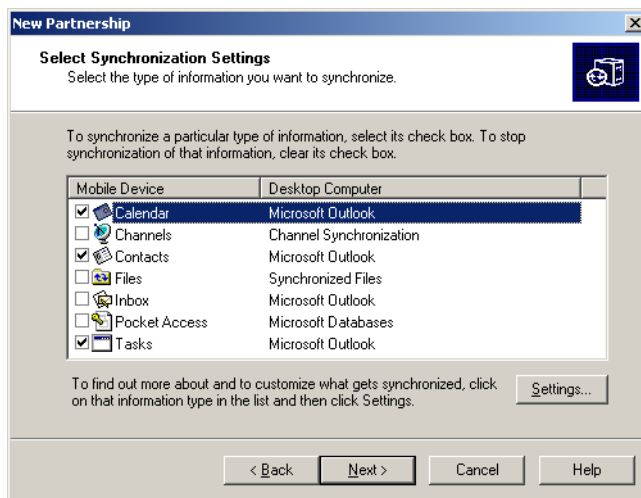
ActiveSync **must** be connected serially at least once before other connection types are possible. To use ActiveSync with the netpad:

- ActiveSync 3.5 should be installed on your PC.
- Attach the netpad ActiveSync serial cable to the communications port on your computer (usually COM1).
- Attach the other end of the serial cable to the netpad port labelled RS-232.
- On the netpad, go into the Control Panel and open **PC Connection**. Verify that the checkbox is checked and that the unit will connect using Serial Port 3.
- On the PC, configure the **Connection Settings** in ActiveSync to use the communications port to which you have attached the serial cable. The ActiveSync icon in the system tray should be green and the arrows should be rotating, indicating the PC is trying to establish a connection.
- On the netpad, click on the **Start** button, then **Programs**, then **ActiveSync**, and select **direct** from the ActiveSync menu. This should bring up a dialogue box indicating that the netpad is attempting to connect.
- A successful connection will be indicated by a blue icon in the netpad's system tray. The netpad and the PC will also play sounds to indicate that they are connected, if sound is enabled on the devices.

4.2.1.1 Partnerships

There are two types of connection provided for by ActiveSync:

1. **Guest** - A guest connection allows file transfers. No synchronization is performed. If the netpad is password protected, the password prompt will appear when connecting as guest.
2. **Partnership** - A partnership connection allows for synchronization of files, e-mail and other data. If the netpad is password protected, a password prompt will appear before allowing synchronization. It is necessary to establish a partnership before trying to connect to ActiveSync via Infrared (IrDA) or Ethernet.
3. **To Disconnect** - You can disconnect any ActiveSync connection by double-clicking on the blue icon in the netpad's system tray and selecting the **Disconnect** button from the dialogue



4.2.1.2 Connecting With Infrared (IrDA)

To connect using ActiveSync via Infrared, a partnership must already be established between the PC and the netpad (see “Creating The Partnership” on page 59).

1. On the PC, open ActiveSync and go to the **Connection Settings** screen. The first checkbox concerns both serial and IrDA connections. Set the dropdown to use the Infrared connection.
2. On the netpad, go into Control Panel and open **PC Connection**. Make sure the checkbox is checked. Make sure it will connect using the Infrared Port. If this is not the case, click on the **Change** button and set the dropdown to the correct connection type.
3. Align the IrDA port on the netpad with the IrDA port on the PC. Infrared requires a clear path between ports. Make sure nothing is blocking the Infrared ports.
4. On the netpad, click on the **Start** button, then **Programs**, then **ActiveSync**, and select **direct** from the ActiveSync menu.

4.2.1.3 Connecting With Ethernet (802.11)

To connect using ActiveSync via Ethernet, a partnership must already be established between the PC and the netpad.

1. On the PC, open ActiveSync and look at the **Connection Settings** screen. Uncheck all checkboxes except *Ethernet*.
2. On the netpad, go into Control Panel. Open **Network and Dial-up Connections**. Open the **Properties** for the network connection by double-clicking on the icon.
3. Click on the **Name Servers** tab and fill in the **WINS** information. If your network does not have a WINS server, you must set this information to use the IP of your PC. If you do not know this information, please contact your system administrator.
4. Click on **OK** to save the network settings.
5. On the netpad, click on the **Start** button, then **Programs**, then **ActiveSync**, and select **wireless** from the ActiveSync menu.



Important: *You must have a correctly configured access point to use 802.11 Ethernet to access your PC via ActiveSync. The PC and the netpad must be on the same network, or networks that have access to each other, for this to function correctly.*

4.2.2 Connecting netpad To The PC Using ActiveSync

- Connect the cable to the serial port on the netpad, and the other end to a serial port at the back of the PC.
- When you have installed ActiveSync on the PC, the ActiveSync icon will appear in the PC's system tray. For details on how to use ActiveSync, refer to Chapter 6: "Connecting netpad To A PC" and see the ActiveSync online help.
- To connect to the netpad, set the **Connection Settings** in ActiveSync on the PC to accept connections on the serial port (for further details refer to "Setting Up ActiveSync" on page 37).
- On the netpad, check **PC Connections** in Control Panel to verify that it is set to allow connections, and that it is set to the correct port (usually Serial Port 3).
- On the netpad, click on the **Start** button, then **Programs**, then **ActiveSync**, and select **direct** from the ActiveSync menu to initiate the connection. If a dialogue does not appear on the netpad, the PC Connections are not set correctly.

Backing Up To A PC

You can use ActiveSync to back up individual files, folders, or the netpad's entire disk to the PC. It is possible to configure ActiveSync to automatically back up the netpad every time it synchronizes.

4.2.3 Backing Up To Multimedia Cards

You can back up individual files, individual folders or groups of files and folders to a multimedia card fitted in the multimedia card (MMC) slot. To back up the files and folders, copy them from the internal disk to a multimedia card using the *Copy* and *Paste* commands in the System screen.

1. Select the files and folders you want to back up, then select the **Copy** command from the *Edit* menu.

2. Set the current folder to be the Storage Card (i.e. the multimedia card).
3. Select the **Paste** command from the *Edit* menu.

Restoring Files From A Backup

To restore the files and folders on a multimedia card to your netpad, copy them from the multimedia card to the internal disk in the same way as backing up. This time, set the current folder to the Storage Card to select the files on the multimedia card, then change it to a folder on the netpad to paste the copied files to the internal disk.

4.2.4 Exploring The Control Panel

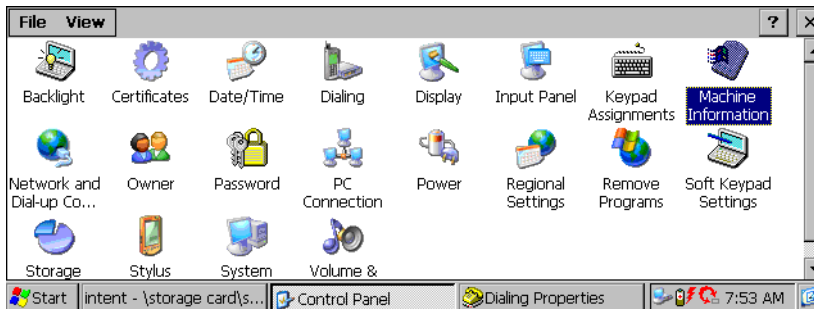
To display the Control panel:

click on the **Menu** soft key, or select Control Panel from the *Start*, then *Settings* menu.

Initially, *Date/Time* should already be set, and possibly *Password* and *PC Connections* as well. You may wish to change other settings later. Some of the other options include:

- Use the **Regional Settings** icon to change settings that may vary from country to country, e.g. the currency and date formats.
- Use the **Power** icon to control how and when the netpad switches on and off. For example, you might like it to switch on when you click the screen, and off when you haven't used it for three minutes.
- Use the **Volume & Sound** icon to control the sounds that the netpad makes when you press navigation keys, click the screen and perform other actions.
- Use the **Backlight** icon to change the screen contrast and brightness.

- Use the **Keypad Assignments** icon to specify how the navigational buttons act.



4.2.5 Securing Your Information

There are no known problems with passing the netpad through airport security machines and other X-rays.

There are several things that you can do to secure your files against other hazards.

- To prevent accidental alterations to the contents of a file, the file can be made “read-only”. For more information see Chapter 5: “Files, Folders, and Programs”.
- To prevent accidental loss of data, files should be backed up regularly (see “Backing Up To Multimedia Cards” on page 40), in case they become corrupted or are deleted accidentally.
- To prevent unauthorized access to sensitive information, a password can be set to restrict access to data files.
- Enter owner information so that the netpad can be returned if it is lost. See “Entering Owner and Password Information” on page 36.



Note: *It is not possible for anyone to copy information from or to your machine using Infrared, unless they are able to access its Infrared ‘Send’ and ‘Receive’ commands on the netpad.*

FILES, FOLDERS, AND PROGRAMS

5

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5.1 Introduction

Windows Explorer is the netpad's file manager. It is accessible by double-clicking on the *My Computer* icon.



Note: *When you turn the netpad on from a suspend, the programs that were previously open will still be open and will display on the screen. When you turn on the netpad from a cold or warm boot, you will see the Desktop.*

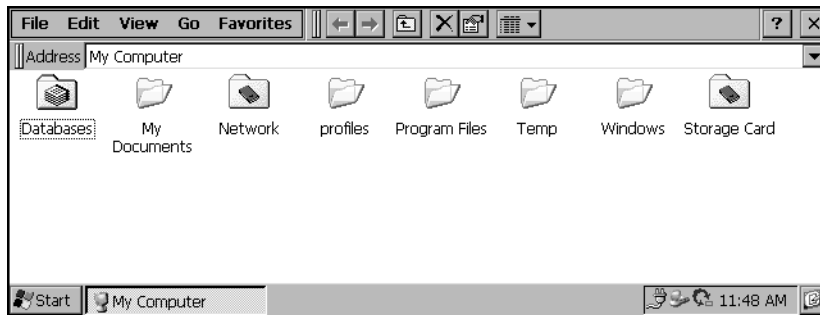
5.2 Moving Around

To move the highlight between the files and folders on the screen:

click on the names, or use the arrow keys. If there are more files in the folder than can be displayed on screen, scroll the screen using the scroll bar.

To view the files on a multimedia card:

change the current folder by opening the *My Computer* folder and selecting the **Storage Card** icon.



5.3 Opening Files, Folders And Programs

To open a file or folder in Windows Explorer:

double-click, or highlight it and press **Enter**. In most cases, if a program is already running, opening a file associated with that program will open another instance of that program.

Closing Programs/Files

To run a program:

Open the *Start Menu* by clicking on the **Start** button in the bottom left corner of the screen. Click on **Programs** to display all the programs available. Click on the name of the program you wish to run.

How can I see which programs are open?

The taskbar across the bottom of the screen displays buttons for programs that are open. To switch between programs, click on the button in the taskbar.

5.4 Closing Programs/Files

To close the current folder:

tap on the **X** icon at the top left corner of the screen. When you close all open folders, you will see the Desktop.

To close a file:

use the **Close** command on the *File* menu, in the program in which the file is open. You will be prompted to save your changes.

You can also close files or programs by selecting the list of open files and programs by using the **X** button in the upper right corner of any window.

5.5 Creating New Folders

You can keep documents in the *My Documents* folder under *My Computer*. It is possible to create a number of folders inside My Documents, in which to store all your files to prevent the My Documents screen from becoming too full.

