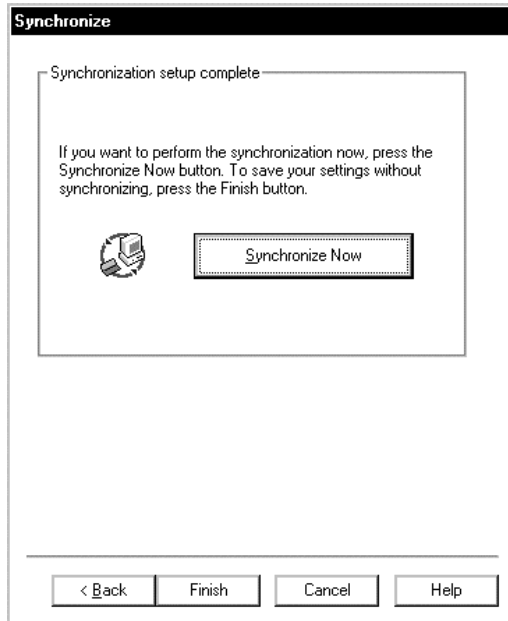


16. In the confirmation screen, click on the **Synchronize Now** button to start the synchronization process immediately; otherwise click on the **Finish** button to complete the set-up and save the synchronization.

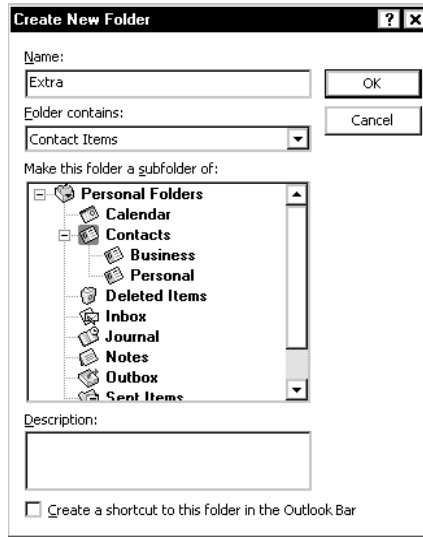
If this is the first time you have run the synchronization, you may see the *Contacts Synchronization* dialogue described above. If there are any labels on the netpad that cannot be directly mapped, the synchronization prompts you to do this by hand.



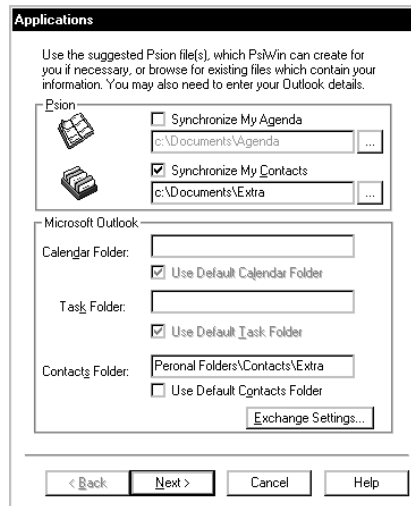
7.7.2.4 Multiple Synchronizations

It is possible to synchronize more than one Agenda and Data files or Outlook folders by setting up multiple synchronizations. To do this, you may need to create extra Outlook folders.

1. Select **New**, then **Folder...** from the *File* menu.
2. Type in a name for the new folder.
3. Select the type of items to be stored in the folder (in this example, *Contact Items*).
4. Select the folder to create the new folder in.
5. Click the **OK** button.



When you create the synchronization, enter the appropriate paths and file names in the applications dialogue.



7.7.3 Synchronizing Your netpad With Microsoft Schedule+

This section details the set-up and day-to-day use of PsiWin to synchronize your netpad Agenda and Data files or Contacts program with Microsoft Schedule+ 7.0, 7.0a or 7.5 on the PC. The chapter assumes some familiarity with the use of Windows 95/98/NT 4.0.

7.7.3.1 Software Compatibility

The details for this section assume that you are using PsiWin version 2.3. To check which version of PsiWin you have, double-click the **My Psion** icon, and select **About PsiWin 2.x** from the *Help* menu. If you have at least Build 97, then you have version 2.3.

You must also have a full installation of Microsoft Schedule+ version 7.0, 7.0a, or 7.5.



Note: *You cannot use the Synchronizer with other versions of Schedule+.*

7.7.3.2 Creating New Synchronizations

You can create multiple synchronizations on your PC if you have different Agenda, Data or Schedule files that you wish to synchronize. See “Multiple Synchronizations” on page 108. You must define at least one synchronization in order to synchronize files.

Required Information

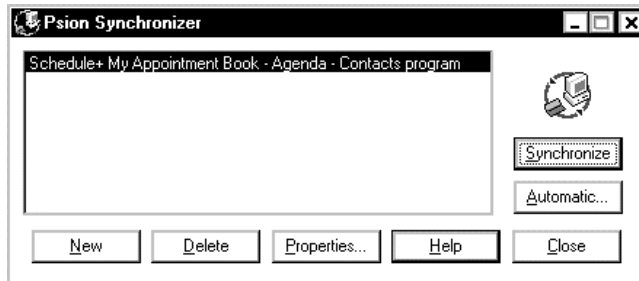
Before creating your synchronization, note the locations of the files you wish to synchronize: the synchronization must be told which files to use.

1. If you are synchronizing an Agenda or Data file, open the file(s) that you wish to synchronize.
2. Tap the program name at the top of the toolbar. You will see the *Open files / programs* dialogue.
3. Scroll through the list until you find your file(s) listed. Make a note of the path (in this example, *c:\Documents\Agenda*).

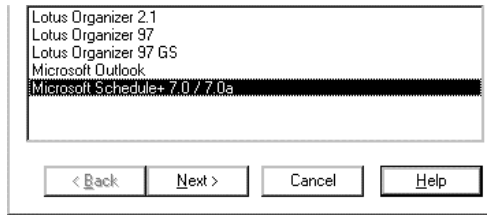


7.7.3.3 Creating The Synchronization

1. Make sure that your netpad is connected to the PC, and then double-click on the **My Psion** icon. Assuming the machines have linked successfully, you will see several icons, including one labelled *Psion Synchronizer*.
2. Double-click on this icon.
3. In the Psion Synchronizer window, click the **New** button. This launches the Psion Synchronizer Wizard, which takes you through the steps required to set up the synchronization. If you have never created a synchronization before, PsiWin bypasses this window and goes straight to the Synchronization Wizard.

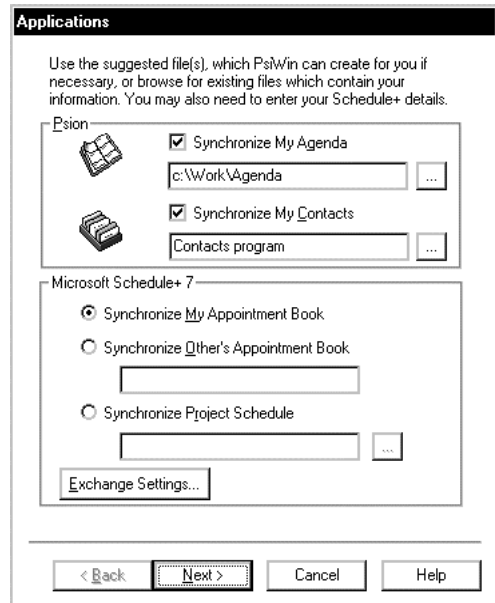


- The welcome screen of the Wizard asks you which PC PIM you want to synchronize with. Highlight the relevant option and click the **Next** button.



- In the Psion section of the Applications dialogue, specify the netpad files you want to synchronize with.

- To synchronize an Agenda file, make sure that the **Synchronize My Agenda** box is checked off. You will then need to specify the Agenda file to be synchronized. You can either type in the path and file name you noted earlier, or click the [...] button and browse the netpad's disks. If in doubt, use the **Browse** button to find your file.
- To synchronize a Data file or the Contacts program, make sure that the **Synchronize My Contacts** box is checked off.



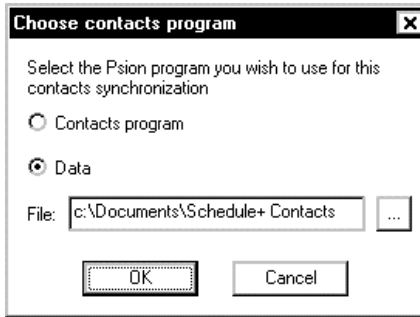
- In the Choose contracts program dialogue:

- To synchronize with the Contacts program, leave the next box as **Contacts program**.

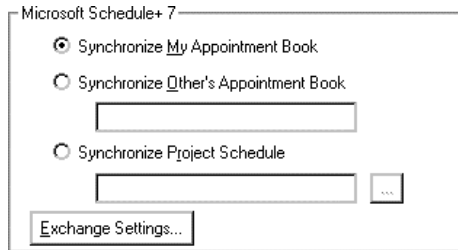
Synchronizing Your netpad With Microsoft Schedule+

- To synchronize with a Data file, click the button. Next, select **Data** and specify the Data file to be synchronized.

You can either type in the path and file name you noted earlier or click the button to browse the netpad's disk(s). If in doubt, use the **Browse** button to find your file. Next, click the **OK** button.



7. Specify which Schedule+ Appointment book to synchronize and which Exchange profile to synchronize with. Normally, you should leave this as the default setting, but contact your Network Administrator if you have any doubts.



Important: *Note that it is very important that this information is entered correctly – if it is not, the wrong files may be synchronized, or no synchronization will occur. However, if you do not have an existing Agenda or Database file on your netpad, the synchronizer can create them. This is especially useful for a Contacts database - if you specify a non-existent netpad Datafile, the synchronizer will create a new one on the netpad that is optimized for use with your Schedule+ contacts. The synchronization can only create a Data file if you have selected the option to synchronize a Data file.*

8. Click the **Next** button.
9. Specify which types of entry you wish to synchronize. Uncheck particular entry types if you do not want them to be synchronized.
10. Click the **Next** button.

Entry Types

Select the entry types to be synchronized between your Psion and PC Agendas.

Entry types to synchronize

- Day Entries / Appointments
- Anniversaries / Annual Events
- Events
- To-dos / Tasks

< Back Next > Cancel Help

11. To specify the period of entries you wish to synchronize, click the **Set date range** button, select the period required and click the **OK** button.

To specify how the synchronization will deal with entries outside of normal working hours, select the appropriate option from the *Agenda entries to synchronize* section. You can also change your work hours by clicking the

Psion To PC

Synchronize Agenda entries

From: 1 Month(s) in the past.

To: 6 Month(s) in the future. Set date range:

Agenda entries to synchronize

- All specified entries
- All specified entries, but make entries outside work hours private on the PC
- Only entries within your work hours

Days: Mon Tue Wed Thu Fri

Hours: 9:00am-5:30pm Set work hours

Contacts details to synchronize

The Synchronizer will prompt you if you need to change any contact synchronization settings.

Click Advanced to check the current contact synchronization settings. Advanced...

< Back Next > Cancel Help


Set work hours button, altering the settings as appropriate and clicking the **OK** button.

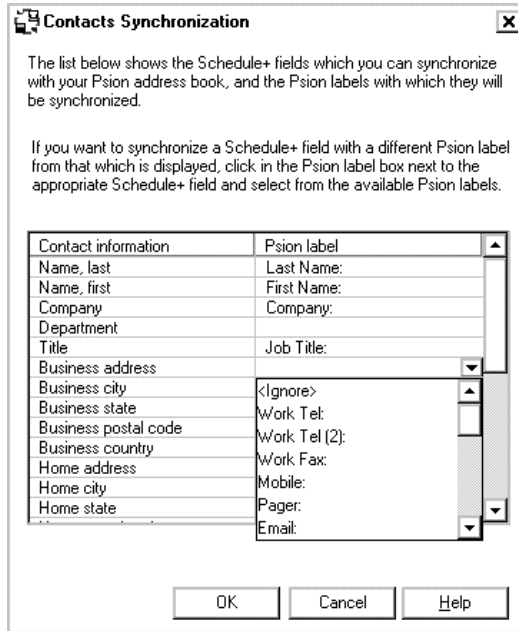
Next, click on the **Advanced** button to set up the label mapping.



Note: *If you are synchronizing with the Contacts, or have chosen not to synchronize a Data file, you may not be able to click this button. In this case, you should ignore step 12 and click the **Next** button.*

12. The *Contacts Synchronization* dialogue shows a table, listing the labels for the Contacts section in Schedule+ in the *Contact information* column, and in the *Psion label* column you can match these to their equivalents (if any) in your netpad Data file. To match labels:

- Find the Schedule+ label whose function is the same as one of your netpad Data file's labels, then click in the box next to it in the *Psion label* column.
- Click on the arrow  to the right of this box. A drop-down list appears containing all the Psion labels that you have not matched. Select the label you wish to assign.
- If you do not wish to synchronize a particular Schedule+ Contacts label, select **<Ignore>** from the drop-down list.



