netpad

EPOC User Manual

February 5, 2003   P/N A6122 0005 0003 Rev A

PSION TEKLOGIX

Return-To-Factory Warranty

Psion Teklogix warrants a return-to-factory warranty for a period of one year. In some regions, the warranty exceeds this period. Please contact your local Psion Teklogix office for details. For a list of offices, see Appendix A: "Support Services And Worldwide Offices". The warranty on Psion Teklogix manufactured equipment does not extend to any product that has been tampered with, altered, or repaired by any person other than an employee of an authorized Psion Teklogix service organization. See Psion Teklogix terms and conditions of sale for full details.

Service

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

Support Services

Psion Teklogix provides a complete range of product support services to its customers. In North America, these services can be accessed through the Psion Teklogix Helpdesk. The Helpdesk coordinates repairs and training, helps you to troubleshoot problems over the phone and arranges for technicians or engineers to come to your site. For contact information and a listing of worldwide offices, please refer to Appendix A: "Support Services And Worldwide Offices".

Disclaimer

Every effort has been made to make this material complete, accurate, and up-to-date. Psion Teklogix Inc. reserves the right to make changes without notice and shall not be responsible for any damages, including but not limited to consequential damages, caused by reliance on the material presented, including but not limited to typographical errors.

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APPROVALS AND SAFETY SUMMARY

CE DECLARATION OF CONFORMITY

Product:	**netpad 1000 Series with Serial Docking Station**
Application of Council Directives:	EMC Directive: 89/336/EEC Low Voltage Directive: 73/23/EEC

Conformity Declared to Standards:	EN 55022: 1998; Class B;
	EN 55024: 1998;
	    EN 61000-4-2; ±4kV CD; ±8kV AD
	    EN 61000-4-3; 3V/m, 80-1000 MHz, 900 MHz
	    EN 61000-4-4; ±1kV Power lines
	    EN 61000-4-5; ±2kV Common;
	                                        ±1kV Differential mode
	    EN 61000-4-6; $3V_{RMS}$, 150 kHz-80 MHz
	    EN 61000-4-11; AC Mains Ports
	EN 61000-3-2; EN 61000-3-3
	EN 60950: 1992 + A1 + A2 + A3 + A4 + A11

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

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	   EN 61000-4-6; $3V_{RMS}$, 150 kHz-80 MHz
	   EN 61000-4-11; AC Mains Ports
	EN 61000-3-2; EN 61000-3-3
	EN 60950: 1992 + A1 + A2 + A3 + A4 + A11
	EN 60825-1, AM.2: 2001; Laser Safety

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Manufacturer:	Psion Teklogix Inc. Ontario
Legal Representative in Europe:	Psion Teklogix S.A. France

FCC INFORMATION FOR THE USA

FCC DECLARATION OF CONFORMITY (DoC)

Applicant's Name & Address:

PSION TEKLOGIX
2100 Meadowvale Blvd.
Mississauga, Ontario, Canada L5N 7J9
Telephone No.: (905) 813-9900

US Representative's Name & Address:

Psion Teklogix Corp.
1810 Airport Exchange Blvd., Suite 500
Erlanger, Kentucky, 41018, USA
Telephone No.: (859) 371-6006

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

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

Year of Manufacture: 2002

Standard(s) to which Conformity is Declared:

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

Applicant:

Psion Teklogix Inc.
Mississauga, Ontario, Canada

Legal Representative in US:

Psion Teklogix Corp.
Erlanger, Kentucky, USA

CE MARKING

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

R&TTE DIRECTIVE 1999/5/EC

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

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

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

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

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

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

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

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

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

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

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

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

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

FCC Information To The User

Radio And Television Interference

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

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

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

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

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

RADIO FREQUENCY EMISSIONS

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

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

> *Note:* *In August 1996 the Federal Communications Commission (FCC) of the US adopted an updated safety standard for human exposure to radio frequency energy emitted by FCC regulated transmitters. The design of this product complies with the FCC guidelines and those standards.*
>
> *To maintain compliance with the FCC RF exposure guidelines, if you wear the netpad on your body, use the supplied or approved carrying case, holster, or other body-worn accessory (see page 19 for details). If you do not use a body-worn accessory, ensure the antenna is at least 1.5 cm from your body when transmitting. Use of non-approved accessories may violate FCC RF exposure guidelines.*

IMPORTANT SAFETY INSTRUCTIONS

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

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

Emissions Information For Canada

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

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

Infrared Device Safety

Class 1 LED Product

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

- Do not stare into the Infrared beam.