To create a new folder:

1. Move to the folder in which you wish to create the new folder.
2. Select the **New folder** command from the *File* menu, and type in the folder name. You can also right-click on the blank space in a folder and select **New folder** from the context menu.

You cannot use the following characters in a folder name: < > : / \ * ?

If you use netpad files with a PC, you may wish to create folders that match equivalent folders on your PC. This will make transferring files between the netpad and PC easier.

5.5.1 Creating New Files

You can create files from within programs. As a general rule, open the program in which you want to create the file, and select **New** from the *File* menu. A file name is suggested. If you do not wish to use this, type a name of your own before pressing the **OK** button.

What names can I use for my files & folders?

You can use most characters in file and folder names including spaces, for example, “1997 Purchase Orders and Invoices”. The only characters which cannot be used in a file or folder name are: / < > : \ * ?

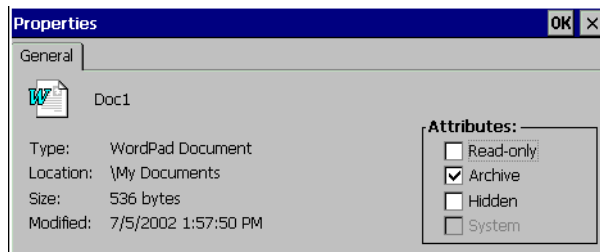
You may encounter difficulties if you use very long file names for files stored in folders with long names, which are nested within other folders with long names, and so on. If you do exceed the maximum allowed length, rename a folder or file to a shorter name.

5.6 Start Menu - Documents

A quick way to find a file that has been recently used is to look in the *Documents* menu on the *Start* menu. The Documents menu will list up to ten of the most recent files opened.

5.7 Changing File Attributes

You can prevent a file from being accidentally changed by making it a “read-only” file. To do this, right-click on the file and select **Properties** from the context menu. Then check the **Read-only** box.



Files that have been created on a PC and then transferred to the netpad will also be “read-only” files.



Note: *If you transfer a “read-only” file to another machine, it can be viewed, and the “read-only” attribute can be removed.*

5.8 Managing Folders

To move one or more folders or files from one location to another:

1. First highlight the file(s) or folder(s) to select them. Drag with the stylus to select more than one file.

To select all the files/folders in the current folder, use the **Select all** command on the *Edit* menu. To deselect items, press the **Esc** key.

2. Select the **Cut** command from the *Edit* menu. A dotted line appears around the file/folder icon(s).
3. Go to the folder into which the highlighted items are to be moved.
4. Select the **Paste** command from the *Edit* menu.



Notes: *Moving a folder also moves all the files within that folder.*

To copy a file or folder, or multiple files/folders to a different folder:

follow the earlier instructions, but select the **Copy** as opposed to the *Cut* command from the *Edit* menu.

To make a copy of a file or folder within the same folder:

highlight it and select the **Copy** command followed by the **Paste** command. A new file is automatically created for you using the following naming convention (with Wordpad as the example): Copy of Doc1, etc. You can rename the file or folder later if you wish.

To rename a single file or folder:

right-click, select **Rename** from the context menu, and then type in a new name.

To remove one or more files or folders:

first highlight them and then either press the **Delete** key, or select the **Delete** command from the *File* menu. You can also right-click and select **Delete**.

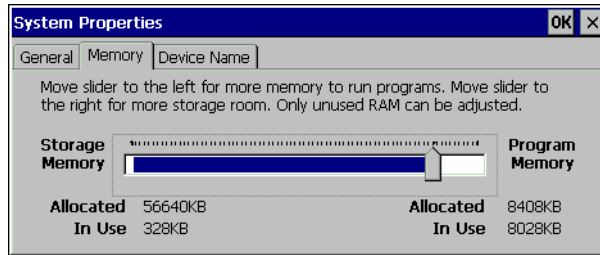


Important: *If you are deleting folders, remember that the entire contents of the folders (including all the other folders contained within them and all their files) will also be deleted.*

5.9 Checking Memory Use

To display the amount of memory remaining:

double-click the **System** icon in the Control Panel and select the **Memory** tab. You can see the amount of free memory in the slider bar.



5.9.1 What Happens When Memory Is Full?

When the memory is nearly full, you will see warning dialogues when running programs to indicate that the netpad's memory is almost full, and there is not enough memory to perform some tasks.

Many actions need just a little free memory in order to work—displaying dialogues, menus, etc. These can fail with a message like 'Memory full'. The netpad will not allow you to use all of the available memory; it will always set aside enough memory for you to close a program or save an open file to a multimedia card.

Files saved on the internal disk and “open” programs both use memory. So, if the memory is nearly full you should be able to free some memory by closing some programs. You can look at the taskbar to see which programs are running, and then close the programs or files that you do not need open.

You can also delete any unwanted files, or move files to a multimedia card or your PC to free more memory.

5.9.2 Additional Memory And Programs

You can insert multimedia cards into the MMC slot on the right-hand side of the netpad. You might use them as additional memory for storing files, or to add more programs to the netpad. For details, please refer to “Multimedia Cards” on page 16.

If a multimedia card contains additional programs:

their icons will be available in the Storage Card folder.

To delete all the files on a multimedia card:

put it into the MMC slot. Open the **Storage** icon from the Control Panel. Select the partition to format (usually Part00) and then select the **Properties** button.

You will see a *Format* button along with such buttons as *Mount* and *Dismount*.

CONNECTING NETPAD TO A PC

6

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6.1 Introduction

This chapter explains how to use ActiveSync to copy files between a PC and netpad, and how to synchronize items such as Calender, Contacts, Inbox and Tasks files. It assumes some basic knowledge of Windows PC operating systems.

These instructions assume that you have established a link between your PC and netpad. See “Setting Up ActiveSync” on page 37 for details on communication links.

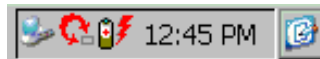
- Check that a link exists between the netpad and the PC by looking in the PC’s System tray in the bottom right-hand corner of your desktop. There should be a green circle in the system tray if you have successfully linked, as shown.



If this circle is grey there is no connection.



- Make sure that your link cable is connected.
- On the netpad, check the task tray for the blue monitor icon. If there is no icon, your unit is not connected.



6.2 Using ActiveSync

ActiveSync allows Windows Explorer to see files on your netpad, using the *Explore* icon in the ActiveSync window. You can copy your netpad files in most of the ways you can copy any normal PC file, including copying or moving files to your PC in order to print them. The methods outlined in this chapter are representative of ways that you might use Explorer, but are not the only possibilities.



Note: *You can change the look of Explorer using options in the View menu; therefore, the appearance of your own screen may vary slightly from those shown.*

6.3 Getting Help

6.3.1 Where Can I Find More Help?

ActiveSync includes comprehensive online help, which describes all of the application's features and functionality. Please consult the online help for further information or guidance on using ActiveSync.

You can display the help topics by double-clicking on the **ActiveSync** icon on the PC system tray and selecting **Help** from the menu, then **Microsoft ActiveSync Help**.



Note: *You can display help for a particular task or dialogue by pressing the <F1> key.*

6.3.2 Tips On Using ActiveSync Help

From the *Help* window, you can find the information you require as follows:

From the Contents tab

you can select a topic from a structured list, e.g. how to perform a particular task, or troubleshooting information about how to solve a problem. To find the topic you want, double-click on the topic to find the general area of interest, and then choose the topic you want to display.

From the Index page

you can find the topic you want by entering any word linked to the subject, such as 'backup' to find topics containing information about how to back up your netpad.

From the Find page

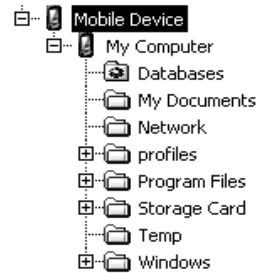
you can search for an exact word or phrase contained within a topic, such as 'serial port' to find all the topics in the online Help containing this phrase.

6.4 Working With Your Files

6.4.1 Looking At Files On Your netpad

Using Windows Explorer, you can open, move, copy and delete files stored on your netpad from your PC.

- On the PC, double-click on the **Mobile Device** icon in your PC's My Computer folder. The Mobile Device window opens, displaying icons for the files and folders in the *My Computer* folder.
- Double-click on the netpad's **My Computer** folder under *Mobile Device*, to display the files and folders on the drive. A folder for the multi-media card will be present as the *Storage Card* folder.



6.4.2 Copying A File Using Drag And Drop

1. Go to the folder you want to copy files from. The left-hand pane of the Explorer window shows a list of all the disk drives on your PC, along with netpad and network drives (if any). You can expand a branch by clicking on the **+** symbol next to it, or close the branch by clicking on the **-** symbol. The right-hand side of Explorer shows the contents of the folder selected on the left.
2. Use the scroll bar on the right of the left-hand Explorer pane until you can see the drive that contains the folder that you want to copy the file from. Left-click and hold to drag the file or folder to copy.
3. Drag the file or folder up the folder list in the left pane, until you can see the folder that you wish to copy the file into. If the folder you want to copy to is not visible because its branch has not been expanded, hover the dragged file over the folder for a second and it should expand. This step can be repeated until the folder you want is visible.
4. Drop the file onto the folder name in the left pane, or into the right pane if the folder is open, by releasing the left mouse button.

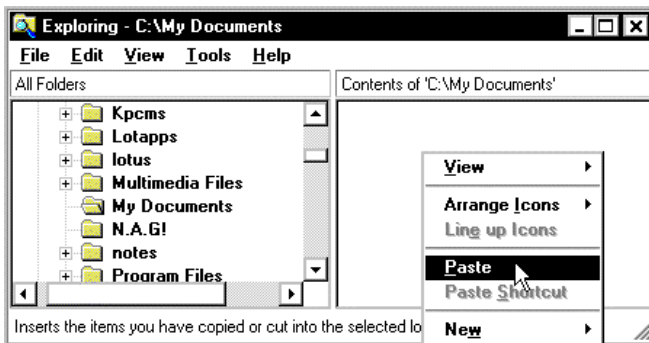
If necessary, the file is converted into the correct PC format. The file can be used in the same way as any other file on your PC.

6.4.3 Copying A File Using Copy And Paste

Using Windows Explorer, you can copy files between your PC and netpad in the same way you would copy files to a floppy disk, or another PC on a network. ActiveSync can convert files as they are copied so that you can open them on the other computer immediately.

Within Windows, clicking the right mouse button often displays a context-sensitive (pop-up) menu – a range of commands relevant to the object that you right-click on. In Explorer, you can use these menus to copy files between folders, regardless of whether they are on the PC or the netpad.

1. Open Windows Explorer.
2. Navigate to, and expand, the *Mobile Device* branch of the folder list. Find the folder that contains the file you wish to copy to the PC and click on it so that its contents are shown in the right-hand pane of the Explorer window.
3. Right-click on the file and select **Copy** from the pop-up menu that appears.
4. Navigate to the folder you want to copy this file to, and select it, so that its contents (if any) appear in the right-hand pane of the Explorer window. Right-click in the right-hand pane of the Explorer window, and select **Paste** from the pop-up menu.



You can use Windows Explorer to manage files and folders stored on your netpad in the same way as you can on your PC's drives.



Warning: *When you delete a file on your netpad from your PC, it is permanently removed from the netpad's drive. The file cannot be retrieved from the Windows Recycle Bin, which only stores files deleted from your PC's drives.*

6.4.4 Opening netpad Files From Your PC

You can open a file on your netpad using a PC application without first having to copy it to your PC drive. You can edit the file on your PC and then save it back to your netpad when you have finished. To open a file from Windows Explorer, double-click on the file icon or press **Enter**.