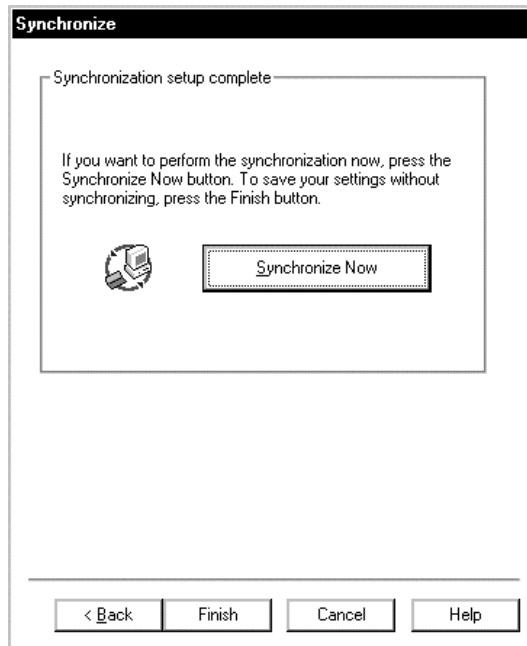
Contact information	Psion label
Name, last	Last Name:
Name, first	First Name:
Company	Company:
Department	
Title	Job Title:
Business address	
Business city	<Ignore>
Business state	Work Tel:
Business postal code	Work Tel (2):
Business country	Work Fax:
Home address	Mobile:
Home city	Pager:
Home state	Email:



Note: *Each netpad label can only be matched to one Schedule+ label.*

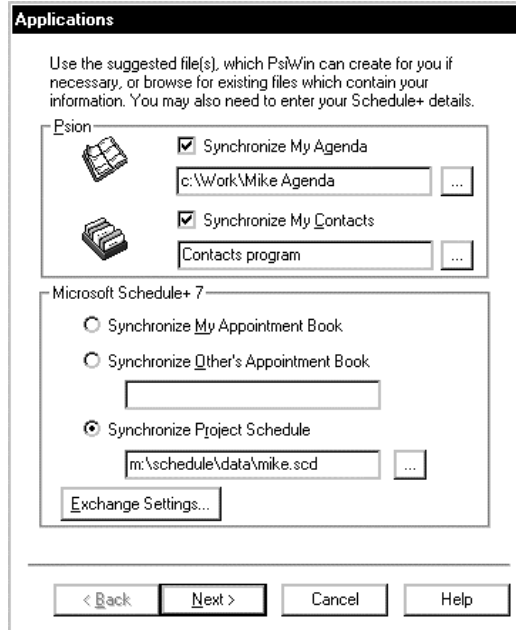
13. When you have finished matching the labels, click the **OK** button and then the **Next** button.
14. To start the synchronization process immediately, click on the **Synchronize Now** button, otherwise click on the **Finish** button to complete the set-up and save the synchronization.

If this is the first time you have run the synchronization, you may see the *Contacts Synchronization* dialogue described above. If there are any labels on the netpad that cannot be directly mapped, the synchronization prompts you to do this manually.



7.7.3.4 Multiple Synchronizations

It is possible to synchronize more than one Agenda and Data files with multiple Schedule+ files. When you create the synchronization, enter the appropriate paths and file names in the Applications dialogue.



7.7.4 Synchronizing Your netpad With Lotus Organizer

This section details the set-up and day-to-day use of PsiWin 2.3 to synchronize your netpad's Agenda and data files, or Contacts program, with Lotus Organizer on the PC.

The section assumes some basic familiarity with the use of Windows 95/98/NT 4.0.

7.7.4.1 Software Compatibility

The details for this section assume that you are using PsiWin version 2.3. To check which version of PsiWin you have, double-click the **My Psion** icon on your desktop, and select **About PsiWin 2.x** from the *Help* menu. If you have at least Build 136, you have version 2.3.

You must also have a full installation of Lotus Organizer. While this section talks about Lotus Organizer 97 GS (PIM-only installation), the synchronization set-up procedure is identical for Lotus Organizer 2.1 or 97. If you are using Organizer 97 GS as a PIM with Group Scheduling, then see page 117.



Note: You cannot synchronize with Lotus Organizer version 2.0 or 2.01.

7.7.4.2 Creating New Synchronizations

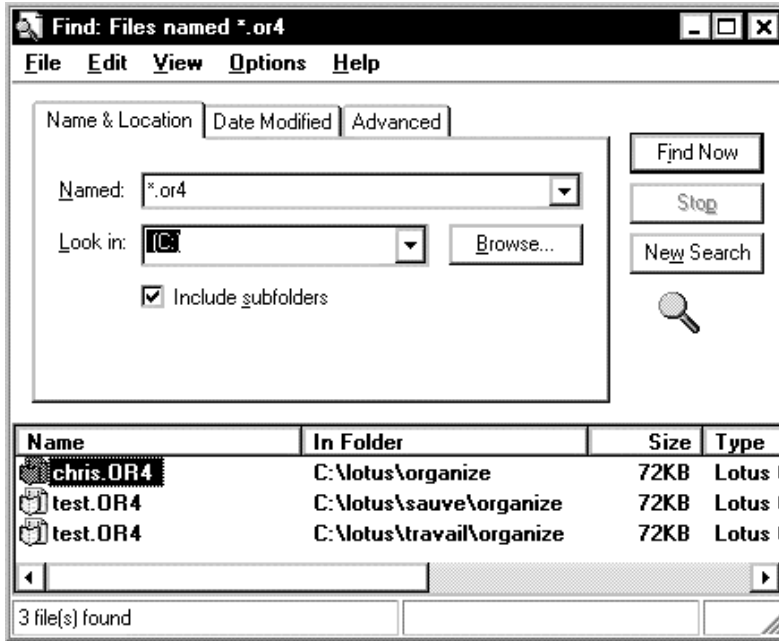
You can create multiple synchronizations on your PC if you have different Agenda or Data files that you want to synchronize. See “Multiple Synchronizations” on page 108. You will need to define at least one synchronization.

Required Information

Before creating the synchronization, you will need to note the locations of the files you wish to synchronize: the synchronization must be told which files you wish to use. You must also tell the synchronization the location of your Lotus Organizer file.

1. Open the file(s) that you wish to synchronize.
 - Tap the file name at the top of the toolbar.

The *Open files / programs* dialogue is displayed.
 - Scroll through the list until you find your file(s) listed. Make a note of the path (in this example, *c:\Documents\Agenda*).
2. On the PC, click on the **Start** button and select **Find** then **Files or folders**.
3. In the *Named* box type in:
 - ***.or2** if you have Organizer 2.1,
 - ***.or3** if you have Organizer 97, or
 - ***.or4** if you have Organizer 97 GS (PIM only).



Make sure that the program is looking in the drive where you keep your Organizer file(s), and that the **Include subfolders** box is checked off.

4. Click the **Find Now** button.

You should now have a list of Organizer files. If you double-click on the vertical line to the right of *In folder*, it will expand the view to include the whole path of the file. In the example above, the path and file name of the first file in the list would be *C:\lotus\organize\chris.or4*.



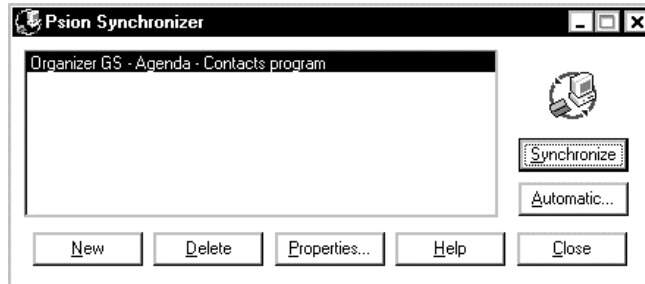
Note: *If you have not previously created an Organizer file, this list will be empty. To create an Organizer file, open Lotus Organizer. Select **Save as** from the File menu. Give the file a name and click the **Save** button. Then return to step 2.*

7.7.4.3 Creating The Synchronization

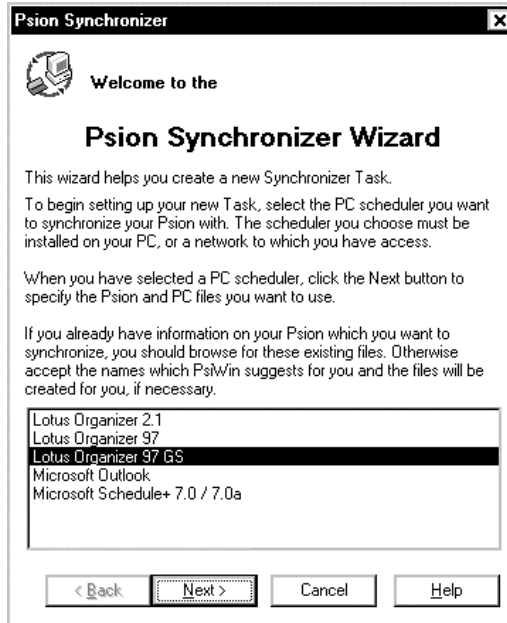
1. Make sure that your netpad is connected to the PC, and then double-click on the **My Psion** icon. Assuming the machines have linked successfully, you will see several icons, including one labelled *Psion Synchronizer*. Double-click on this icon.



2. In the *Psion Synchronizer* window, click the **New** button. This launches the Psion Synchronizer Wizard, which takes you through the steps required to set up the synchronization. If you have never created a synchronization before, PsiWin will bypass this window and go straight to the Synchronization Wizard.




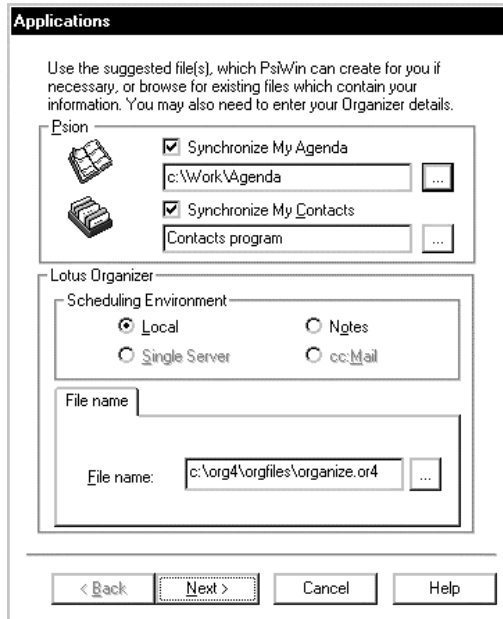
3. The welcome screen of the Wizard asks you which PC PIM you want to synchronize with. Highlight the relevant option and click the **Next** button.



4. In the *Applications* dialogue, enter the path for the Agenda, Data and Organizer files you want to synchronize.

In the *Psion* section, specify the netpad files you want to synchronize with.

To synchronize an Agenda file, ensure that the **Synchronize My Agenda** box is checked off. Specify the Agenda file to be synchronized. You can either type in the path and file name you noted earlier or click the  button to browse the netpad's disk(s). If



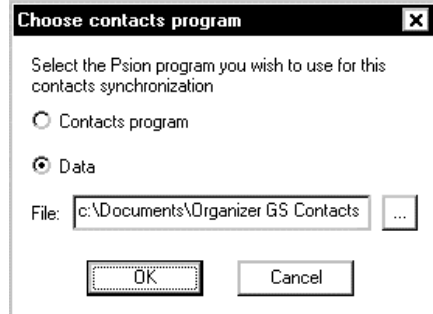
in doubt, use the **Browse** button to find your file.

To synchronize a Data file or the Contacts program, make sure that the **Synchronize My Contacts** box is checked off.

- To synchronize with the Contacts program, leave the next box as **Contacts program**.

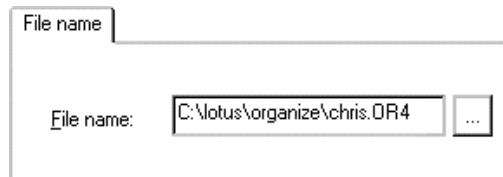
- To synchronize with a Data file, click the button. Next, select **Data** and specify the Data file to be synchronized.

You can either type in the path and file name you noted earlier or click the button to browse the netpad's disk(s). If in doubt, use the **Browse** button to find your file. Next, click the **OK** button.



The *Scheduling environment* section of the dialogue can normally be ignored. However you will need to change this if your copy of Lotus Organizer has been specifically set up to connect with cc:Mail or Notes, or to work over a network. You should consult your Network Administrator if you believe this may be true in your case or, if you are using Organizer 97 GS as a PIM with Group Scheduling. See section 7.7.5 on page 117.

- Specify your Lotus Organizer file. You may either type in the file name (including its directory) or click the button to browse for the file (in this example, *c:\lotus\organize\chris.or4*).



- Click on the **Next** button.



Important: *It is very important that this information is entered correctly – if it is not, the wrong files may be synchronized, or no synchronization will occur. However, if you do not have an existing Agenda or Database file on your netpad, the synchronizer can create them. This is especially useful for a Contacts database - if you specify a non-existent Datafile, the synchronizer will create a new one on the netpad that is optimized for use with your Organizer contacts. The synchronization can only create a Data file if you have selected the option to synchronize a Data file.*

8. The next dialogue allows you to specify which types of entry you wish to synchronize. Uncheck particular entry types if you do not want them to be synchronized.

Check in your Lotus Organizer file whether the *Calendar*, *Anniversary*, *Planner* or *To-do* sections have been renamed. If any of these names have been changed in your Organizer file, you will need to edit the names in this dialogue so that they match.

Entry Types

Select the entry types to be synchronized between your Psion and PC Agendas.

Entry types to synchronize

<input checked="" type="checkbox"/> Dav Entries / Appointments in	Calendar
<input checked="" type="checkbox"/> Anniversaries in	Anniversary
<input checked="" type="checkbox"/> Events in	Planner
<input checked="" type="checkbox"/> To-Do's in	To Do

Contacts to synchronize

<input type="checkbox"/> Contacts in	Address
--------------------------------------	---------

< Back Next > Cancel Help

If the *Address* section in Lotus Organizer has been renamed, you will also need to specify its new name in this dialogue.

9. Click the **Next** button.

- To specify the period of entries you wish to synchronize, click the **Set date range** button. Then select the period required, and click the **OK** button.

To specify how the synchronization will deal with entries outside of normal working hours, select the appropriate option from the *Agenda entries to synchronize* section. You can also change your work hours by clicking the **Set work hours** button, altering the settings as appropriate and clicking the **OK** button.

Psion To PC

Synchronize Agenda entries

From: 1 Month(s) in the past.

To: 6 Month(s) in the future. **Set date range**

Agenda entries to synchronize

All specified entries

All specified entries, but make entries outside work hours private on the PC

Only entries within your work hours

Days: Mon Tue Wed Thu Fri

Hours: 9:00am-5:30pm **Set work hours**

Contacts details to synchronize

The Synchronizer will prompt you if you need to change any contact synchronization settings.


Click Advanced to check the current contact synchronization settings. **Advanced...**

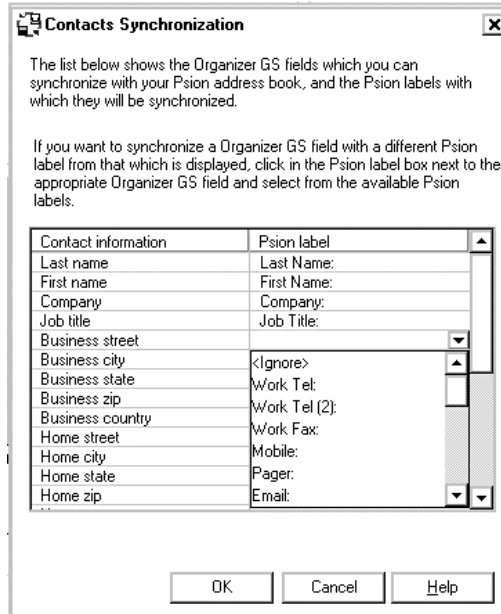
< Back Next > Cancel Help

Next, click on the **Advanced** button to set up the label mapping. Note that if you are synchronizing with the Contacts program, or have chosen not to synchronize a Data file, you may not be able to click this button. In this case you should ignore step 11 below and click the **Next** button.

- The *Contacts Synchronization* dialogue shows a table, listing the labels for Address in Organizer on the *Contact information* column, and on the right you can match these to their equivalents (if any) in your netpad Data file. To match labels:

Chapter 7: Connecting netpad To A PC
Synchronizing Your netpad With Lotus Organizer

- Find the Organizer label whose function is the same as one of your netpad Data file's labels, and then click in the box next to it in the *Psion label* column.
- An arrow  appears to the right of this box. If you click on this, a drop-down list appears, containing all the Psion labels that you have not matched. Select the label you wish to assign.
- If you do not wish to synchronize with a particular Organizer Address label, select **<Ignore>** from the drop-down list.

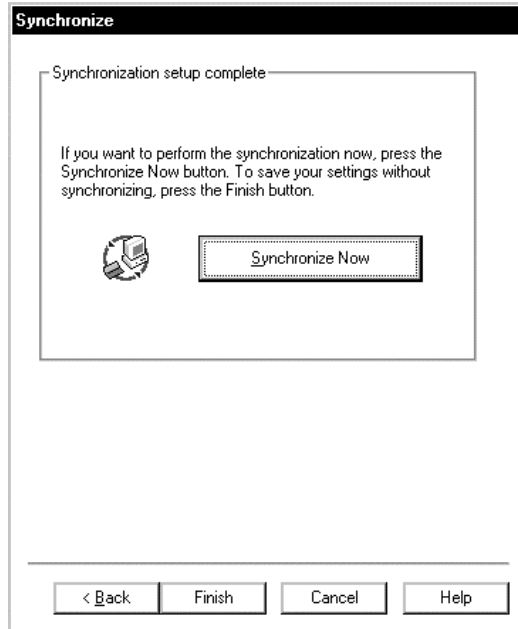


Note: Each Psion label can only be matched to one Organizer label.

12. When you have finished matching the labels, click the **OK** button and then the **Next** button.

13. To start the synchronization process immediately, click on the **Synchronize Now** button, otherwise click on the **Finish** button to complete the set-up and save the synchronization.

If this is the first time you have run the synchronization, you may see the *Contacts synchronization* dialogue described above. If there are any labels on the netpad that cannot be directly mapped, the synchronization will prompt you to do this manually.



7.7.5 Synchronizing With Organizer 97 GS (As A PIM With Group Scheduling)

When you use Organizer 97 GS as a PIM with Group scheduling, it uses your Lotus Notes Calendar and Address book. Because of this, the set up process for the synchronization is slightly different.

1. Follow the steps in "Required Information" on page 109.
2. Follow steps 1, 2 and 3 in "Creating The Synchronization" on page 111.
3. Enter the details of your Agenda and Data files or select the Contacts program as described in steps 4 and 5 of "Creating The Synchronization" on page 111.

4. In the *Scheduling environment* section, select **Notes**.
5. Enter the Notes server on which your Calendar file is stored. However, if the file is on a local disk, leave this field blank.
6. Enter the file name. If the file is on a local disk, this should be the full path to the file, in this example *c:\notes\data\calendar.nsf*.



Note: If you do not have this information, contact your Network Administrator.

7. Click the **Account** tab.
8. Enter your Notes username and password.

9. Click the **Next** button.
10. Follow steps 10 onwards in “Creating The Synchronization” on page 111.

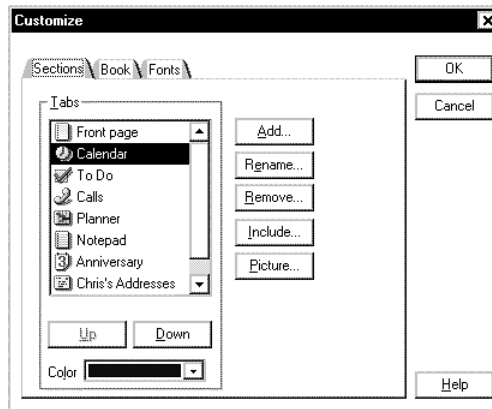
7.7.5.1 Multiple Synchronizations

It is possible to create multiple synchronizations to synchronize more than one Agenda or Data file or more than one Organizer Address section.

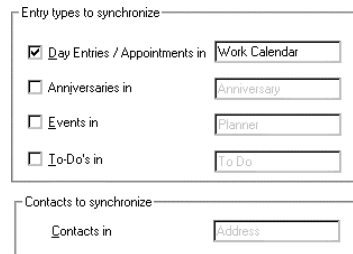
To do this, you may need to create extra Organizer sections:

1. Select **Customize** from the *Section* menu.
2. Click on the **Add** button.

3. Select the type for the new section, type in a name, for example, Work Calendar, and click **OK** twice.



4. When you create the synchronization, enter the appropriate file paths and names.
5. In the *Entry types* dialogue in step 10 in “Creating The Synchronization” on page 111, put the name of the new Organizer section against the appropriate netpad section and uncheck the rest of the boxes.



6. Click the **Next** button and carry on with the synchronization as described in the previous section.

7.7.6 Using An Existing Synchronization

Once you have set up the synchronization as above, you can use it whenever you wish. To run an individual synchronization:

1. Connect your netpad and PC.
2. Double-click on the **My Psion** icon, and then double-click on the **Psion synchronizer** icon.
3. Click on the icon for the desired synchronization(s) so that they are highlighted.
4. Click on the **Synchronize** button.

CONFIGURING COMMUNICATIONS

8

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8.1 Introduction

Before you can use the Internet and e-mail programs or the optional 802.11 radio on your netpad, some basic configuration is necessary.

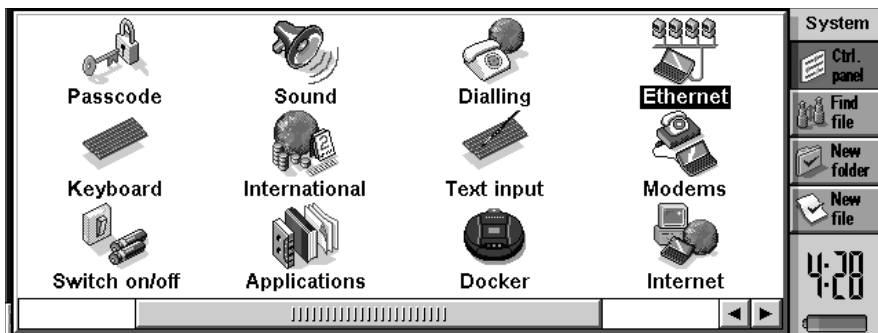
For instructions on setting up the 802.11 radio, please refer to “802.11 Radio Configuration”, below.

For instructions on using Opera (the Internet browser) and ‘Email’ (the e-mail, fax and SMS application), please refer to “Internet And E-Mail Settings” on page 128.

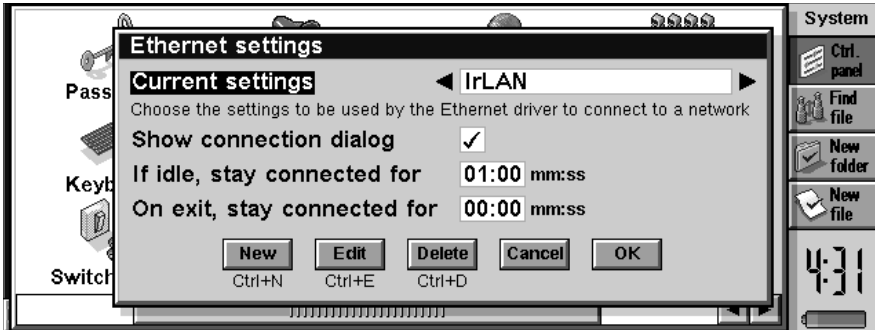
8.2 802.11 Radio Configuration

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

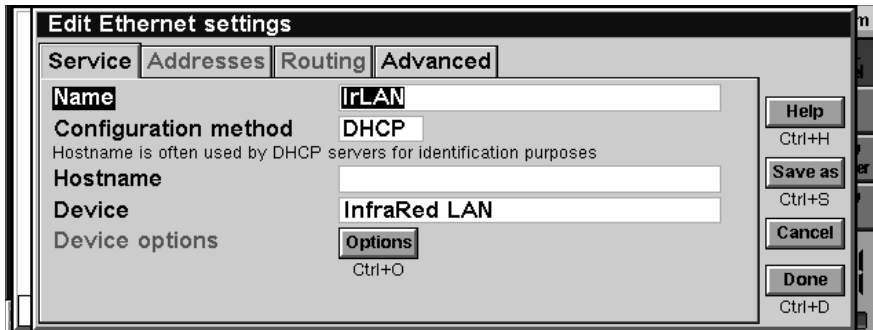
1. From Control Panel, select the *Ethernet* menu.



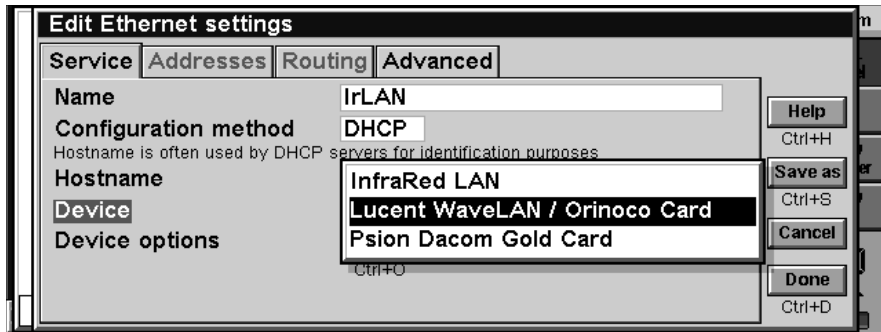
2. The **If idle, stay connected for** and **On exit, stay connected for** options can be changed by tapping the time box; the Psiboard will appear so the times can be changed to the user's settings.



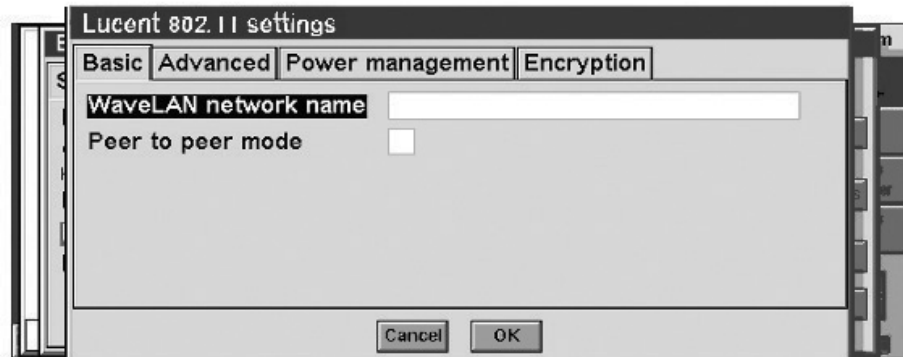
3. The user can select which LAN device to use by cycling through the current Settings options. A new connection mode can be created by pressing **New**, an existing choice can be updated by pressing **Edit**, when the following menu appears.



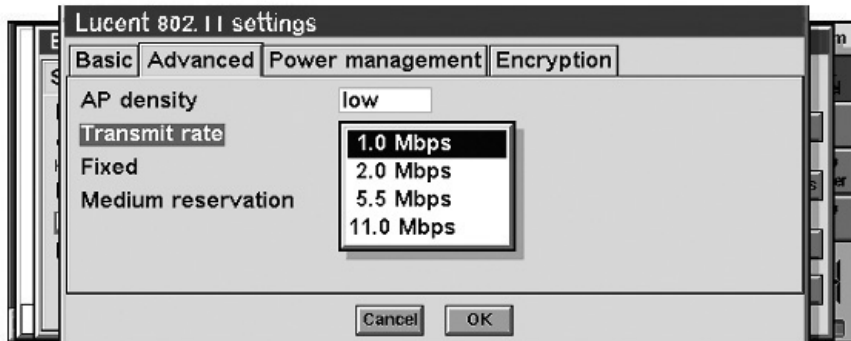
- By selecting **Device** on the previous menu, the following three options are shown. Select **Lucent WaveLAN / Orinoco Card**.