When you save the file within the PC application, ActiveSync saves the edited file back to your netpad.

6.5 Backing Up Your netpad With ActiveSync

6.5.1 Performing Your First Backup

You can use ActiveSync to back up all the files stored on your netpad to your PC. Keeping backups of your netpad files on your PC means that you have a separate copy of all your work that can be restored to your netpad. For example, you can restore backed up files to your netpad if you accidentally delete a file, wish to revert back to an older version of a file, or need to restore files if you forget to change the batteries.

To make a backup:

1. Open ActiveSync on the PC by double-clicking on the **green circle** in the task tray.
2. Click on the **Tools** menu, then on **Backup/Restore**.
3. Click **Back Up Now** to start backing up the files on your netpad. ActiveSync displays a progress window showing how long the backup will take and will inform you when it has completed.

6.5.2 Performing Regular Backups

You can set ActiveSync to automatically backup when the device connects, so you do not need to back up your netpad manually.

6.6 Synchronizing Your netpad

6.6.1 What Is Synchronization?

You can use synchronization to manage information that you wish to keep up to date on both your PC and netpad, such as appointments or address book entries. When you synchronize, ActiveSync checks the information in your PC program with the matching program on your netpad, and then updates the files on both your PC and netpad to include the new information. To synchronize, you must set up a partnership between the netpad and the PC.

Some examples of synchronization are:

- You add a new appointment in your netpad schedule; the date, time and notes for the entry will be copied to your PC scheduler and notify you at the appropriate time.
- You change a phone number in your PC address book; it will be amended in your netpad's address book.
- You enter overlapping appointments in your PC and netpad schedules; ActiveSync will warn you of the conflict.

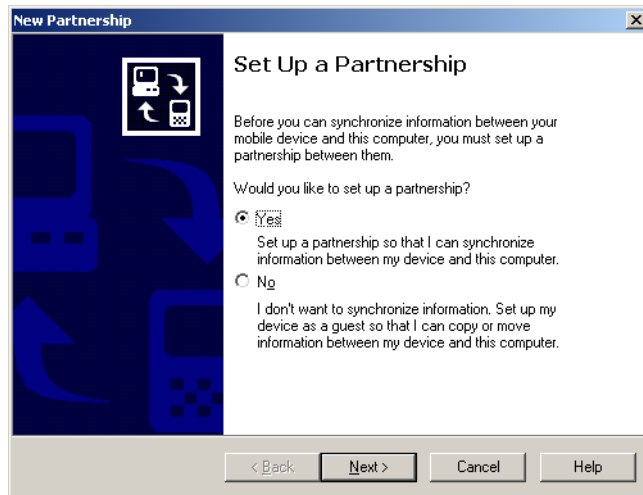
6.6.2 Synchronizing Your netpad

This section details the set-up and day-to-day use of ActiveSync to synchronize files, e-mail, schedules, and so on, on the PC. The instructions assume some familiarity with the use of Windows, and that you are using ActiveSync (supplied with netpad). You must also have a local installation of the e-mail and schedule programs to synchronize.

Partnerships are only necessary for synchronization, not to simply copy files from the PC to the netpad. Before creating your partnership, note which types of information you want to synchronize. You can synchronize the Calendar, Channels, Contacts, Files, Inbox, Pocket Access and Tasks. ActiveSync will tell you which desktop applications each of these relates to.

6.6.2.1 Creating The Partnership

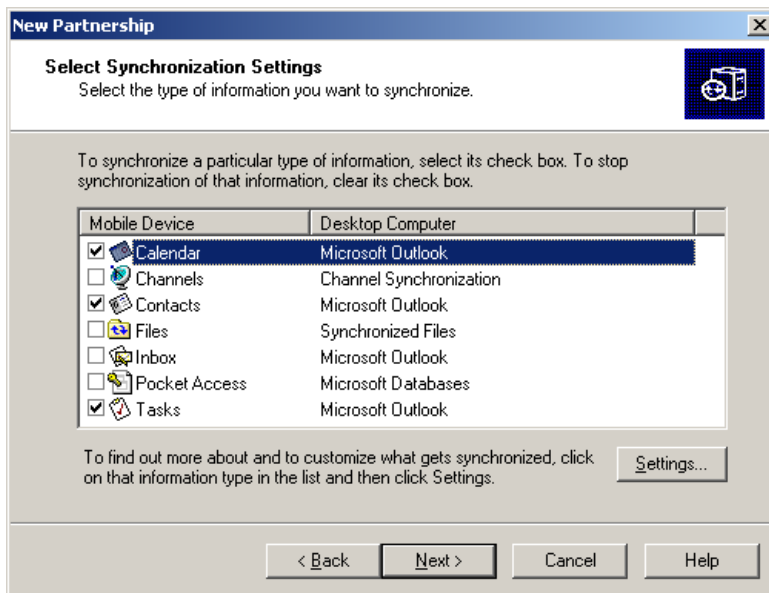
1. Make sure that your netpad is connected to the PC via the serial cable.
2. Set the PC to listen on the port the serial cable is connected to.
3. On the netpad, check the *PC Connection* control panel to make sure it is set to send to the correct port.
4. On the netpad, click on the **Start** button, then **Programs**, then **Active-Sync**, and select **direct** from the ActiveSync menu. This will connect the netpad to the PC and bring up the ActiveSync dialogue on the PC.



The New Partnership screen allows you to select what types of information will be synchronized.

Synchronizing Your netpad

5. Check all items to be synchronized. These can be changed after the partnership has been created.



6. To customize settings for a particular type of information, click on the **Settings** button. This can also be done after the partnership has been created. More information on customized settings can be found by referring to ActiveSync's online help.
7. Click **Next**.
8. ActiveSync will display the *Setup Complete* screen with further information on using ActiveSync. Click **Finish**.

6.6.3 Using An Existing Partnership

Once you have set up the partnership as above, you can use it whenever you wish. When the netpad and the PC are connected afterward, it will automatically use the current partnership.

To force synchronization, make sure the netpad and the PC are already connected. Press the **Sync** button in the PC's *ActiveSync* window. To stop synchronization, tap the **Stop** button.



Note: *Hard resetting the netpad will delete the partnership on the netpad. You may delete and re-create the partnership on the PC, or create another partnership with a new name. Refer to ActiveSync's online help for more details on this operation.*

CONFIGURING COMMUNICATIONS

7

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7.1 Introduction

Before you can use Internet Explorer (the Internet browser) and Inbox (the e-mail application), or the optional 802.11 or GSM/GPRS radios on your netpad, some basic configuration is necessary.

For instructions on setting up the 802.11 radio, please refer to “802.11 Radio Configuration”, below.

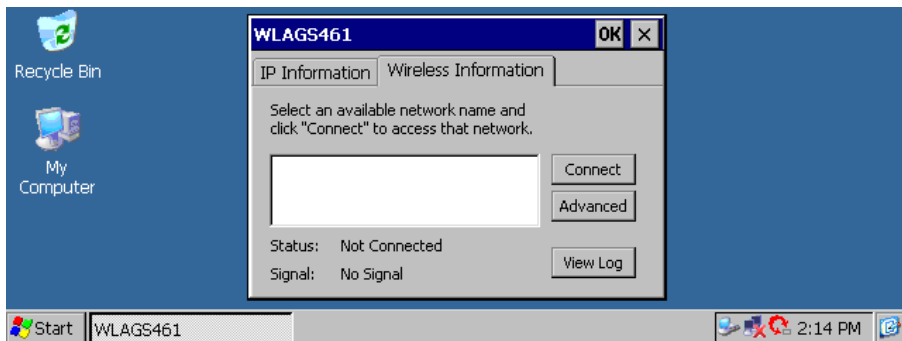
For details on setting up the modem for GSM/GPRS, please see “GSM/GPRS Modem Configuration” on page 68.

For instructions on using Internet Explorer and Inbox, please refer to “Internet And E-Mail Settings” on page 75.

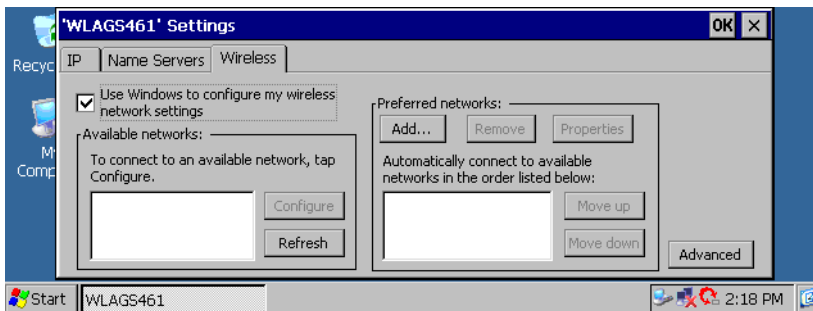
7.2 802.11 Radio Configuration

The following are the basic settings necessary to be able to run the netpad on an 802.11 radio network.

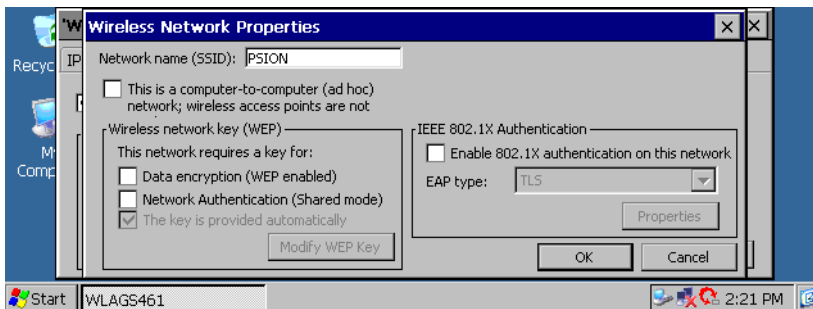
1. When the netpad is turned on, the radio configuration icon should be in the system tray. It may take a few minutes to appear. The configuration dialogue will also display.



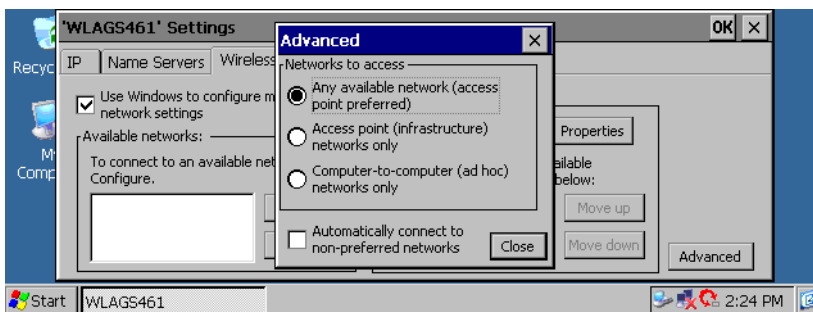
2. By clicking on **Advanced** in the *Wireless* tab, the user can access the settings screen to adjust priority of network connections.