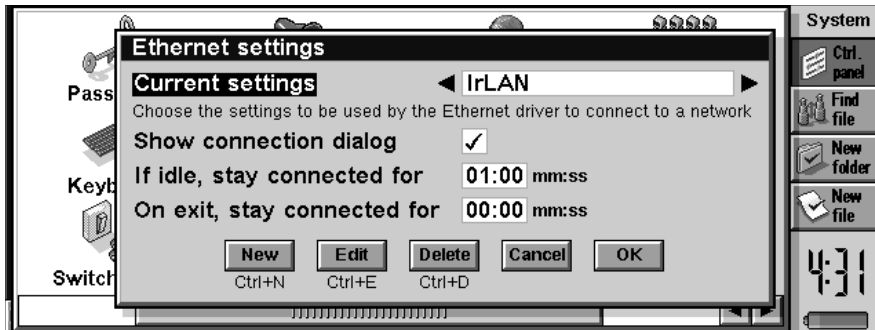
- By selecting **Device options** on the previous menu, the following menu appears. Type the **WaveLAN network name** using the Psiboard keyboard. (The network name will be provided by the 802.11 network administrator).



- By selecting the *Advanced* tab on the above screen, the following menu appears. Select the **Transmit rate** from the four options. (The 802.11 network administrator can provide the correct transmission rate). On completion of selection press **OK** to exit the menu.



- Press **Done** to exit. The following menu will appear. To complete the 802.11 configuration, press **OK**.

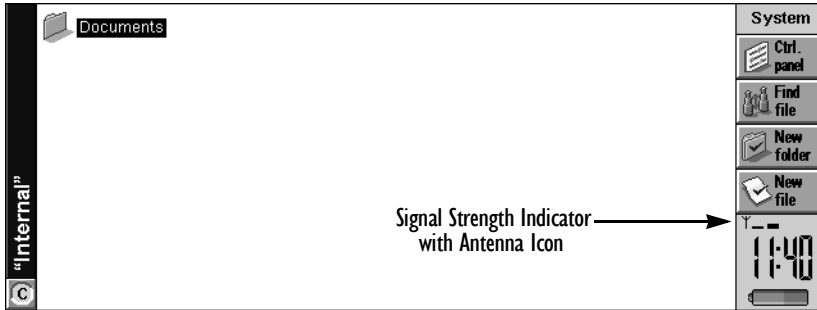


The netpad is now setup to run on an 802.11 network. To logon to an 802.11 network, the user will require a software application such as Opera or Tekterm.

- The netpad will return to the Control Panel screen.

8.3 Signal Strength Indicator

The 802.11 signal strength is shown above the time or date icon. Four bars indicate maximum strength. If the signal is lost, the antenna icon has a red cross over it.



8.4 Internet And E-Mail Settings

8.4.1 Overview

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.

8.4.1.1 Displaying Online Help

After you've set up your netpad, you can display online help about 'Email' and Opera on your netpad. In each program, select **Help on ...** from the *Tools* menu.

8.4.1.2 Using The Internet On netpad

You can use your netpad to:

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

8.4.1.3 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 when you make 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 dialling 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 129 to continue.

Connecting A PC To Access Your Mailbox

This is when you connect directly to a PC that can access your mailbox. Using PsiWin's 'Email Synchronization', you can write e-mails offline 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 PsiWin on the PC and set up 'Email Synchronization'. This manual does not include information on 'Email Synchronization'. If you wish to use 'Email Synchronization', see the PsiWin CD ROM.

8.4.1.4 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 could be 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 could be an e-mail account at your workplace, e.g. using Lotus cc:Mail or Microsoft Mail.

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*' 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 Opera program to access your e-mail provider's Web site.

8.4.1.5 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.*

8.4.1.6 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.

8.4.2 Setting Up Your netpad

8.4.2.1 How To Use Opera/Email

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 an Internet '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.
- 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'.

8.4.2.2 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.

8.4.2.3 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.



Note: *The PsiWin CD-ROM contains 'templates' for popular Internet Service Providers, including those in the UK, US and Germany. You can use these templates to help you set up your e-mail account quickly.*

Information Checklist

The checklist in Table 8.1 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.	
Username 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 8.1 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 username).	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 8.2 ISP Additional Information

8.4.3 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.

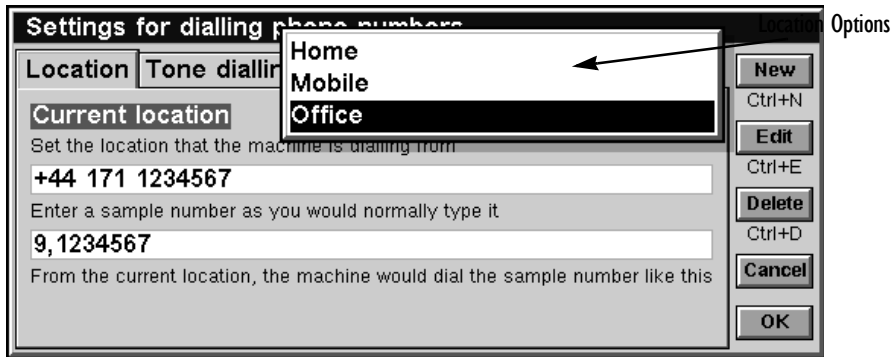
8.4.3.1 Connecting The Modem (Serial)

1. If you are not using a radio for communications, 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.



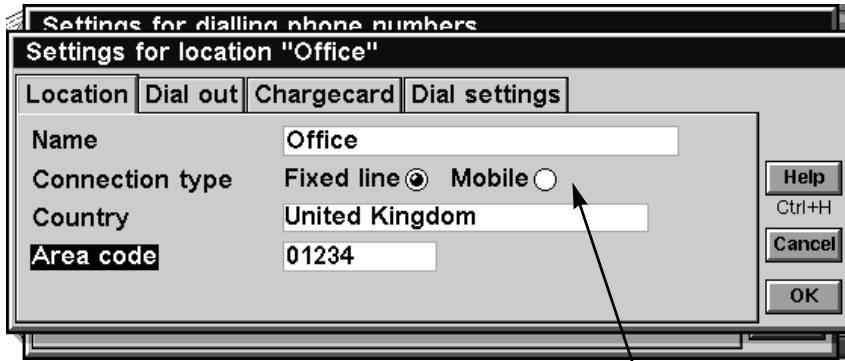
8.4.3.2 Setting Up Dialling

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. Move to the System screen and tap Control Panel on the Toolbar.
2. Open the *Dialling* icon  to display the dialling settings.
3. Tap on the **Current location** line, and select the location you're dialling from:
 - Select **Home** if you can dial without needing a prefix number.
 - Select **Mobile** if you're using a mobile phone.
 - Select **Office** if you need to use a prefix ('dial-out') number before dialling, e.g. '9'.

If you don't want to use any of these pre-defined locations, you can add a new location by tapping the **New** button and entering the appropriate details.




Settings For Chosen Location

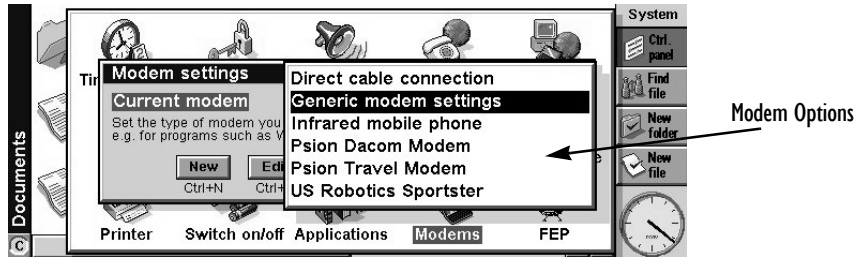
4. Tap on **Edit** and check that the dialling settings are correct for your location (this is not necessary for the 'Mobile' location), e.g. you may need to change the *Area code*.
5. Tap **OK** when you have finished setting up your dialing location.

8.4.3.3 Setting Up The Modem

To specify the type of modem you are using:

1. Move to the System screen and tap Control Panel on the Toolbar.
2. Open the *Modems* icon  to display the modem settings.
3. Tap on the **Current modem** line, and select the modem you're using:
4. Select **Generic modem settings** if your type of modem isn't shown. If the generic settings don't work for your modem, tap **New** to add a new entry for your modem. See the documentation supplied with your modem for the required settings.


5. Tap **OK** when you have finished setting up your modem.



8.4.3.4 Setting Up Internet Service

After you have set up your dialling location and modem, you need to create a new 'Internet service' and enter your Internet account settings for your service provider. See "What Information Do I Need?" on page 132 for more details on the information required.

To set up your Internet service:

1. Move to the System screen and tap Control Panel on the Toolbar.
2. Open the *Internet* icon  to display the Internet service settings.
3. Tap **New** to create a new Internet service (account).
4. On the *Based upon* line, select **Standard settings**, or if you have a 'template' file containing your ISP settings, select **Settings from file** and choose the file.

5. On the *Service* page, enter a name for your account and enter your service provider's **Standard dial-up number** (or *POP* phone number).

Enter a name for your new account

Enter a valid access phone number

New Internet service

Service Account Addresses Login Advanced

Name My ISP

Connection type Dial-up Direct

Use "smart" dialling
Turn smart dialling off to dial numbers exactly as entered

Standard dial-up number +44 123 456789

Other dial-up numbers Ctrl+E

Ctrl+H
 Ctrl+S

 Ctrl+D

6. On the *Account* page, remove the check from **Manual login** and enter the **Username** and **Password** for your Internet account.

Uncheck this option

Enter your username and password

New Internet service

Service Account Addresses Login Advanced

Manual login
Turn 'Manual login' off to send account details automatically on connection

Username your-username

Password *****

Confirm password *****

Note: Username and password are case sensitive

Ctrl+H
 Ctrl+S

 Ctrl+D

7. If your service provider requires you to specify **IP** and **DNS addresses**, you can set these on the *Addresses* page. Before you can enter IP and DNS addresses, you must first remove the checks from the **Get IP address from Server** and **Get DNS address from server** boxes.

Either check the box or enter a valid IP address

Either check the box or enter valid DNS addresses

Service	Account	Addresses	Login	Advanced
Leave 'Get address...' lines ticked unless your service provider has told you to specify the IP and DNS addresses yourself				
Get IP address from server		<input type="checkbox"/>		
IP address			111.222.33.44	
Get DNS address from server		<input type="checkbox"/>		
Primary DNS address			12.34.56.78	
Secondary DNS address			123.45.67.89	

Help
Ctrl+H

Save as
Ctrl+S

Cancel

Done
Ctrl+D

8. When you have finished entering the settings, tap **Done** to return to the Internet service settings dialogue. The new service you've created will be shown on the *Current Internet service* line. Tap **OK** to return to the Control Panel.




Note: What if I need to use a 'login script'?

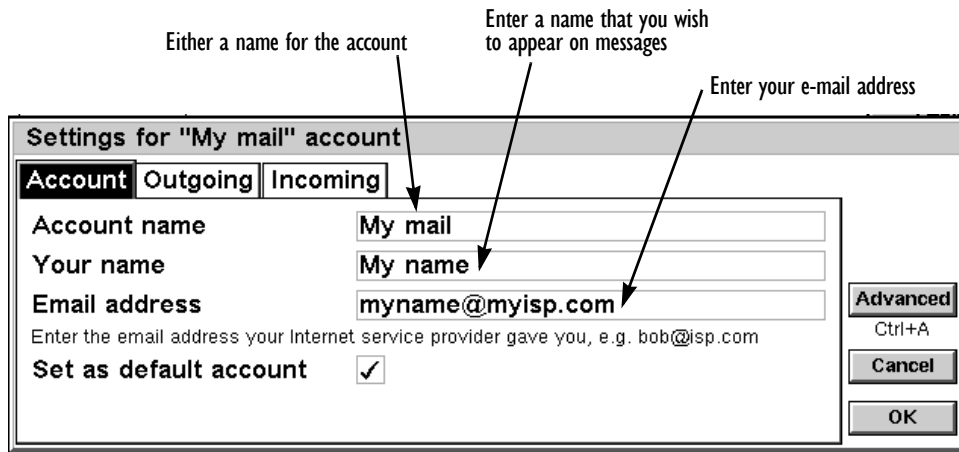
Some Internet Service Providers require that you use a login script when you connect, e.g. to send details such as your username and password. You can type in a login script on the Login page of your Internet service settings. See the 'Email' document for more information on writing login scripts.

8.4.3.5 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. Tap on the *Email* program icon .
2. Select **Email** from the *Add new account* command on the *Tools* menu.
3. On the *Account* page:
 - Enter a name for your account (this can be anything you want).
 - Enter your name as you want it to appear on all e-mails you send on the **Your name** line.
 - Enter your e-mail address, e.g. "my.name@myisp.com".
 - If the **Mailbox type** line is displayed, choose the mailbox type, e.g. 'POP3' or 'IMAP4'.



Settings for "My mail" account

Account | Outgoing | Incoming

Account name: My mail

Your name: My name

Email address: myname@myisp.com

Enter the email address your Internet service provider gave you, e.g. bob@isp.com

Set as default account:

Advanced
Ctrl+A
Cancel
OK

4. On the *Outgoing* page:

- Enter your outgoing mail (SMTP) *server address*, e.g. “smtp.myisp.com”.

Settings for "My mail" account

Account | **Outgoing** | Incoming

Email (SMTP) server smtp.myisp.com
Enter the email server for your Internet service provider, e.g. mail.isp.com

Auto send on opening

Advanced
Ctrl+A
Cancel
OK

5. On the *Incoming* page:

- Enter your incoming mail (POP3 or IMAP4) *server address*, e.g. “pop3.myisp.com”.
- Enter your **Mailbox login** (or *username*) and **Mailbox password** (these may be the same as your Internet *username* and *password*).

Settings for "My mail" account

Account | Outgoing | **Incoming**

POP3 server pop3.myisp.com
Enter the POP3 server for your network provider, e.g. mail.isp.com

Mailbox login your-username
Enter the mailbox login your network provider gave you

Mailbox password *****

Confirm password *****
Passwords are case sensitive

Advanced
Ctrl+A
Cancel
OK

6. Tap **OK** when you've finished entering your e-mail account settings.

You are now ready to use your Opera and e-mail applications.

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9.1 Introduction

You can print from most of the programs on the netpad, including Data, Agenda, Word, Contacts, Sheet, Sketch and Program.

To print, you need one of the following:

- A printer, which is IrDA (Infrared) compatible, if you wish to print files using Infrared.
- PsiWin installed on your PC, if you wish to print files via a PC.
- A Serial Printer Link to connect to a serial printer.

Before you start printing, you need to specify:

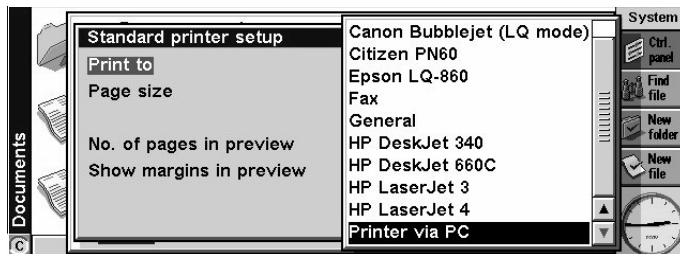
- The method by which you are going to print.
- The “printer driver” for the printer you wish to use.

9.2 Setting Up The Printer

You can select the standard printer you normally use to print out files on the netpad from the System screen. The printer you select in the System screen is used for all programs unless you select a different printer from within a program, to use for that program only.

To select the standard printer:

tap Control Panel on the Toolbar, or select the Control Panel command from the *Tools* menu. Select the **Printer** icon, and select the printer model in the *Print to* line.



To select a different printer to use for an individual program:

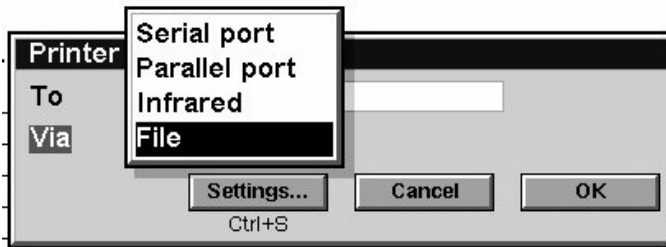
open the program for which you want to change from the standard printer. Select the **Print setup** command from the *Printing* commands on the *File* menu, and press the **Printer** button to change the printer model and/or port.

9.2.1 Printing Using Infrared

You can print directly from the netpad to any Infrared capable (IrDA) printer.

To set up for Infrared printing:

1. Select the **Printer** icon from the Control Panel in the System screen, or the *Print setup* command from the *Printing* commands on the *File* menu.
2. If necessary, press the **Printer** button. Select the printer model in the *Print to* line and select **Infrared** as the method via which you want to print.



3. If you want, check the layout of the document using *Print preview*, then select the **Print** command from the *Printing* commands on the *File* menu.
4. Enter the range of pages and number of copies.
5. Point the netpad at the printer, making sure that the netpad and printer are no more than one metre apart, and press **Print**.

9.2.2 Printing To A Serial Printer

You can print to a serial printer a Serial Printer Converter to connect to the printer. To set up your netpad to print via a serial printer:

1. Select the **Printer** icon from the Control Panel in the System screen, or the *Print setup* command from the *Printing* commands on the *File* menu in the program that you want to print from.
2. If necessary, press the **Printer** button. Select the printer model in the *Print to* line and select **Serial port** as the method via which you want to print.

You can change the settings for the serial port and handshaking by pressing the **Settings** button.

9.2.3 Using PsiWin To Print Via A PC

You can use PsiWin to connect your netpad to a PC. You can then print files from your netpad to almost any of the printers installed in Windows on your PC, whether directly connected, or networked to your PC.

1. Select the **Printer** icon from the Control Panel in the System screen, or the *Print setup* command from the *Printing* commands on the *File* menu in the program from which you want to print.
2. If you are printing from within a program, press the **Printer** button.
3. Select **Printer via PC** in the *Print to* line.

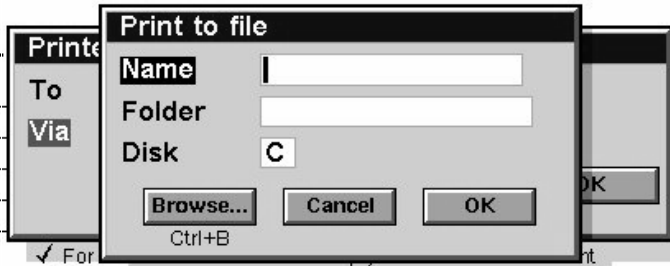
You can now print a file using PsiWin to print via a PC. Refer to the PsiWin online help for more information.

9.2.4 Printing To A File

You can use the netpad to print a document to a file. To set up your netpad to print to a file:

1. Select the **Printer** icon from the Control Panel in the System screen, or the *Print setup* command from *Printing* commands on the *File* menu, in the program from which you want to print.

2. If necessary, press the **Printer** button. Select the printer model in the *Print to* line and select **File** as the method via which you want to print.
3. Press the **Settings** button to specify the name of the file, and the folder and disk to which you want to print. Press **OK** to redisplay the Printer setup dialogue.



When you print the file, it will be saved in the file you specified in the *Print to file* dialogue.



Important: *Ensure that you use the correct file name, folder and disk drive. If a file of the same name already exists, it will be deleted and replaced with the new file that you are printing.*

9.3 Selecting The Printer Model

You can choose to print to various printer models.

To select a printer:

1. Select the **Printer** icon from the Control Panel in the System screen, or the **Print setup** command from the **Print** button or the **Printing commands** on the *File* menu, in one of the programs from which you can print.
2. If necessary, press the **Printer** button. Select the printer to which you want to print in the *Print to* line.
3. If required, change the method via which you want to print.



Note: *When printing via a PC, you can only change the printer model on the PC. Refer to the PsiWin online help for more information.*

9.4 Page Setup

You can change the size of the page and specify other layout settings by selecting the **Page setup** command from the **Print** button or **Printing** commands on the *File* menu:

- Select the size of the page on which you want to print (e.g. A4) and the page orientation. If the page size you require is not in the list of sizes, select **Custom**, and then type in the width and height of the page you want.
- Use the *Margins* page to change the distance between the edge of the paper and the text.
- Use the *Header* and *Footer* pages of the dialogue to enter the text that you'd like printed at the top and bottom of each page. You can format the header and footer text, and insert other information in it, including page numbers and the date.
- Use the *Other* page to specify where you want page numbering to begin in the document, and from which page you want to display the headers and footers.

9.5 Previewing A Document

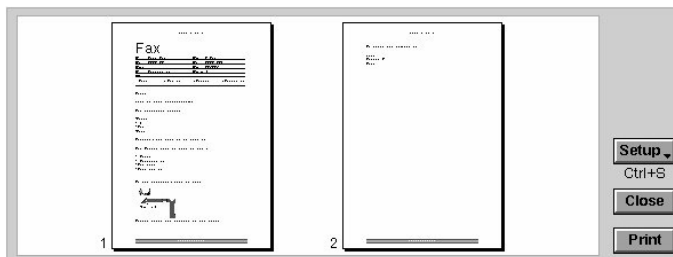
You can see how the document will look when printed by selecting the **Print preview** command from the **Print** button or the **Printing** commands on the *File* menu.

To select the page you want to preview, press the **Go to** button and enter the number of the page you want to view.

You can change the setup of the printed page and preview from the Print preview dialogue by pressing the **Setup** button to display a list of options:

- To change the layout of the page, select **Setup**.
- To specify the number of pages shown in the preview and whether you want to view the margins, select **Preview**.

- To change the printer model and method, select **Printer**.



9.6 Printing A Document

You can print out all or part of a document from the Contacts, Data, Agenda, Word, Sheet, Sketch and Program editor programs.

To do this:

1. Tap the **Print** button or select the command from the *Printing* commands on the *File* menu.
2. In the dialogue you need to specify how many copies of the selected pages you want to print.
3. (In Word you can also change the range of pages to print in a multi-page document. If you don't change the range, one copy of the whole document will be printed.)
4. Press **OK** to start printing the document.

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10.1 Overview

Your netpad is powered by a powerful Lithium Ion battery pack, which under normal operating conditions will provide power for up to 8 hours use (See “Prolonging Battery Life” on page 156). 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. Your 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.*

The netpad can be powered from the mains when used in the docking station. When the netpad is powered from the docking station, it will also charge the battery pack. The netpad should be connected to the docking station or recharging station as soon as you start getting the low battery message.

If using your netpad for extended periods when you are unable to use mains power, it's best to keep two battery packs. Contact your Psion Teklogix distributor for details.

Backup power is provided by a rechargeable lithium coin cell. This provides power when the main battery pack is being changed and provides enough power to maintain the memory for a few hours.

10.2 How Do I Check The Battery Power?

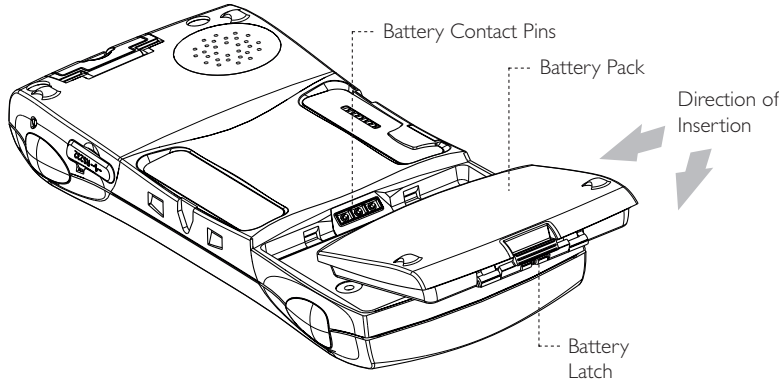
To check the battery power, move to the System screen and select **Battery** from the *Information* menu. The Summary pane gives a brief description of the state of the main battery and the backup battery as well as a percentage of charge remaining. See “Battery Monitoring” on page 157 for details on the meaning of the data shown.

10.3 Changing The Batteries

If you are using your netpad away from the charger for more than 8 hours continuous use, and have a spare battery pack, you can change it when the battery warning is displayed. To do this:

1. Ensure that the backup battery is in good condition. (Move to the System screen and select **Battery** from the *Information* menu.)

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



10.4 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.*
- *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.*

10.5 Prolonging Battery Life

You can take steps to help your batteries last longer:

- Turn the screen brightness down
- Turn off the remote link when not in use.
- Set Auto switch-off.
- Use Data and Agenda files on the Internal disk (C) instead of an MMC (D), as the netpad requires more power to write to the multimedia card.

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, move to the System screen and select **Battery** from the Information menu.*

10.6 Battery Monitoring

Your netpad battery contains a smart battery monitor that tracks the charging and discharging of the battery as well as providing information on the current, voltage, temperature and other information provided by the manufacturer. Because the discharge curve on the voltage of the battery is extremely flat and is strongly affected by the temperature, it is not possible to give an accurate picture of the charge remaining in the battery by measuring its output voltage.

In this case it is much more accurate to measure the total charge in the battery and that is what is presented in the dialogue shown in the System screen by selecting *Battery* from the *Information* menu.

However, there are some circumstances where it is not possible for the monitoring chip to accurately track the current used. This is most commonly the case when the unit is in standby or the battery has been removed from the netpad. In this case, software within the netpad will apply corrections to the remaining battery capacity figure when the unit is next switched on.

To provide accurate measurements, ensure that you follow the correct procedure for changing batteries:

Always switch off the netpad before removing the main battery. If the battery monitor status displays “Unreliable”, the software is not able to accurately determine the amount of capacity left. Ensure that the battery is left to fully charge before relying on the capacity information given.

Under the *Advanced* tab on the Battery information screen, there is a parameter labeled “Degradation”. This is an indicator of the overall condition of the battery and reflects the number of times it has been charged and discharged. When the Degradation figure reaches 100% the battery should be disposed of and replaced.

NETPAD ACCESSORIES

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11.1 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.

11.2 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 and MMC” 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 164 for details.</p>	1201 0050 0001	

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.	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 EPOC Developer's CD The netpad EPOC 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>		

11.3 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 printers, 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).



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12.1 General Troubleshooting Tips

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

12.1.1 If An Alarm Doesn't Ring

If the alarm sounds are like beeps, your battery is too low to play the alarm sound you have chosen.

It may also be that the *Sound* is off so that the alarm screen is displayed but the sound is inaudible. The alarm screen will indicate if the sound is off or silenced for a particular period. Use the *Sound* icon from the Control Panel in the System screen to switch the sound back on again.



If an alarm is due to ring while you are recording another sound, the alarm will be postponed until you have finished your recording.

12.1.2 World 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. See the *Time User Guide* document for more details.

12.1.3 A File Appears To Have “Vanished”

When you tap on a program icon, the netpad will open the program with the file that you last used. If you only use one Agenda file, for example, this will always be displayed when you tap the **Agenda** icon.

However, if you move or rename your file, the netpad will not be able to find this “last used” file when you tap the program icon. So, it looks for a file with a standard filename (e.g. Word, Agenda, Sheet etc.) and displays this file instead. If there is no file with this name in the standard folder, a new file is created.

You can re-open the original file from its new location using the *Open file* command on the *File* menu.

12.1.4 If You Forget Your Password

If you forget a password set for a Word or Sheet file, you will not be able to open the file again until you remember the correct password.

If you forget the passcode set for the whole machine (see “Setting A System Passcode” on page 52), 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. See “How To Reset The netpad” on page 169 for more information.