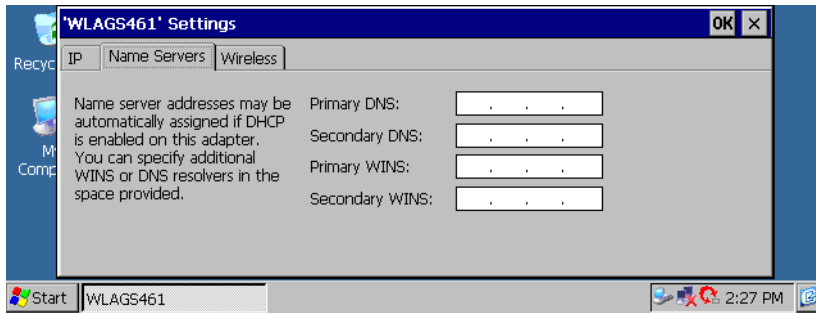
3. The user can add a network and configure WEP for security by clicking on the **Add** button in the *Wireless* tab.



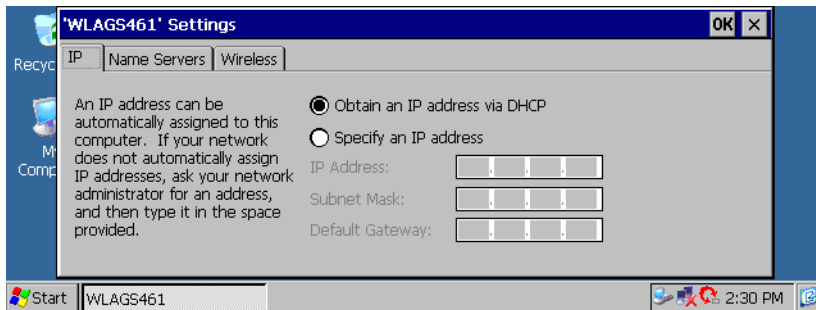
4. Selecting **Advanced** in the *Wireless* tab will allow the user to configure the types of networks to connect to.



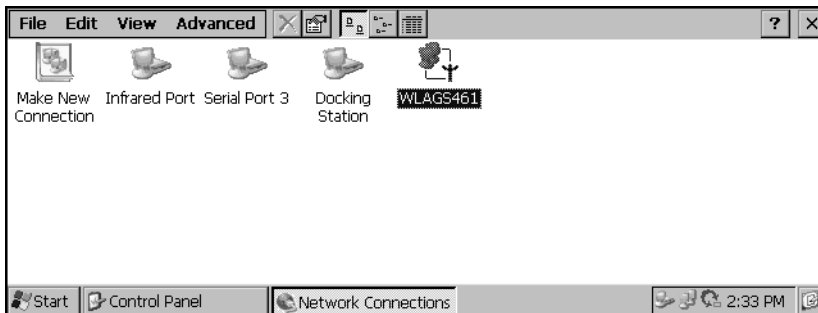
- By selecting the *Name Servers* tab, the user can configure DNS and WINS servers.



- By selecting the *IP Address* tab, the user can configure the IP settings for the card.



- Click on **OK** to save your settings. These settings can also be changed by entering the *Control Panel* and clicking on **Network and Dial-Up Connections**, then on the adaptor name.

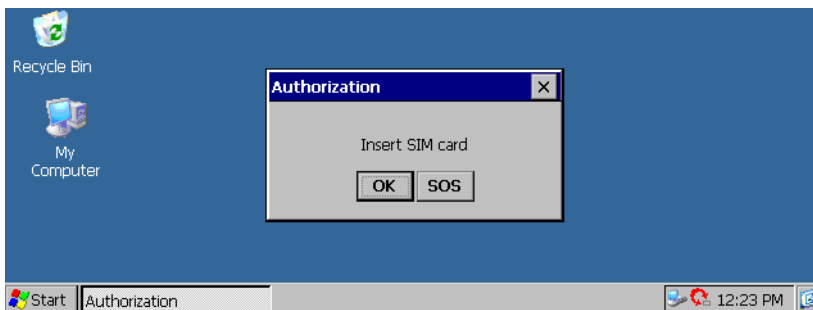


7.3 GSM/GPRS Modem Configuration

The following menus provide the configuration settings for the GSM/GPRS radio card. For details on setting up a modem through the serial port, please refer to “Connecting The Modem” on page 81.

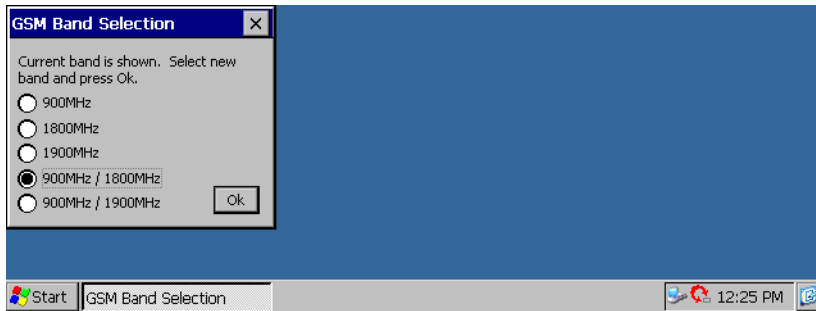
The following information is required from the GSM/GPRS network operator:

- Access Point Name (APN).
 - Username and Password (if applicable).
 - Some network operators also specify the IP address and NDS settings to be used. Please consult the network operator for specific configuration parameters.
1. Open the MMC door (for details, see section 2.2.5 on page 17). Make sure the SIM card is *not* in the slot. If a SIM card is installed, remove the battery, and then remove the SIM card as described in “Removing The SIM Card” on page 19.
 2. Turn the netpad on. The *Insert SIM card* dialogue box will appear. Click **OK** to close the dialogue.

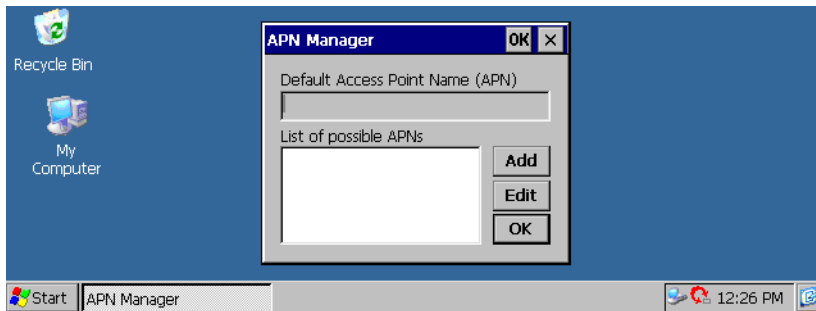


3. Double-click on the **My Computer** icon, then on the **Windows** folder.

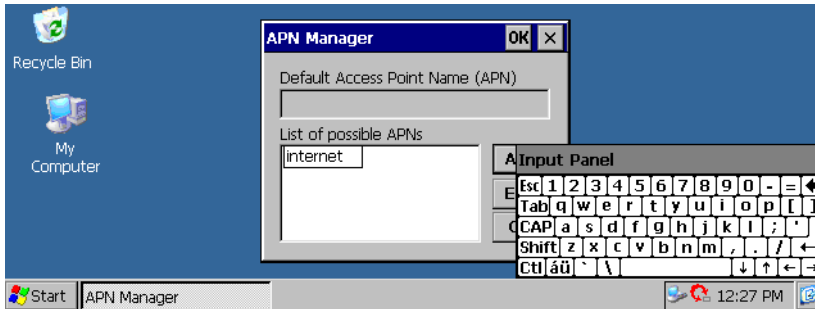
4. Double-click on the **GSM Band** icon. This will bring up the *GSM Band Selection* menu.



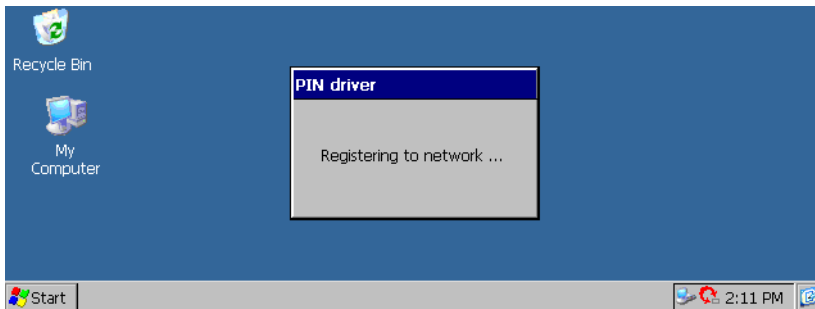
5. Select the correct band setting for your GSM provider. Then click on the **OK** button. The hourglass will appear. When it is gone, use the **X** button to close *GSM Band Selection*.
6. From the Control Panel, double-click on the *APN Manager* icon.
7. In the APN Manager, click on the **Add** button.



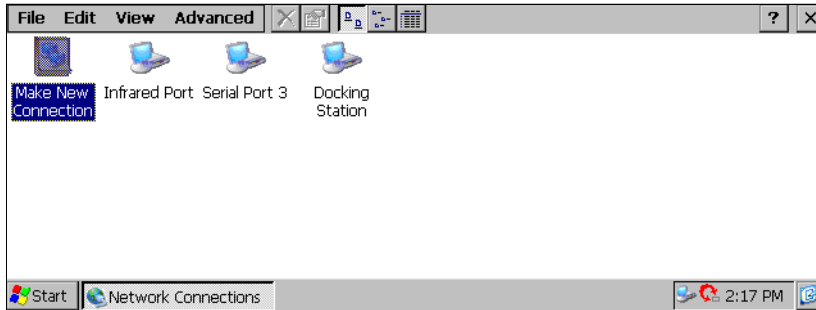
8. Enter the name of the APN, as supplied by the GSM/GPRS service provider, in the box. Then click on the **OK** button, and the APN manager will disappear.



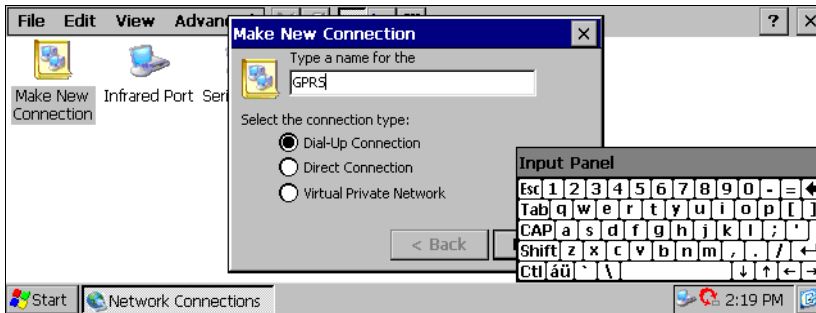
9. Remove the battery from the netpad (for instructions, see “Changing Battery Packs” on page 15).
10. Insert the SIM card into the SIM card slot (for detailed instructions, see “Installing And Removing The SIM Card” on page 17).
11. Replace the battery into the netpad. The netpad will boot up.
12. The “Registering to Network” message should appear. If registration is successful, the message “Setting APN” will be displayed briefly. If registration fails, the “Could not register with” message will appear.



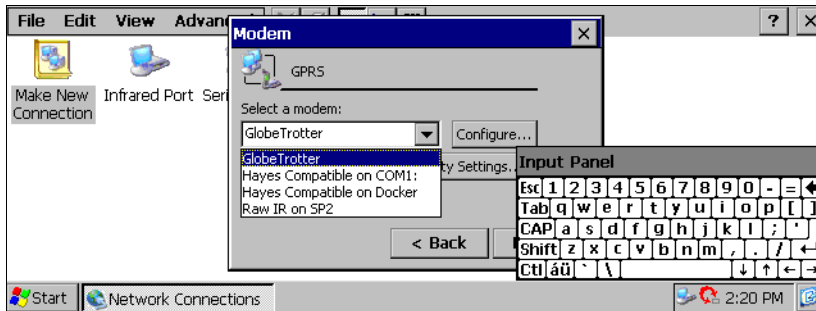
- Next, open the Control Panel. Double-click on the **Dial-Up and Networking** icon. The following menu will appear.



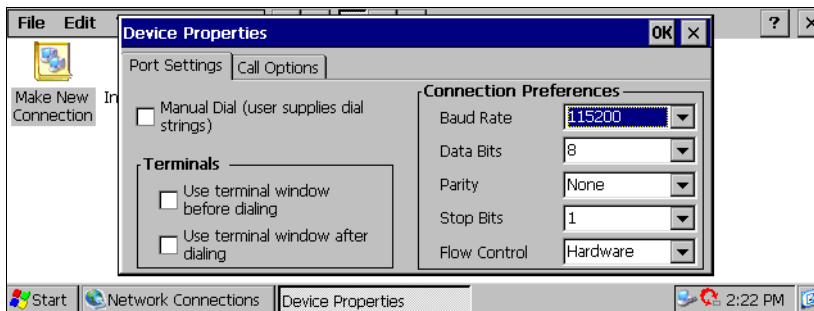
- Double-click on the **Make New Connection** wizard to access the following menu. Type the connection name "GPRS" into the text box, and verify that the **Dial-Up Connection** radio button is selected. Click on the **Next** button.



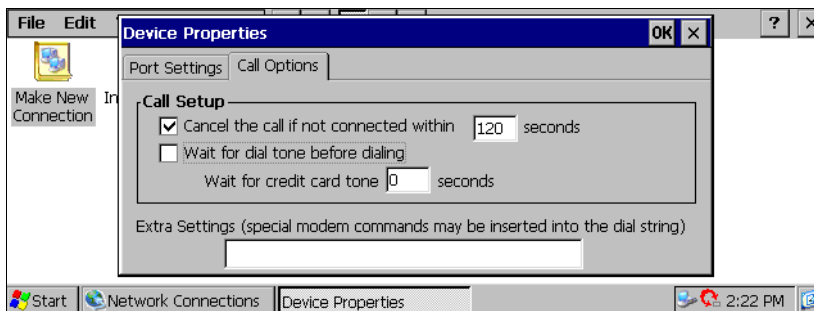
- Select **Globetrotter** from the dropdown list in the *Modem* screen.



- Click on the **Configure** button next to the dropdown list, and the following menu appears. From the *Baud Rate* dropdown list, select **115200**.



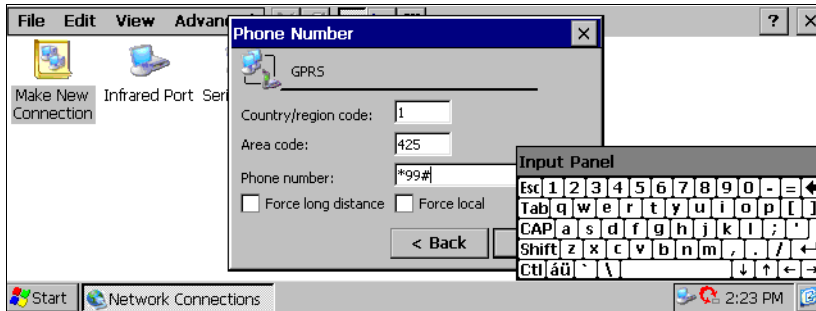
- Then click on the *Call Options* tab to access the following menu.



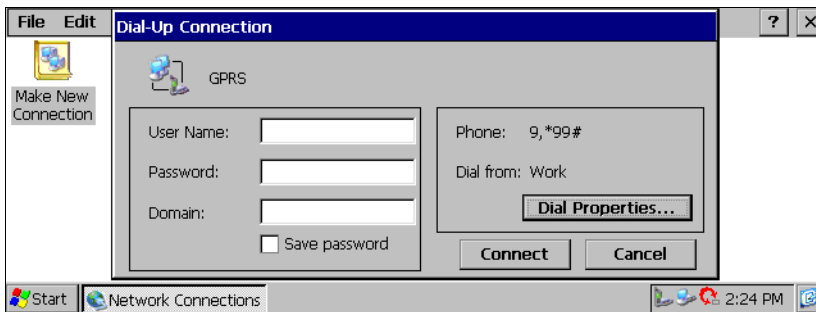
- Uncheck the **Wait for dialtone before dialing** box and click **OK**. This will return you to the *Modem* selection screen.

- Click on the **Next** button.

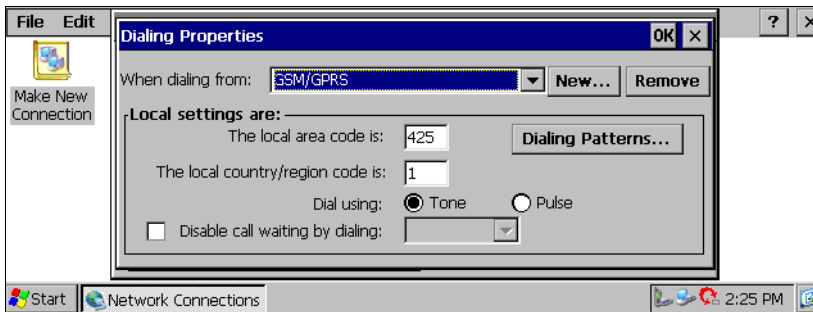
20. The following menu appears. Enter the phone number. Most providers use ***99#** as the GSM/GPRS phone number.



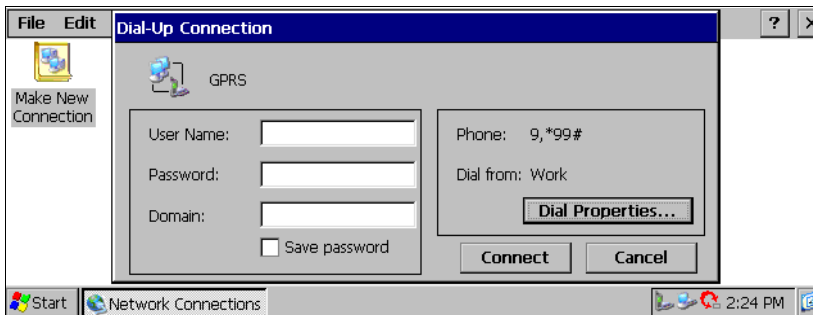
21. Click on the **Finish** button. This will return you to the *Dial-Up and Networking* screen. You should now see a connection called “GPRS”. Double-click on the **GPRS** connection.
22. This will bring up the *Dial-Up Connection* screen. Click on the **Dial Properties...** button.



23. This will bring up the *Dialing Properties* dialogue box. From the *When dialing from:* dropdown list, select **GSM/GPRS**. Click **OK**.



24. You should be returned to the *Dial-Up Connection* screen.



25. Enter your *User Name* and *Password*, if your provider has given you one.



Note: *Not all providers require a user name or password.*

26. To start a GPRS session, click on the **Connect** button.



Important: *While GSM/GPRS is active, ActiveSync will not be available.*

7.4 Internet And E-Mail Settings

7.4.1 Overview

Before you can use Internet Explorer (the Internet browser) and Inbox (the e-mail application) on your netpad, you need to set up certain details. This section covers some general questions that people ask about using e-mail and the Internet, and provides a glossary of terms. The later sections list the information you will need to know before you start setting up the netpad, and then provide step-by-step instructions.

7.4.1.1 Using The Internet On netpad

You can use your netpad to:

- Access the Internet and view web pages using the Internet Explorer program.
- View locally stored web pages and graphics files.
- Download files, e.g. additional programs for your netpad.

7.4.1.2 Using E-mail On netpad

You can use your netpad to send and receive e-mail messages using either one, or both, of the following methods:

Connecting By Telephone Line To A Remote Mailbox

This is for making a ‘live’ connection to your e-mail mailbox via a telephone line (without needing a PC). For example, you could access your personal mailbox by dialing your Internet Service Provider (ISP), or access your work mailbox by dialing your company's service provider or office mailbox.

What to do next...

If you want to access your work mailbox, you will first need to contact your network administrator to find out whether you can make a ‘remote’ (dial-up) connection to your mailbox. See “Types Of E-mail Account” on page 76 to continue.

Connecting A PC To Access Your Mailbox

This is for connecting directly to a PC that can access your mailbox. Using ActiveSync's 'Inbox Synchronization', you can write e-mails on your netpad, and then connect to your PC to send and receive messages.

How do I do this?

To access your mailbox via a PC, you will first need to install ActiveSync on the PC and set up a partnership to use 'Inbox Synchronization'.

7.4.1.3 Types Of E-mail Account

There are a number of different types of e-mail account. See the list below to find out which types of account you can connect to using the e-mail program on your netpad.

Personal Dial-up Account

This is most likely a dial-up e-mail account which you've signed-up for with an Internet Service Provider (ISP).

Which ISPs can I use?

You can use most ISPs which use 'Internet standard' methods for connecting to your e-mail account. However, some ISPs (such as America Online) use proprietary methods for connecting, and cannot be accessed by your netpad (i.e. you must use a PC). Move on to '*Setting up your netpad*' to continue.

Remote (e.g. Office) E-mail Account

This is most likely an e-mail account at your workplace, e.g. using Microsoft Exchange or Lotus Notes.

How do I find out if I can use my account?

You will need to find out from your network administrator whether you can access your e-mail mailbox using this type of account. If you can, move on to "Setting Up Your netpad" on page 78 to continue.

Web-based E-mail Account

This is an e-mail account that you must connect to using a web browser, e.g. HotMail or Yahoo! Mail.



Note: *You can't connect to this type of account using the e-mail program.*

To use web-based e-mail, you must first set up your netpad for Internet access. You will need to use the Internet Explorer program to access your e-mail provider's web site.

7.4.1.4 If You Don't Have An Internet/E-mail Account

You will require an e-mail account before you can access the Internet, and send and receive e-mail messages on your netpad.

- To get a personal e-mail account, you must 'sign-up' with an Internet Service Provider (ISP). ISPs usually provide an e-mail account as part of an Internet access package.
- Most ISPs will provide software (e.g. a CD-ROM) which will help you set up Internet access and the e-mail account on a PC.



Important: *Some ISPs require that you connect to them using a PC in order to sign-up. If you can't do this, contact the ISP to find out if you can sign-up without using a PC. If you have Internet access, see www.pSION.com/mobile for more details.*

7.4.1.5 Glossary Of Terms

DNS

The Domain Name System is an address book, which allows computers on the Internet to find each other by using 'IP addresses' and 'Hostnames'.

E-mail

An e-mail (electronic mail) is a text message that is sent over the Internet.

Hostname

A human readable version of an IP address, e.g. *www.pSIONteklogix.com* could be the same as the IP address *194.129.243.153*.

IP address

A computer's unique Internet address, e.g. *194.129.243.153*, used by computers to communicate with each other.

ISP

Internet Service Providers are companies that provide you with access to the Internet. An ISP 'account' normally includes the facility to send and receive e-mail using a personal e-mail address.

POP3/IMAP4

Internet 'protocols' (standards) for receiving e-mail.

SMTP

An Internet protocol used for sending e-mail.

TCP/IP

An Internet protocol used by computers to communicate with each other.