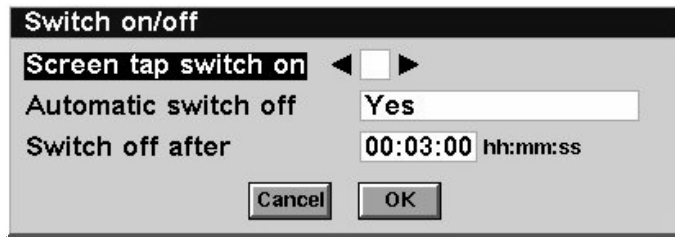
12.1.5 The netpad Doesn’t Turn On/Off

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 another, charged one.

If the netpad doesn't seem to turn off:

- Check the automatic switch off time using the *Switch on/off* icon from the Control Panel in the System screen.



Note: If you use OPL, note that a running OPL program can prevent automatic switch off if it neither pauses nor waits for a keypress.

12.1.6 How To Reset The netpad

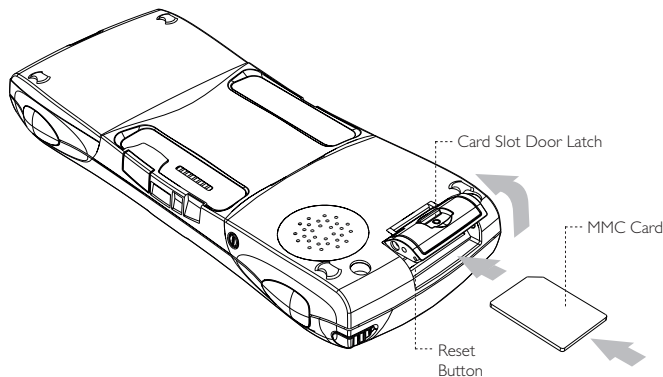
If you find that you cannot exit a program normally, move to the System screen and select the **List open files** command from the *File* menu. Select the program from the list and press the **Close file** button.

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 (especially if the contrast adjustment still appears to work), 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 (such as Word or Sheet files) will be lost. Your other files on the Internal disk will almost always be safe.

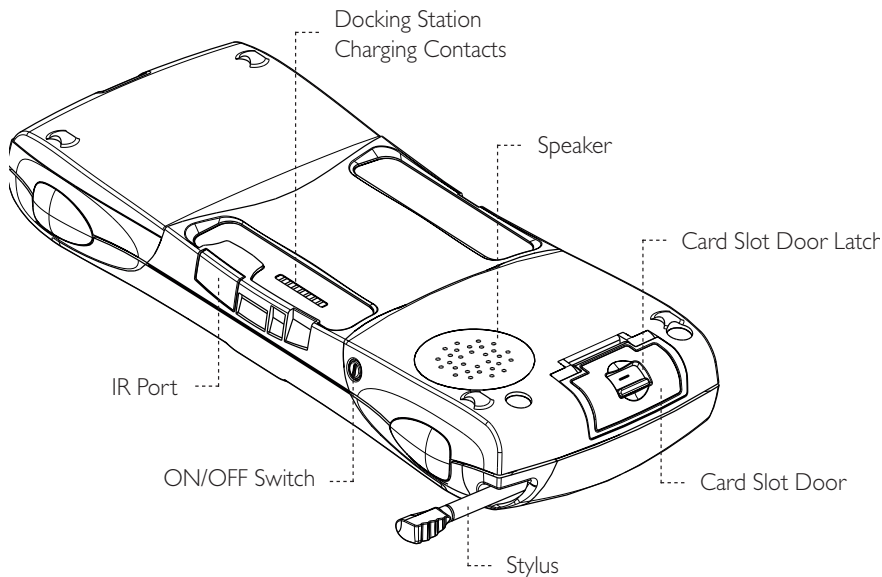
It is possible (although unlikely) that a program failure causes the reset to lose the information on the Internal disk; it could even prevent the reset from working at all. If this happens, you will have to perform a “hard reset”.

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.***



12.1.7 Can't Place The netpad In The Docking Station

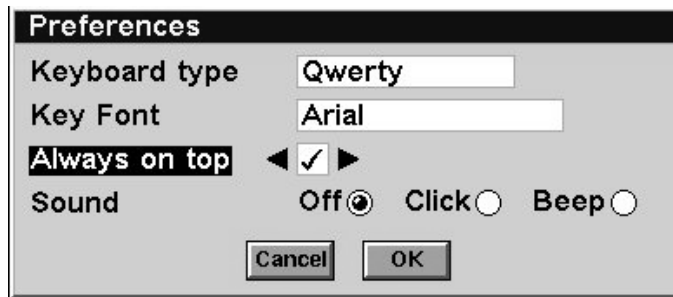
If you are having difficulty putting the netpad in the docking station, you may be attempting to insert it upside down. Push the netpad into the docking station until you hear a click.

12.1.8 The Command Icons Don't Work

If tapping a Command icon has no effect, then you may have moved the Psiboard behind the icons. Move it to the main area of the screen by dragging the title bar. Then try again.

12.1.9 The Keyboard Disappears

If the soft keyboard, the Psiboard, disappears, you can set the Preferences to 'Always on top'. Then it will remain displayed even when you move from screen to screen. To do this, display the keyboard and tap the **P** icon in the top right-hand corner. Then select **Always on top**.




If you cannot see the keyboard, you may have minimized it. In this case, only a small portion of the title bar is displayed in the bottom left-hand corner of the screen (as shown here). Tap on the underline maximize symbol to open the Psiboard again.



12.1.10 Using HyperTerminal To Locate A Connection Problem

HyperTerminal is a basic communications program that comes as part of Windows 95/98/NT 4.0.

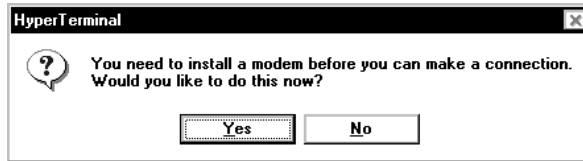
1. Before using HyperTerminal, right-click on the **PsiWin Connection Server** icon, — or , and select **Close**.
2. Start HyperTerminal by clicking the **Start** button, selecting **Programs**, then **Accessories**, and then **HyperTerminal**.



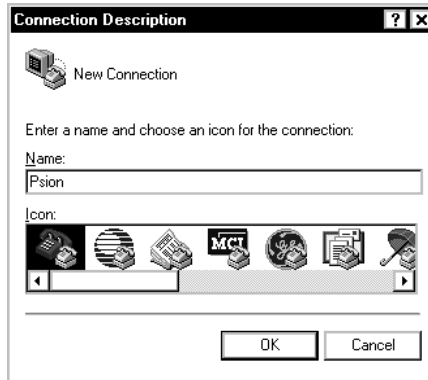
Note: This is slightly different in NT 4.0. With NT, click **Start**, then **Programs**, then **Accessories**, then **HyperTerminal** and finally, **HyperTerminal** again.


Chapter 12: Troubleshooting netpad/PsiWin
Using HyperTerminal To Locate A Connection Problem

3. You should then see an icon named **Hypertrm** or **Hypertrm.exe**. Double-click this icon.
4. If you then get a dialogue asking whether you would like to install a modem, click the **No** button.




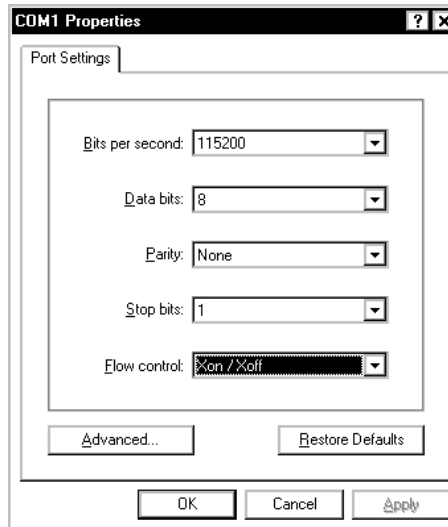
5. In the Connection Description dialogue, type in a name for the HyperTerminal session, then click the **OK** button.



6. In the Phone Number dialogue, click on the  button on the Connect using line and select the COM port that you have the PsiWin cable connected to. Then click the **OK** button.



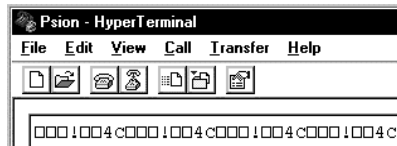
7. In the next dialogue, click the  button on the *Bits per second* line and select the baud rate you have set on the netpad. In the same way, change *Data bits* to **8**, *Parity* to **None**, *Stop bits* to **1** and *Flow control* to **Xon/Xoff**. Then click the **OK** button.



8. If you get an error message saying **Unable to open COM x**, then there is another device using the COM port and preventing PsiWin from using it. This could also be due to an incorrectly installed Com port.



9. If you get a series of characters repeating across the screen at regular intervals, this means that a signal is coming through from the netpad. In this case, you should try re-installing PsiWin on the PC.



10. If you get just a flashing cursor in the corner of the screen, try a soft reset on the netpad. If you still get a flashing cursor after this, it means that you have either a faulty PsiWin cable or a faulty serial port on the netpad.

12.2 PsiWin 2.3 Connection Problems Using Windows95/98/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 PsiWin 2.3. It also presumes you have already gone through the online help documents that come with PsiWin 2.3 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.

12.2.1 Tips When Installing PsiWin 2.3

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

If you need to re-install PsiWin 2.3, make sure you uninstall the previous version first:

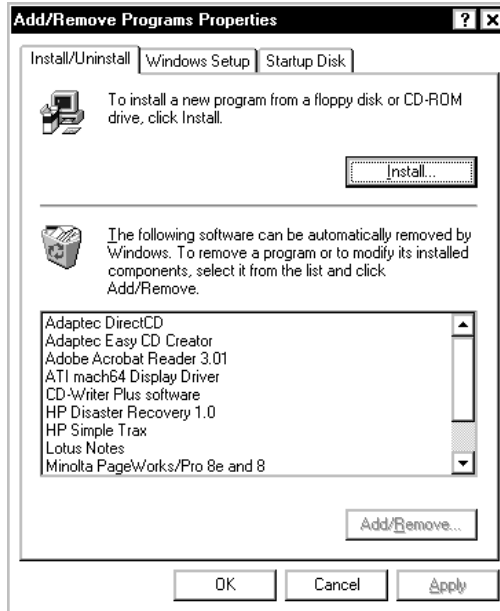
1. Click on the **Start** button and select **Settings**, then **Control Panel**.

2. Double click the **Add/Remove Programs** icon. Select **PsiWin 2.3** in the list and then click the **Add/Remove** button.



Important: *You must re-start your PC before re-installing PsiWin 2.3 or you will experience problems.*

3. See the ‘*Installing and Setting Up PsiWin*’ document for more details.





12.2.2 Basic Troubleshooting For Your netpad

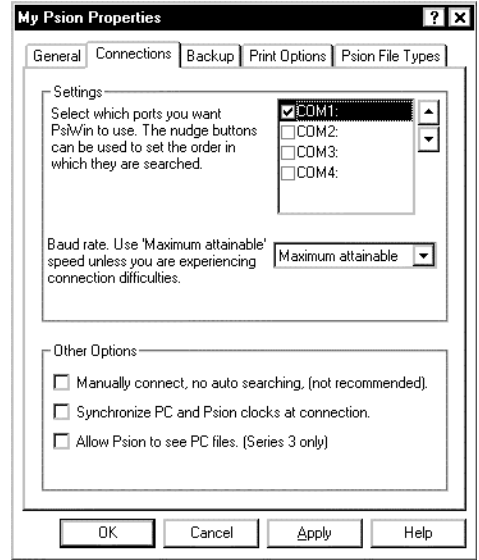
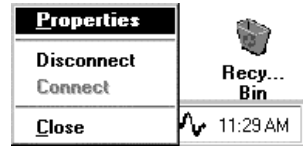
1. Close down all applications (especially Comms because it blocks the port).
To do this, go to the System screen and select **Close files** from the **Close** cascade on the **File** menu. When asked if you wish to “Close all files/programs?”, tap the **Yes** button.

2. Check that the *Remote* link is switched **ON** at the netpad end of the link.
Go to the System screen and select **Link to desktop** from the *Tools* menu. Check that the link is set to **Cable**. Tap the **OK** button to confirm this setting.
3. Try lowering the baud rate.
The baud rate is set in the *Remote Link* dialogue. Try **57600,19200** and **9600** in turn. Remember that the lower baud rate will not take effect until you confirm it by tapping the **OK** button.
4. Reset the port.
This is particularly useful if you have linked successfully in the past but the link is now failing. Go to the System screen and select **Close files** from the *Close* cascade on the *File* menu. Change the option to **OFF** and tap the **OK** button. Select **Close files** from the *Close* cascade on the *File* menu again and reset the link back to **Cable**. Then tap the **OK** button.
5. Perform a soft reset on the netpad.

12.2.3 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 PsiWin Connection server icon is in the bottom right-hand corner of your PC Screen. When you are not connected, it is a straight line . When you have made a successful connection, it becomes a wiggly line .

- Right-click the **Connection server** icon and choose **Properties** from the pop-up menu that appears.
 - On the *Connections* page of the My Psion Properties dialogue, make sure that baud rate is set to **Maximum attainable**.
 - It is possible for PsiWin 2.3 to conflict with a modem or mouse. Symptoms are the mouse pointer intermittently locking up or software that uses the modem intermittently freezing. Uncheck the COM Ports that are used by other devices.
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.