7.4.2 Setting Up Your netpad

7.4.2.1 How To Use Internet Explorer/Inbox

To access the Internet, and send and receive e-mail on your netpad you must have the following:

1. An appropriate **e-mail account**.
To access the Internet and use e-mail, you will need a standard e-mail account.

2. **A modem.**

You will need a modem to connect your netpad to the telephone network. You can use the following types of modem with your netpad:

- Standard external PC modems.
- Internal radio modem (GSM variant), see “GSM/GPRS Modem Configuration” on page 68 for details.
- Infrared-enabled mobile phones with built-in modems.

3. **A telephone connection.**

If you are using a standard external modem, you will need to connect your modem to a telephone socket. If you are using a mobile phone, your network operator will need to enable your SIM (Subscriber Identity Module) card so that you can make fax and data calls on your phone. If your phone has been enabled for fax and data calls, you should have two extra phone numbers. Contact your network operator if you are unsure whether your phone's SIM card is ‘data-enabled’.

7.4.2.2 Getting Help

If you are having connection problems, you can find information about connecting using specific service providers, modems or mobile phones on our web site at www.pSION.com/mobile.

7.4.2.3 What Information Do I Need?

Before you can set up your netpad, you will need to find out some information about your modem and your Internet e-mail account by:

- Checking any documentation your ISP supplied about your Internet account, or contacting your network administrator at work.
- Checking your ISP’s web site for technical support.
- Contacting your ISP by e-mail or phone for technical support.
- Checking the Psion Teklogix web site at www.pSION.com/mobile for details of worldwide ISPs and to use the ISP configuration wizard.

Information Checklist

The checklist in Table 7.1 shows what information you will need to set up your netpad. Only your ISP or your network administrator can supply all the information required about your Internet e-mail account.

Information You Need	Where To Find It	Write It Here
Speed at which you should use your modem (called the baud rate).	Your modem's documentation.	
Phone Number you need to dial to connect to your ISP (often called a Point of Presence or POP).	From your ISP/administrator.	
User name for your Internet account.	From your ISP/administrator, e.g. "jrook" or "nd44".	
Password for your Internet account.	From your ISP/administrator, or you may have chosen this yourself.	
POP3 or IMAP4 server address (for incoming messages).	From your ISP/administrator e.g. "pop3.myisp.com".	
SMTP server address (for outgoing messages).	From your ISP/administrator e.g. "smtp.myisp.com".	
E-mail Address (your personal address).	From your ISP/administrator e.g. "myname@myisp.com".	

Table 7.1 Information Checklist

Some service providers require additional information to ‘log on’ to their server. You may need the following information when using some service providers.

Optional Information	Where To Find It	Write It Here
IP Address (if your ISP’s server doesn’t provide one automatically).	From your ISP/administrator e.g. “194.129.243.153”.	
DNS Addresses (primary and secondary DNS addresses if your ISP’s server doesn’t provide them automatically).	From your ISP/administrator e.g. “123.255.78.90” and “123.255.78.92”.	
Mailbox Login (if different from your Internet account user name).	From your ISP/administrator.	
Mailbox Password (if different from your Internet account password).	From your ISP/administrator, or you may have chosen this yourself.	

Table 7.2 ISP Additional Information

7.4.3 Setting Up E-mail On netpad

If you have collected all the information in the checklist, you are now ready to set up your netpad to connect to your ISP.

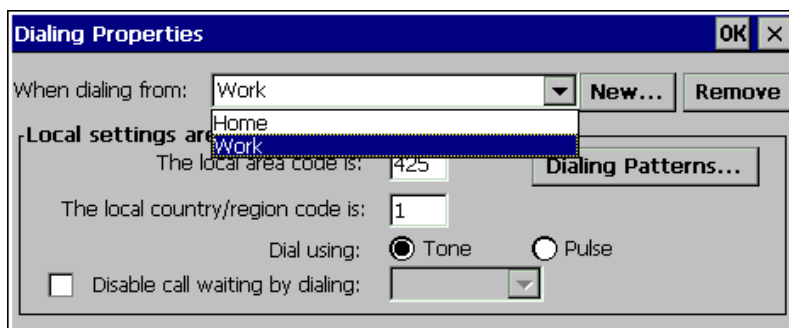
7.4.3.1 Connecting The Modem

1. Connect your netpad to the modem using the netpad’s serial cable.

What Do I Need To Do This?

To connect your netpad serial cable to your modem you may require a Psion Teklogix modem cable adaptor. You can **only** use a Psion Teklogix adaptor, which can be obtained from your local distributor.


2. Connect your modem to the telephone socket and switch on the modem.



7.4.3.2 Setting Up Dialling

When you connect to the Internet, your netpad will need to dial your service provider's telephone. You can set up different dialling 'locations' so that your netpad knows how to dial the number correctly, e.g. if you're dialling from the 'office' location, you might need to add a '9' before the number you want to dial.

To set a dialling location:



1. Open the Control Panel by clicking on **Start**, then **Settings**, and then **Control Panel**.
2. Open the *Dialing* icon  to display the dialing settings.
Dialing
3. The netpad comes with two default locations, Home and Work. Adjust these to suit your needs by selecting the location in the dropdown box and editing the associated information. For more control over dialing patterns, push the **Dialing Patterns** button.

If you don't want to use any of these pre-defined locations, you can add a new location. It will appear selected in the drop-down list, ready to edit.

4. Tap on **New** and enter the name of the new location.
5. The dropdown will display the new location. Edit as described above.
6. Tap **OK** when you have finished setting up your dialing location.

7.4.3.3 Setting Up The Internet Service

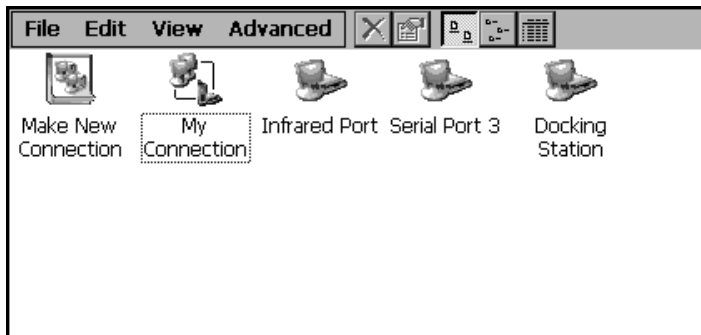
To set up a new dial-up connection:

1. Open the Control Panel.
2. Open the *Dial Up Networking* icon.  Dialing
3. Double-click on the **Make New Connection** icon.  Make New Connection
4. Enter the name for the dial-up connection, usually the name of the ISP. The radio button should be next to Dial-Up Connection. Click **Next**.

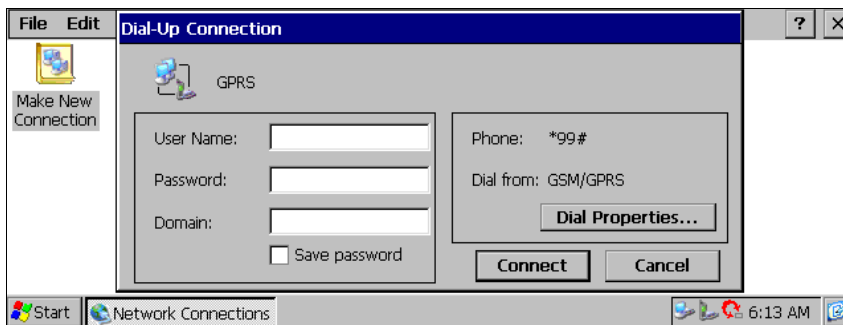
7.4.3.4 Setting Up The Modem

After you have named your connection, you will set and configure your mode.

5. From the dropdown, select the correct modem.
6. Click on **Configure** to open the modem properties. The default settings for the modem should only be changed if the modem manufacturer's instructions indicate such.
7. After selecting and configuring a modem, click **Next** to continue to the *Phone Number* screen. Set the phone number. Click **Finish**.
8. The *Dial-Up Networking* screen should show your new connection with the dial-up icon.



9. To connect, double-click on the connection. You must enter your user name and password.



10. When you have finished entering the settings, tap **Connect** to dial the connection.

7.4.3.5 Setting Up The E-mail Program

Once you have set up your Internet service, you can set up your e-mail account in the e-mail program.

To create a new account in e-mail:

1. On the netpad, click on the **Start** button, then **Programs**, then **Network**, and select **Inbox** from the menu.
2. Select **Inbox** from the *Options* command on the *Services* menu.
3. On the *Services* tab:
 - Click **Add**.
 - Select the type of service to use. You will be asked to configure settings and enter information based on that service. Refer to Microsoft's online help for more information.
 - After configuring the service and clicking **Finish**, you should see your service under *Installed Services*. Click **OK**.

NETPAD ACCESSORIES

8

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8.1 Introduction

The following optional accessories are available from Psion Teklogix. These accessories are compatible with all netpad models in the netpad product range. Please check the Psion Teklogix web site at www.pSIONteklogix.com for updates to this list.

8.2 Accessory Product List

ACCESSORY PRODUCTS	PART NUMBER	MODEL NUMBER
DOCKING STATION ITEMS		
<p>Docking Station Product Packs The Desktop Docking Station provides charging and simultaneous data communications via the RS232. See Chapter 3: “Docking Station” for details. All Docking Station packs are supplied with a Power Supply Unit, RS232 Serial Cable & AC Power Leads for the following regions:</p> <ul style="list-style-type: none"> • UK and Europe • Australia, New Zealand & Japan • North America 	<p>1201 0039 0002</p> <p>1201 0040 0002</p> <p>1201 0044 0002</p>	
<p>netpad Docking Station This item is offered as a replacement for a lost or damaged dEsktop Docking Station. It does not include the PSU or leads.</p>	1201 0041 0001	
<p>Universal PSU for Docking Station This item is offered as a replacement for lost or damaged PSUs. It does not include the mains lead.</p>	A2032 0047 0002	
<p>In-vehicle Docking Station The In-vehicle Docking Station provides a secure method for mounting and powering the netpad in vehicles from 12VDC. See page 90 for details.</p>	1201 0050 0001	

Accessory Product List

ACCESSORY PRODUCTS	PART NUMBER	MODEL NUMBER
BATTERIES AND CHARGERS		
875 mAh Li Ion Standard Battery	A2202 0002 0002	
1400 mAh Li Ion Enhanced Battery	A2202 0001 0002	
netpad Portable Battery Charger The Portable Battery Charger provides a convenient method of charging a single battery pack from mains or 12VDC vehicle power.		NP3001
netpad 4-Bay Battery Charger The 4-Bay Battery Charger provides a convenient method of charging a up 4 battery packs from AC power.		NP3004
CARRYING CASES		
There are a range of carrying cases that offer methods of carrying and protecting the netpad. The carrying cases are available in the following configurations.		
Soft Carrying Case (for netpad 1100) c/w shoulder strap.	1202 0020 0001	
Soft Belt Holster (suitable for all netpads) c/w shoulder strap. <i>*Important:</i> See “Use Of The Soft Belt Holster” on page 13.	1202 0023 0001	
Soft Carrying Case (for netpad 1200) c/w shoulder strap.	1202 0026 0001	
Soft Carrying Case (for netpad 3500) c/w shoulder strap.	1202 0025 0001	

ACCESSORY PRODUCTS	PART NUMBER	MODEL NUMBER
CABLES		
RS 232 Serial Cable (9-pin Female D-type to netpad)	A2203 0003 0002	
RS 232 Adapter Cable The RS232 Adapter Cable has 9-pin Male D-type for connection to the netpad R232 port and can be used to connect serial peripherals such as printers, modems or cell phones to the netpad	A2888 0015 0003	
Replacement Power Leads are available for the following countries: <ul style="list-style-type: none"> • USA power lead • UK power lead • Euro power lead • Japan power lead • Australian/New Zealand power lead 	A2032 0036 0001 A2032 0037 0001 A2032 0038 0001 A2032 0041 0001 A2032 0042 0001	
MISCELLANEOUS		
Replacement Stylus (Pack of 10)	1208 0015 0001	
MMC Card Reader (Parallel Port Interface)	A2888 0016 0001	
16 MB MMC Card	A2202 0018 0001	
netpad Win CE Developer's CD The netpad Win CE developer's CD contains all of the development tools for the netpad. The latest versions of the files available on the Developer's CD are available for download from the netpad Developer's Resource web site at: <i>http://partners.pSIONteklogix.com/netpad-pdk</i>		

8.3 The In-vehicle Docking Station

The netpad in-vehicle docking station provides a durable and flexible solution for mounting the netpad in vehicles. It offers the following features:

- Highly adjustable.
The mounting arm can be adjusted to provide the ideal viewing angle, no tools required.
- Small footprint.
It requires less than a 62 mm x 62 mm (2.5 in. x 2.5 in.) mounting area.
- Securely mounted to a range of surfaces.
- Supports landscape or portrait orientation.