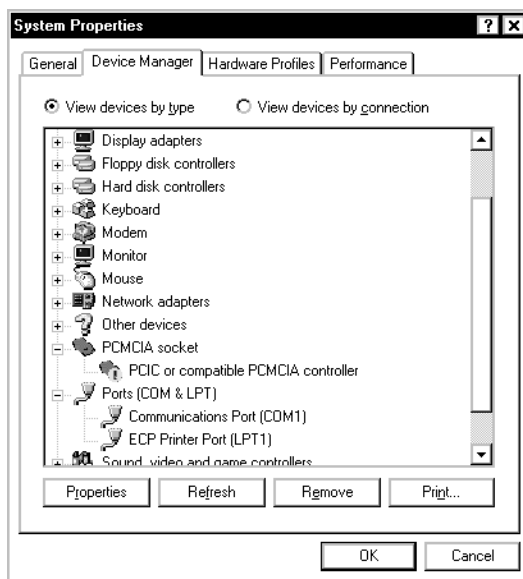
12.2.4 Device Conflicts

To check for device conflicts:

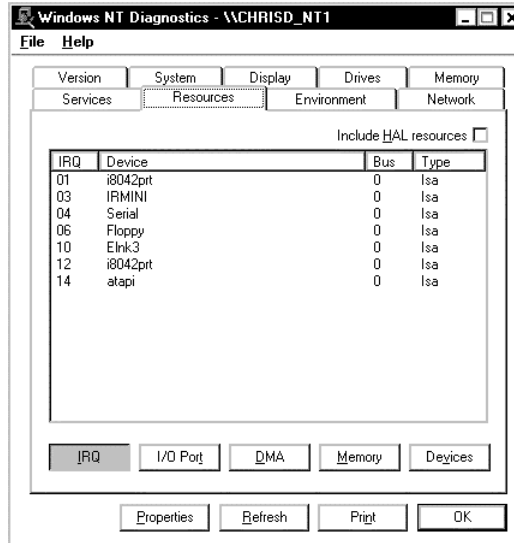
1. Click on the **Start** button, select **Settings** and then **Control Panel**.
2. Double-click on the **System** icon.
3. On the *Device manager* page of the System properties dialogue, check for icons marked with a  symbol.



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 PsiWin 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.



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

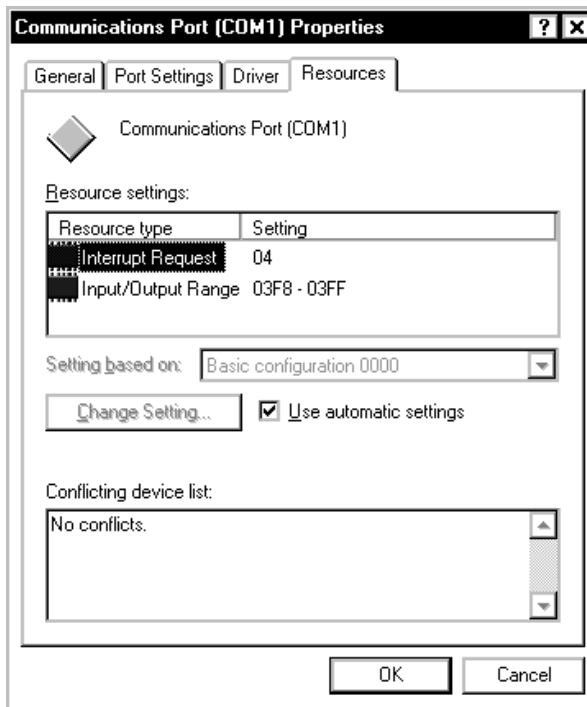
If you have a Fax/Modem using COM Port 3 or 4, and PsiWin on COM 1 or 2 (or vice versa), you may have trouble when trying to connect with the netpad.

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 PsiWin 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.

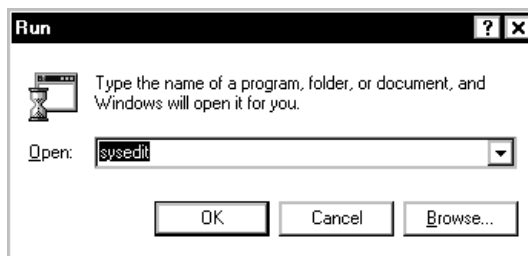


If you have an external modem and have unplugged it to use the Psion Teklogix serial cable on the same port, you will not get a connection. Windows 95/98/NT 4.0 reserves this port for use with the modem and so you will have to use another port.

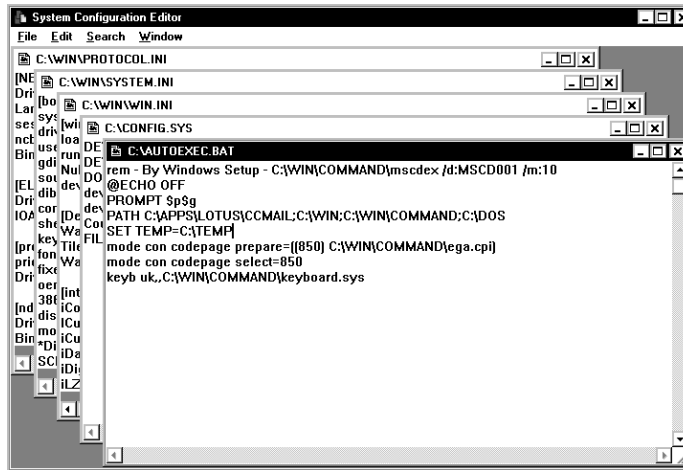
12.2.6 The Temp Folder

The PsiWin 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.

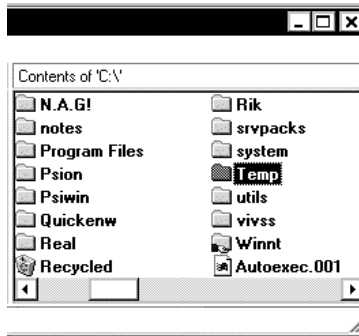


2. Click on the **AUTOEXEC.BAT** title bar.
3. Look in this window to see if it has a line that starts **SET TEMP=**. If this line exists, check that the folder that it points to exists and create the folder if not.

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.

12.3 Troubleshooting PsiWin 2.3 Synchronization Problems

This section discusses various problems that may be encountered when synchronizing Agenda and Data files, or the Contacts program (with Microsoft Outlook 97/98, Microsoft Schedule+ 7.0/7.0a/7.5, or Lotus Organizer 2.1/97/97GS).

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 7: “Connecting netpad To A PC” first. These explain the correct way to set up a synchronization.

12.3.1 Basic Troubleshooting For Synchronization Problems

By far the most common cause of a synchronization failing, apart from the wrong files being chosen in the set up, is corruption or spurious entries in one of the files.

To test whether this is the case, synchronize a new Agenda and/or Data file with a new Outlook profile, Schedule+ file or Organizer file. If this synchronization works then the problem is with one of the original files.

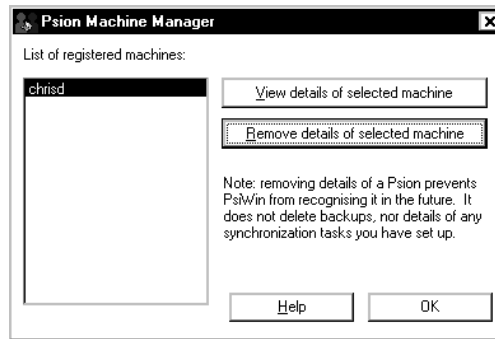
A process of elimination, by synchronizing one file at a time with blank files, should highlight which file is at fault. If the synchronization with new files does not work, look through the list of common problems later in this manual to see if the particular problem is listed. If not, it is likely that either PsiWin or your PC PIM is not installed properly (for example, with Outlook 98 you will need a full installation for synchronization to work). See the ‘*Installing and Setting Up PsiWin*’ document or contact the supplier or manufacturer of your PC PIM.

12.3.2 Other Things To Try

1. Delete your netpad details in PsiWin.

When PsiWin 2.3 connects to a machine for the first time, it asks you to enter a name for that machine. This registers details about your netpad on your PC. Sometimes this information can become corrupt.

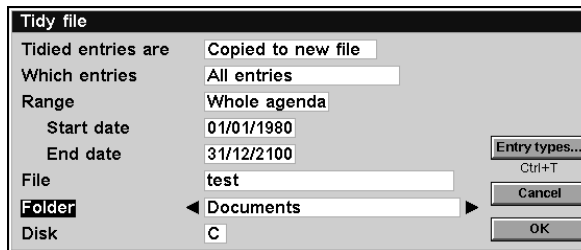
- Click the **Start** button and select **Programs**, then **PsiWin 2.3**, and then **Machine Manager**. This displays a list of the currently registered machines.



- Highlight your netpad and click **Delete This Owner**, or just click the **Remove details of selected machine** button.

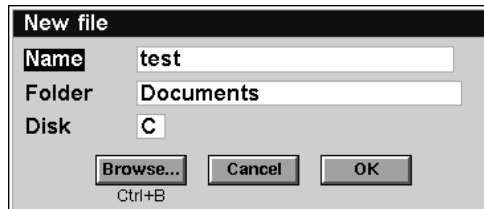
The next time you connect your netpad, you will be asked to give it a name. Type in a different name from the machine name you have just deleted.

2. Make a new backup and recreate any synchronizations.
3. If this doesn't solve the problem, try a Tidy/archive operation on your Agenda file or a Merging in operation on your Data file.
 - To perform a Tidy/archive operation in Agenda, open the file, and select **Tidy/archive** on the *More* cascade from the *File* menu. Change the *Tidied entries are* line to **Copied to new file**. Select **All entries** on the *Which entries* line, and change the *Range* line to **Whole agenda**.

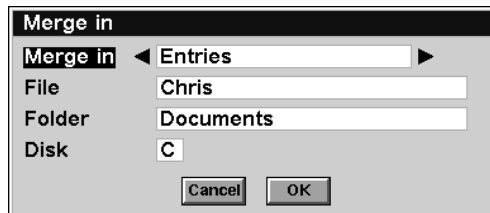


Enter a file name (in this example, *Test*) and select a folder and disk to create the file in. Then tap the **OK** button or press **Enter**. This will extract all the information from your Agenda into a new file (in this example, *Test*). Note that this is *not* the same as copying the file.

- To perform a Merge in operation on a Data file, open the file and press **Ctrl + N**. Enter a name for the new file (in this example, *Test*), select the folder to create it in and press **Enter**. This will automatically launch the new file.



In this new file, press **Shift + Ctrl + I**. In the *Merge in* dialogue, change the *Disk* and *Folder* lines to the disk and folder on which your original Data file is kept, and select the file name on the *Name* line. Then press **Enter**.

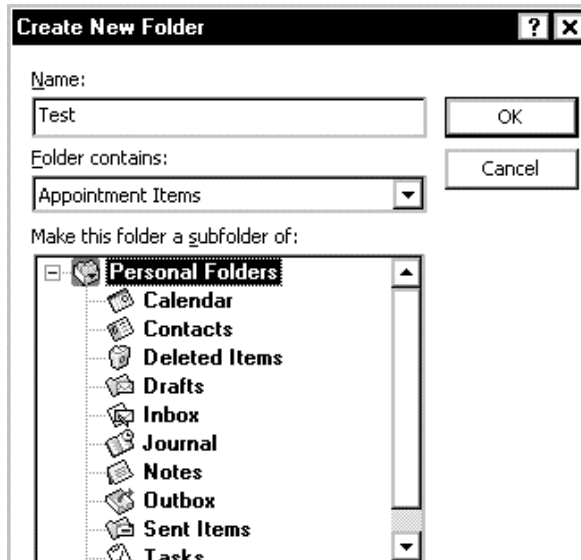


4. Set up a new synchronization, or synchronizations, to use the newly created files.
5. If you still have no success, export your PC PIM's file or folders as text and re-import them into a new file or new folders. For information on how to do this, see below for Microsoft Outlook, page 187 for Schedule+ 7.x, and page 190 for Lotus Organizer.

6. Check your PC PIM for spurious entries. These include:
 - Repeating entries with only one occurrence.
 - Alarmed entries with a reminder set for before 1980.
 - Entries with a carriage return at the end of the subject line.
 - In Outlook, entries with a ‘crossed swords’ symbol. Double-click on the symbol to resolve the problem.

12.3.3 Exporting And Re-importing A PC PIM With Outlook

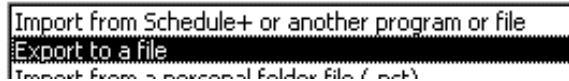
1. Create a new folder to receive the information that you are about to export. To do this:
 - In Outlook, select **Folder** in the *New* cascade from the *File* menu.
 - Type in a name for this folder (in this example, *Test*), select which type of information this folder is going to contain (this should be the same as the folder you are exporting, in this example, *Appointment Items*), and select the top-level folder in the list of folders (in this example, *Personal Folders*).



- Then click the **OK** button. The new folder appears in the folder view in Outlook (if you have this showing).

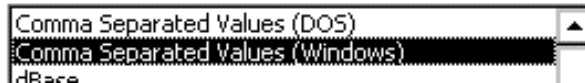
2. Select **Import and Export** from the *File* menu.
3. Select **Export to a file** and click the **Next** button.

Choose an action to perform:



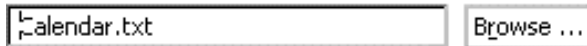
4. Select the folder you wish to export (in this case, *Calendar*). And click the **Next** button.
5. Select **Comma Separated Values (Windows)** and click the **Next** button.

Create a file of type:



6. Type in a name for the export file (in this example, *Calendar.txt*) and click the **Next** button. Then click the **Finish** button.

Save exported file as:



7. To import the file into a new folder, select **Import and Export** from the *File* menu.

Choose an action to perform:



8. Select **Import from Schedule+ or another program or file** and click the **Next** button.
9. Select **Comma Separated Values (Windows)** and click the **Next** button.

Select file type to import from:

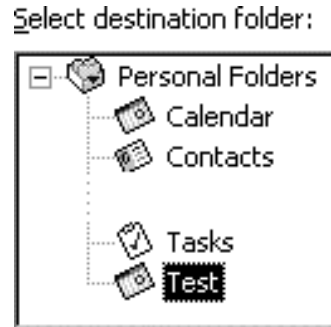


10. Type in the name you gave the export file (in this example, *Calendar.txt*) and click the **Next** button.

File to import:

11. Select the folder that you created earlier (in this example, *Test*) and click the **Next** button. Then click the **Finish** button.

Set up a synchronization to use the new folder.



Note: It may also be necessary to set up a new Outlook profile and import the data into this. See page 192 for information about creating a new Outlook profile.

12.3.4 Exporting And Re-importing A PC PIM With Schedule+ 7.x

1. Create a new Schedule+ file. To do this:
 - Select **New** from the *File* menu.
 - Type in a name for the new file, for example, *Test*.
 - Click the **Save** button.
2. To export your data to a text file, open the original Schedule+ file, and select **Text** in the *Export* cascade from the *File* menu.

3. Select the type of items you wish to export (in this example, *Appointments*), and click the **Next** button.
4. Select the date range you wish to export and click the **Next** button.
5. In the next two dialogs, accept the defaults by clicking the **Next** button twice.
6. Click the **Add All** button to export all the fields and then click the **Next** button.

Appointments
 To Do List
 Events
 Contact List

Export range

From:

To:

Export fields:


Alarm Time	
Creator	
Description	
End Date	
End Time	
Notes	
Private	
Recurring	
Start Date	
Start Time	
Tentative	
Where	

7. Type in a name for the export file, or accept the default, and click the **Finish** button.

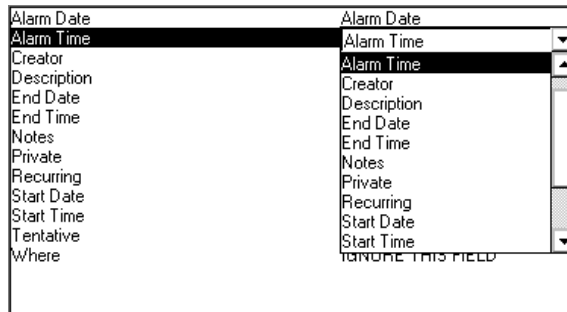
File name:

8. To import, first open the new Schedule file you created earlier by selecting **Archive or Project Schedule** in the *Open* cascade from the *File* menu.

File name:

9. In this file, select **Text** from the *Import* cascade from the *File* menu.
10. Type in the path and name of the export file. If you accepted the default when exporting, this will already be entered. Then click the **Next** button.
11. Accept the defaults in the next two dialogs by clicking the **Next** button twice.
12. Select the type of data in the export file (in this example, *Appointments*), and then click the **Next** button.
13. On the final screen, map the fields between the two Schedule+ files. Opposite each field, to its right it says IGNORE THIS FIELD. Click on this and a down arrow  appears. Click on this and a list of field types appears. Select the type that corresponds to the field on the left. Do this for all the fields and click the **Finish** button.

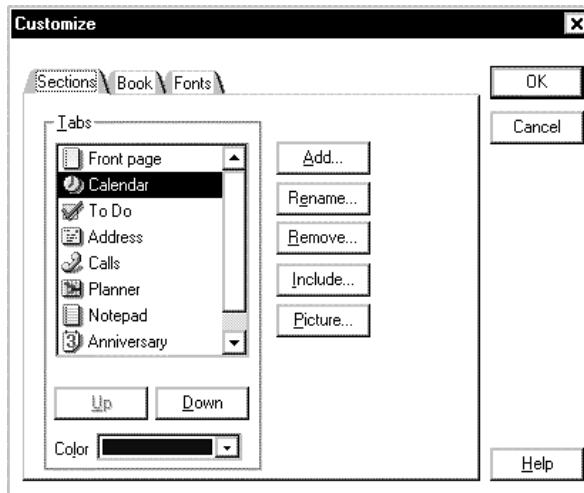
- Appointments
- To Do List
- Events
- Contact List



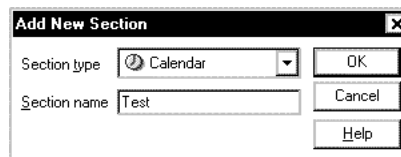
14. Set up a new synchronization to use the new Schedule file.

12.3.5 Exporting And Re-importing A PC PIM With Organizer

1. Create a new section to receive the information that you are about to export. To do this:
In Organizer, select **Customize** from the *Section* menu.
2. Click the **Add** button.



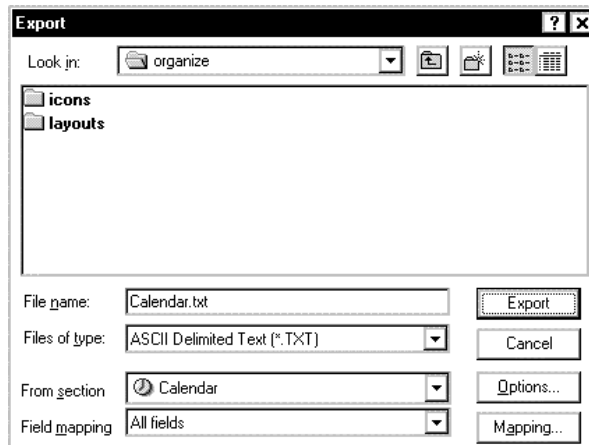
3. On the *Section type* line, select the type of section you would like to add (in this example, *Calendar*), and type in the name you wish to use for this section (in this example, *Test*). Then click the **OK** button.



The new section appears as a tab in the main view in Organizer.

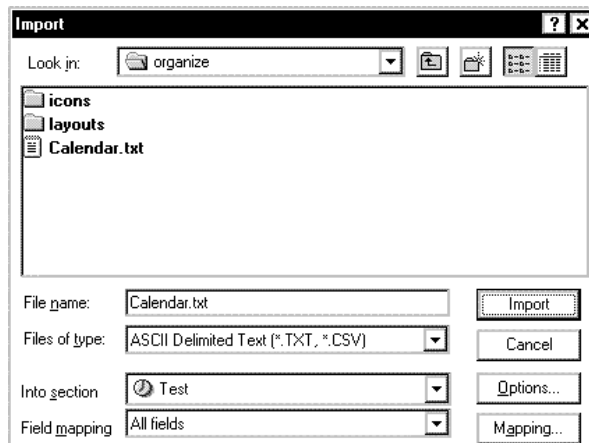
To Export A Section

1. Select **Export** from the File menu.
2. On the *From section* line, select the section that you wish to export (in this example, *Calendar*),
3. Select **ASCII Delimited Text** on the *Files of type* line and type in a file name (in this example, *Calendar.txt*).
4. Click the **Export** button.



To Import The Information

1. Select **Import** from the *File* menu.



2. On the *Into section* line, select the section you created earlier.
3. Select **ASCII Delimited Text** on the *Files of type* line, and select the file you exported to earlier (in this example, *Calendar.txt*).
4. Click the **Import** button.
5. Set up a new synchronization to use the new section.
It may also be necessary to import the data into a new Organizer file.
6. To create a new Organizer file, select **New** from the *File* menu, type in a name for the file and then click the **OK** button.

12.3.6 Creating A New Outlook Profile

Creating a new Outlook profile should only be attempted if you have a non-networked copy of Outlook. If you use Outlook on a network that is running Exchange, contact your Network Administrator.

To create a new Outlook profile:

1. Click the **Start** button; select **Settings**, then **Control Panel**.
2. Double-click the **Mail and Fax** icon (*Mail* icon if you have Outlook 98).
3. In the *Properties* dialogue, click the **Show profiles** button. A list of all the Outlook profiles on the PC is shown.
4. Click the **Add** button.
5. Select **Manually configure information services** and click the **Next** button.

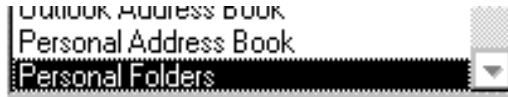
 Manually configure information services

6. Type in a profile name (in this example, *Test*) and click the **Next** button.

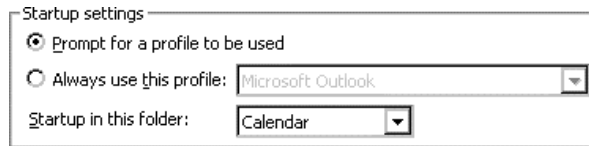
Profile Name

7. In the *Properties* dialogue, click the **Add** button to add an information service to the new profile.

8. Highlight **Personal Folders** and click the **OK** button.

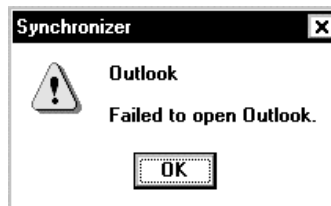


9. Type in a name for the Outlook file (in this example, *Test.pst*) and click the **Open** button. File name:
10. Select **No encryption** and click the **OK** button. No Encryption
11. Click the **OK** button again, and then the **Finish** button. Click the **Close** button to exit the Wizard.
12. Open Outlook, and select **Options** from the *Tools* menu.
13. On the *General* page, select **Prompt for a profile to be used** and click the **OK** button.



The next time you start Outlook, you will be asked which profile you wish to use.

12.3.7 Outlook: Failed To Open Outlook



This error message can appear just after the start of the synchronization process. There can be two reasons:

Outlook: Failed To Open Outlook

Your Outlook Profile Has Been Incorrectly Entered

To check this, first make sure you have your profile name: in Outlook, select **Options** from the *Tools* menu.

On the *General* page, if *Always use this profile* is selected, your profile name will be in the textbox next to it. If *Prompt for a profile to be used* is selected, your profile name is the one you select when you start up Outlook.

See “Synchronizing Your netpad With Microsoft Outlook” on page 91 to make sure that this information has been entered correctly in the synchronization properties.

The Path To The Outlook Folder(s) Being Synchronized Is Incorrect

To check the path to the folder, make sure you can see the *Folder view* in Outlook. (To show it, select **Folder view** from the *View* menu.)

In the example shown here, if you were trying to synchronize the *Example* folder, the path would be:

Program Files\Contacts\Example

If you have a top level folder that looks like

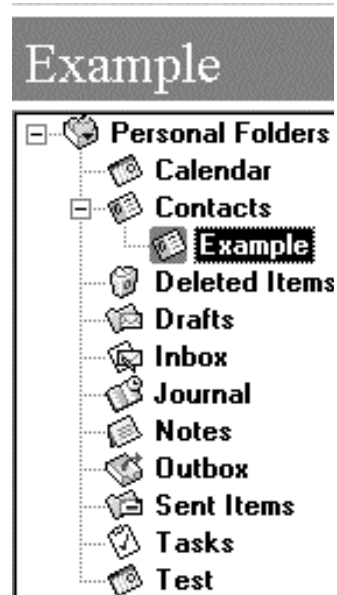
Mailbox – [Chris Dickins] or

Outlook Today – [Chris Dickins]

then the path would be:

Chris Dickins\Contacts\Example

See “Synchronizing Your netpad With Microsoft Outlook” on page 91 to ensure that this information has been entered correctly in the synchronization properties.



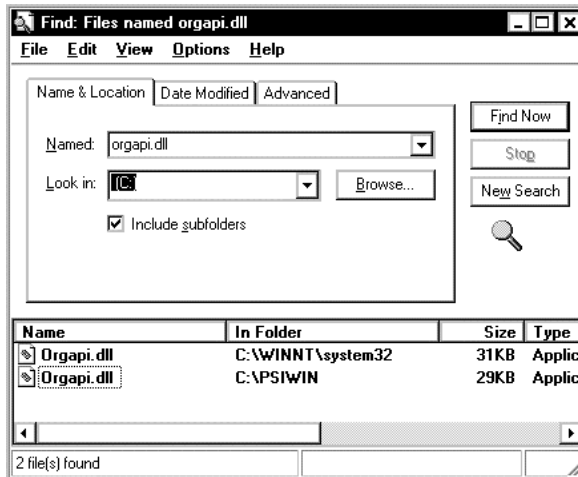
12.3.8 Outlook: Failed To Open Custom Form, Outlook Will Open An Outlook Form Instead

This error message is due to conflicting entries. Find the Outlook entries that have a 'crossed swords' symbol. Double-click this symbol to resolve the conflict.

12.3.9 Lotus Organizer 2.1: Synchronizer Cannot Access Required Directory

This is due to the incorrect version of a particular file being loaded (the Organizer API).

To find this file, click the **Start** button, select **Find**, then **Files or folders**.



On the *Named:* line, type **orgapi.dll** and make sure that the *Look in:* line is set to your C drive (or whichever drive the Organizer files were installed to). Then click the **Find now** button. You should get a list of two copies of the file.

Right-click on each in turn and select **Properties**. One of the files should have a *Modified* date of 7th November 1995. Right-click again on the file with this date and select **Delete**. Then confirm the deletion and restart the PC.

12.3.10 Lotus Organizer: Cannot Find xxxx (Section Name)

This error message is due to the section name being incorrectly entered in the synchronization properties. Open Organizer and check the name of the relevant section. Then enter the section name in the synchronization properties (see “Synchronizing Your netpad With Lotus Organizer” on page 108 on how to do this).

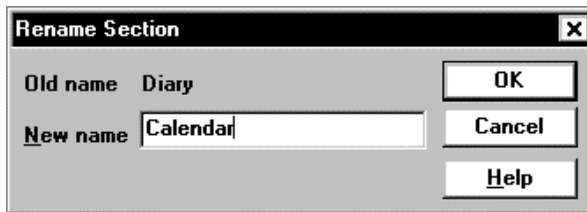


12.3.11 Lotus Organizer: Unable To Open xxxx (Section Name)

This is due to a problem in Organizer where, if you rename a section, Organizer will sometimes not recognize the change. The solution is to rename the section back to its original name and change the synchronization properties to reflect this.



To do this, right-click on the relevant section’s tab. Select **Rename**, type the original name on the *New name* line and then click the **OK** button. See “Synchronizing Your netpad With Lotus Organizer” on page 108 and enter this information in the synchronization properties.



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-3).

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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A.4 WORLDWIDE WEB

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