- One-handed release mechanism.
- Charging and Data communications.
- One RS232 port.
For connection to peripherals such as GPS receivers, radio modems or cell phones.
- Compact 12 VDC power supply.
With cigarette-lighter adaptor (which can be removed for permanent connection to vehicle power).



TROUBLESHOOTING THE NETPAD

9

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9.1 General Troubleshooting Tips

You should read this chapter if you have any questions or experience problems using your netpad.

9.1.1 Times Aren't Correct In The Time Program

This is likely to be because of “daylight saving” or “summer time” settings (where clocks are put forward for the summer months).

The dates that clocks are set to change vary from country to country, and sometimes even within a country; some countries do not use summer times at all. Therefore, the netpad clock will not change automatically on the date that the clocks change. You will need to make sure that each zone is set to use its “summer time” setting when the clocks change in those countries.

9.1.2 If You Forget Your Password

If you forget the machine password, you will not be able to use the netpad until you perform a “hard reset”. All the files on the internal disk will be lost and cannot be retrieved.

9.1.3 The netpad Doesn't Turn On/Off

If the netpad doesn't seem to turn on:

- Check the screen contrast to make sure it isn't set too low.
- Recharge the main battery. If you continue to use the netpad when the main battery is low, it will eventually not have enough power and the netpad will switch off. You will not be able to switch it on again until you place the netpad in the docking station to recharge the battery or replace the main battery with a charged one.

If the netpad doesn't seem to turn off:

- Check the automatic switch off time using the **Power** icon from the Control Panel.

9.1.4 How To Reset The netpad

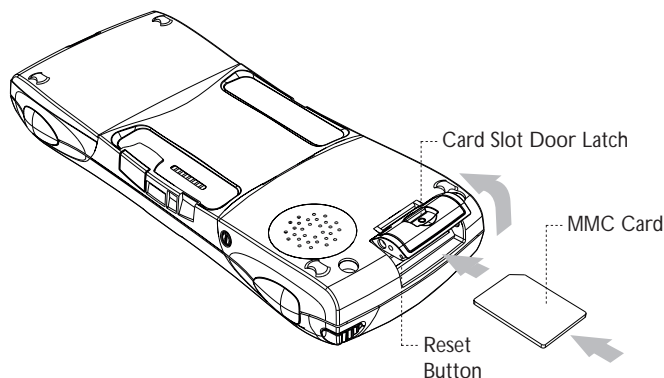
If you find that you cannot exit a program normally, right-click on the taskbar and select *Task Manager* from the context menu. Select the task that appears to be unresponsive and click on the **End Task** button.

If this does not work, or if your netpad appears to have “locked up”, you can always perform a “soft reset”. This should restart your netpad while preserving most of your information.

It is worth trying a soft reset if the keys on the netpad do not appear to respond, or if the netpad appears to switch on and you are sure that the batteries are good, but the screen is otherwise blank.

To perform a soft reset:

gently press the stylus onto the reset switch. This is located inside the Card Slot door cover to the side of the MMC slot.



After a soft reset, any changes to open files will be lost. Your other files on the internal disk will almost always be safe.

It is possible (although unlikely) that a program failure causes the reset to lose the information on the Internal disk; it could even prevent the reset from working at all. If this happens, you will have to perform a “hard reset”.

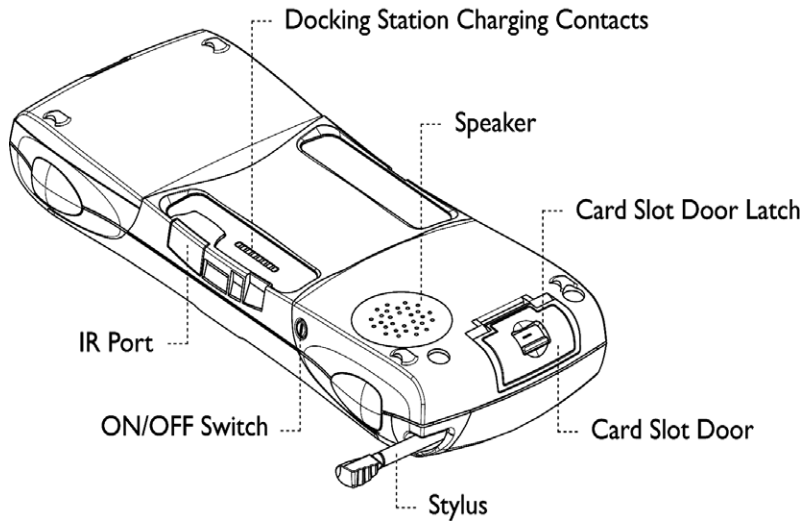
To perform a hard reset:

1. Remove the netpad from the docking station.
2. Remove the main battery.
3. Press and hold down the On/Off button (on the top of the unit).

4. While continuing to hold down the On/Off button, press and release the Reset button.
5. Release the On/Off button.



Important: *A hard reset resets the netpad completely, and all information on the Internal disk will be lost.*



9.1.5 Can't Place The netpad In The Docking Station

If you are having difficulty putting the netpad in the docking station, you may be attempting to insert it upside down. Push the netpad into the docking station until you hear a click.

9.2 ActiveSync Connection Problems Using Windows 95/98/NT 4.0

This section is a guide to troubleshooting connection problems between a netpad and a PC running Windows 95/98/NT 4.0 and ActiveSync. It also presumes you have already gone through the online help documents that come with ActiveSync, and still have no success in linking. A basic knowledge of using the netpad and Windows 95/98/NT 4.0 is necessary. For information about using Windows 95/98/NT 4.0, check your Windows manual or contact the Windows 95/98/NT 4.0 helpline.

9.2.1 Tips When Installing ActiveSync

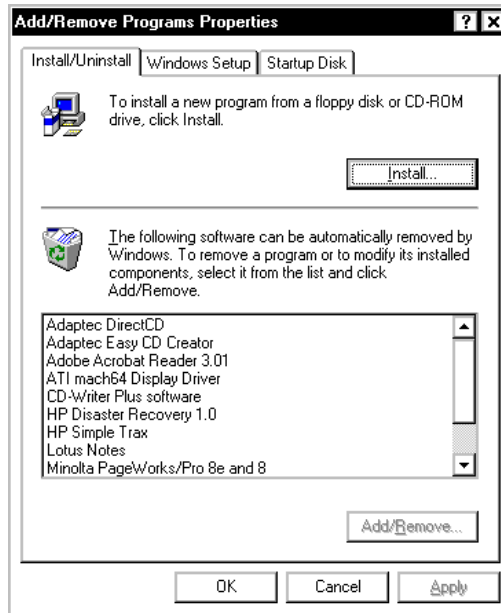
Close any other programs that are running. This includes virus checkers, uninstallers, floating toolbars etc.

If you need to re-install ActiveSync, make sure you uninstall the previous version first:

1. Click on the **Start** button and select **Settings**, then **Control Panel**.
2. Double click the **Add/Remove Programs** icon. Select **ActiveSync** in the list and then click the **Add/Remove** button.



Important: *You must re-start your PC before re-installing ActiveSync or you will experience problems.*

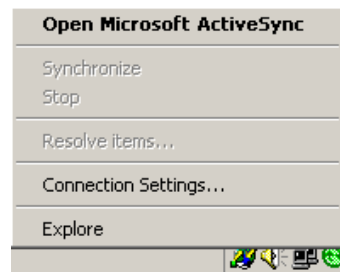


9.2.2 Basic Troubleshooting For Your netpad

1. Close down all applications. To see all active programs, look on the taskbar. Each program running will have a button. The programs can be activated then closed normally, or if necessary, you can right-click on the program's taskbar button and choose **Close** from the context menu.
2. Check that the **PC Connection** setting in the Control Panel is enabled and set to the correct serial port. Note that a partnership must already exist for the Infrared port to use ActiveSync correctly.
3. Perform a soft reset on the netpad.

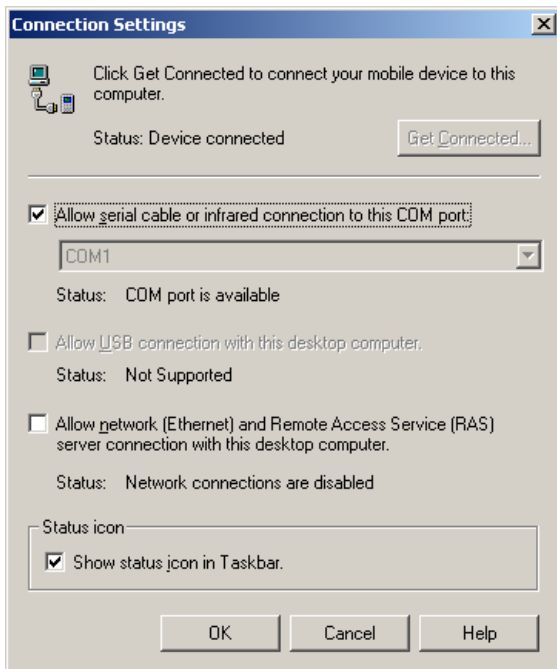
9.2.3 Basic Troubleshooting For Your PC

1. Close down any other open applications in Windows.
2. If you have a laptop:
 - Make sure you have no PC Cards (PCMCIA cards) plugged in.
 - Most laptops have power-saving features that disable the COM ports. Turn these power saving options **OFF**.
 - If your PC has an Infrared port, make sure it is **disabled** and your serial/COM ports are **enabled**. Psion Teklogix can support you with any of these issues. Check the laptop's manual or contact the manufacturers support department to get these issues rectified.
3. The ActiveSync Connection server icon is in the bottom right-hand corner of your PC Screen. When you are not connected, it is a grey circle. When you have made a successful connection, it becomes a green circle.
 - Right-click the **ActiveSync** icon and choose **Connection Settings** from the context menu.



Device Conflicts


- Make sure that the correct connection type is checked.



- It is possible for ActiveSync to conflict with a modem or mouse. Symptoms are the mouse pointer intermittently locking up or software that uses the modem intermittently freezing. Check your PC's device manager for conflicts.
4. If you are using Windows NT 4.0, check that you have at least Service Pack 3 installed. If necessary, install it or contact your Systems Administrator.

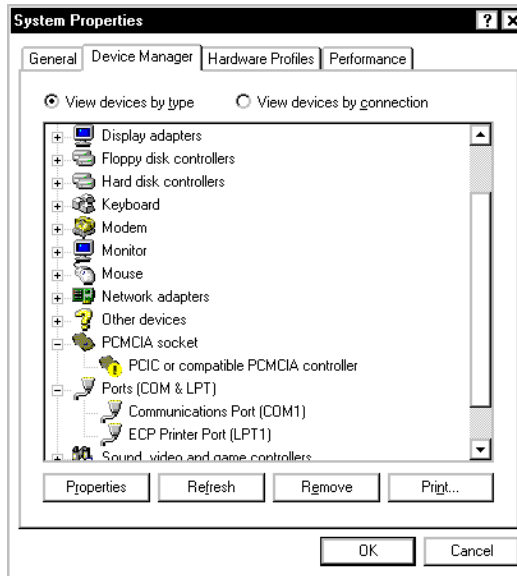
9.2.4 Device Conflicts

To check for device conflicts:

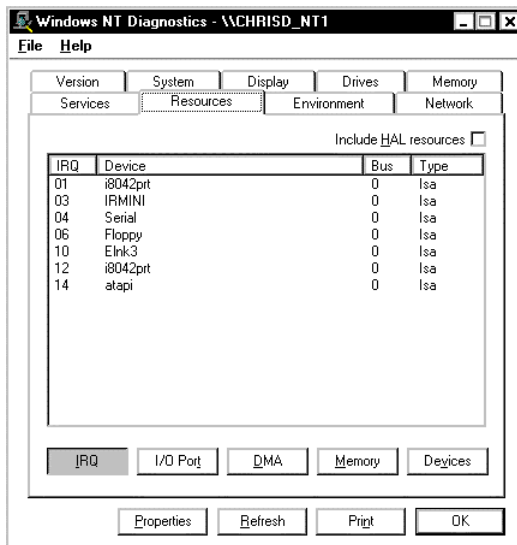
1. Click on the **Start** button, select **Settings** and then **Control Panel**.
2. Double-click on the **System** icon.
3. On the *Device manager* page of the System properties dialogue, check for icons marked with a  symbol.



Note: This symbol means that the marked device is conflicting with another device. If a modem or COM port is conflicting, this could be a cause of ActiveSync not connecting. Contact the person or organization that supports your PC to resolve the conflict.



4. There is no Device Manager in Windows NT 4.0. The closest is a list of IRQs, I/O ports and DMA channels. These are accessed by the **Start** button, selecting **Programs**, then **Administrative Tools (Common)**, then **Windows NT Diagnostics**. Select the **Resources** page in the *Windows NT Diagnostics* dialogue box. If you do not have this option or you are in any doubt about it, you should contact your Systems Administrator.



9.2.5 Fax/Modem On COM 1/2/3/4

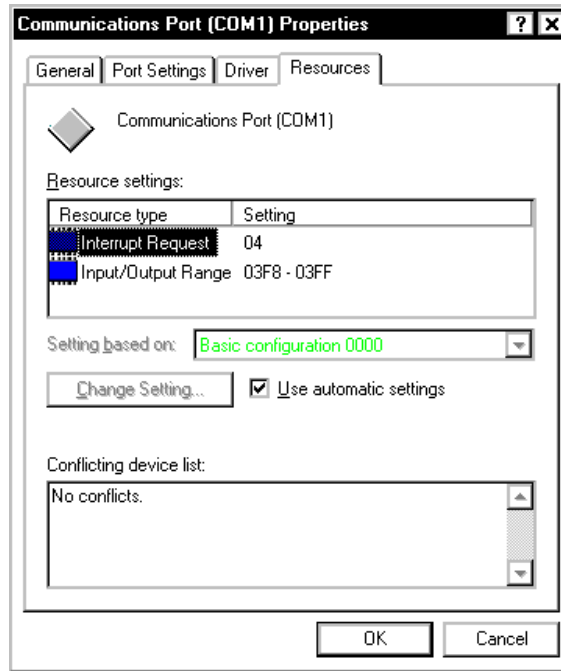
If you have a Fax/Modem using COM Port 3 or 4, and ActiveSync on COM 1 or 2 (or vice versa), you may have trouble when trying to connect with the netpad.

Because of the way a PC handles COM ports, COM1 and COM3 are 'linked', as are COM2 and COM4. Specifically, they share the same Interrupt Request (IRQ).

In practice, this means that if you have a modem on COM3, it may conflict with the netpad on COM1 (and the same applies for COM4 and COM2). The solution is to try using ActiveSync on a different port or to assign a different IRQ.

You can check the COM port properties by following the steps above to get to the *Device Manager* page and double-clicking on the COM port.

Again, if you are in any doubt about whether you are able to do this safely, you should contact the person or organization that supports your PC.

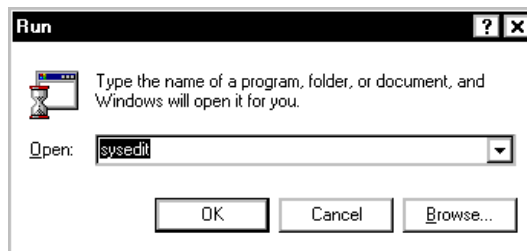


If you have an external modem and have unplugged it to use the Psion Teklogix serial cable on the same port, you will not get a connection. Windows 95/98/NT 4.0 reserves this port for use with the modem and so you will have to use another port.

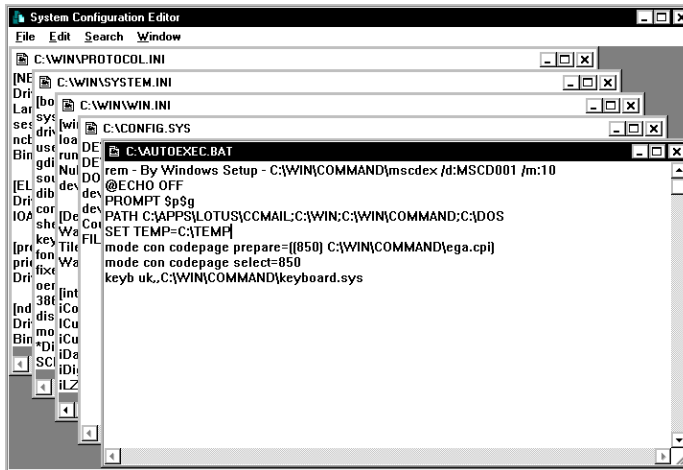
9.2.6 Temp Folder

The ActiveSync connection can be affected if you have not specified, or have incorrectly specified, your Temp folder. To specify this:

1. Click **Start** and select **Run**. Type **sysedit** in the dialogue and click **OK**.



A screen with multiple windows is displayed.

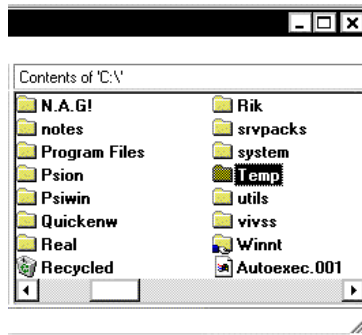


2. Click on the **AUTOEXEC.BAT** title bar.
3. Look in this window to see if it has a line that starts **SET TEMP=**. If this line exists, check that the folder that it points to exists, and create the folder if not.

If this line doesn't exist, place the cursor on a new line and type **SET TEMP=C:\TEMP**.

Close the window and choose **Yes** when asked if you want to save the changes.

4. Create a folder on the root of your C drive and call it **Temp**.



5. Finally, restart your PC.

9.3 Troubleshooting ActiveSync Synchronization Problems

This section discusses various problems that may be encountered when synchronizing using a partnership.

Some familiarity with these applications, Windows 95/98/NT 4.0, and your netpad is assumed. You will also need a full installation of your PC PIM.



Note: *This section should be used in conjunction with the manual to setting up a synchronization for each application.*

The majority of synchronization problems are caused by setting up a synchronization incorrectly. Please make sure you have read the appropriate sections in Chapter 6: “Connecting netpad To A PC” first. These explain the correct way to set up a synchronization.

9.3.1 Basic Troubleshooting For Synchronization Problems

Some common causes of synchronization errors include incorrect settings, and e-mail issues.

Incorrect settings can result from the wrong program being associated with a particular synchronization event. If you have Outlook installed on your PC, ActiveSync will most likely automatically assume that Tasks, E-mails, etc., should all be associated with Outlook. Verify that the programs you are using are associated with the type of synchronization you require.

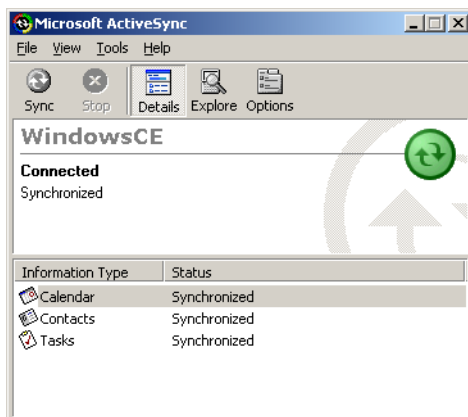
E-mail issues usually stem from conflicts in address books, and conflicting settings in ActiveSync itself. To verify that e-mails get synchronized to and from the netpad correctly, verify that the e-mail addresses in the netpad outbox are valid. ActiveSync will provide some error text on synchronization to help you detect such problems. Conflicting settings in ActiveSync can result in e-mails being transferred as headers only, or without attachments. Check the settings for the ActiveSync service in Inbox on the netpad to resolve this issue.

9.3.2 Other Things To Try

1. Delete and recreate your partnership in ActiveSync.

When ActiveSync connects to a machine using a partnership for the first time, it uses the name “WindowsCE”. Every subsequent partnership created after the first asks you to enter a name for that machine. Partnerships register details about your netpad on your PC. Sometimes this information can become corrupt.

- Open ActiveSync by double-clicking on the **ActiveSync** icon in the PC’s system tray. This will bring up the *ActiveSync* dialogue.



- Click on the *File* menu and select **Delete Partnership** from the menu. The *Delete Partnership* menu item will not be available if there are no partnerships.

If you have deleted all the partnerships, the next time you connect your netpad, the partnership will be created as “WindowsCE”.

2. Make a new backup and recreate any synchronizations.

SUPPORT SERVICES AND WORLDWIDE OFFICES

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

A.1 Technical Support

Technical Support for Mobile Computing Products is provided via e-mail through the Partner Program website. To reach the website, go to *www.psionteklogix.com* and click on the Partner Program link, which takes you to the Partner Program page. Then click on the **Log-in** button or the **Register** button, depending on whether you have previously registered for Teknet or the Partner Program. (Your UserID and password are the same for TekNet and the Partner Program.)

A.2 Product Repairs

International

For product repairs, please contact your local Psion Teklogix office (see page A-2).

Canada/U.S.A

Canadian and U.S. customers can receive access to repair services, by calling the toll-free number below, or via our secure website.



Note: *Customers calling the toll-free number should have their Psion Teklogix customer number or trouble ticket number available.*

Voice: 1 800 387-8898 (press option “2”)

Fax: 1 905 812-6304

Web Site: <http://service.psionteklogix.com>

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