- Do not view directly with optical instruments.

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

Integrated Scanner Safety

For your own safety, it is critical that you comply with the warnings described in "The Scanner" on page 30.

Battery Safety Precautions

Caution!

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

Vorsicht!

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

LITHIUM-ION BATTERY SAFETY PRECAUTIONS

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

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

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

Teklogix Inc.	Teklogix Corp.	Teklogix S.A.
2100 Meadowvale Blvd.	1810 Airport Exchange Blvd.	Parc Club Du Golf-Bat 1.
Mississauga, Ontario	Suite 500	13856 Aix-En-Provence
Canada	Erlanger, Kentucky	Cedex 3
L5N 7J9	USA 41018	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 -30º 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.*

INTRODUCTION 1

1.1 About This Manual

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

Chapter 1: Introduction
includes an overview of the manual, netpad applications, and instructions for accessing the Help files.

Chapter 2: Getting Started
describes the netpad features, using the software, and directions on how to get the netpad ready for use, including installation of battery, antenna and SIM card.

Chapter 3: netpad Docking Station
details the use of the docking station.

Chapter 4: Using Infrared
describes data transfer and printing using netpad's Infrared feature.

Chapter 5: Configuring The netpad
provides instructions on configuring the netpad's security and Control Panel features, and includes ways to customize the netpad.

Chapter 6: Files, Folders, and Programs
describes the netpad's file manager and how to move around and manage the information on the netpad.

Chapter 7: Connecting netpad To A PC
explains how to use PsiWin to copy files between a PC and netpad, and how to synchronize files such as Agenda, Data and Contact files.

Chapter 8: Configuring Communications
provides instructions on the use of GSM/GPRS and 802.11 radios.

Chapter 9: Printing With netpad
details the print capabilities of the netpad, which include printing via Infrared, PC, and serial printers.

Chapter 10: netpad Accessories
describes the accessories that are available for the netpad, including the Charging solutions and In-vehicle Docking station.

Chapter 11: Troubleshooting netpad/PsiWin
> assists in the recognition and correction of problems that may be encountered when operating the netpad and PsiWin.

Appendix A: Support Services And Worldwide Offices
> presents information for technical support, contacts and the Psion Teklogix worldwide web address.

1.2 Text Conventions

Note: *Notes highlight additional helpful information.*

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

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

1.3 Applications Installed On The netpad

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

The following standard programs are available:

- **Word**, a word processor for writing letters and other documents.
- **Sheet**, for spreadsheets, tables, and graphs.
- **Contacts**, an address book.
- **Agenda**, a diary program for appointments and lists of things to do.
- **Email**, for sending and receiving e-mail, SMS and fax messages.
- **Opera**, for browsing the World Wide Web.
- **Calc**, a calculator with general and scientific features.
- **Jotter**, a notebook for jotting down ideas quickly.

- **Time**, for alarms and a world map with international times and dialling codes.

- **Data**, a customisable database program.

- **Sketch**, for drawing pictures.

- **Record**, for recording and editing voice memos and sounds.

- **Program**, the editor in which you can create programs using the built-in programming language.

- **Spell**, for checking spelling, thesaurus, solving anagrams and crossword clues.

- **Comms**, for terminal emulation and file transfer.

1.4 Caring For The netpad

Screen

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

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

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

Charging

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

Backup Battery

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

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

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

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

Drop Rating

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

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

IP Rating

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

Operating Temperature

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

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

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

Storage Temperature

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

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

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

Humidity

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

Magnetic Fields And Static Electricity

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

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

Service

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

1.5 Additional Programs And Third Party Applications

Psion Teklogix has partnered with a number of companies to provide a suite of connectivity and database tools for the netpad. Below is a list of the partners and their applications. More details are available on the Psion Teklogix Partner Program web site at: *http://partners.psionteklogix.com/partners/*.

Afaria

Afaria (from XcelleNet) helps you exploit your existing IT resources by providing a cost-effective and reliable way to manage your mobile devices.

Easy to install and integrate into your current infrastructure, Afaria lets you quickly implement systems management for mobile devices to reap the benefits of greater efficiency, increased productivity, and improved user satisfaction. In addition, your users enjoy improved service levels, hands-free maintenance and shorter connection times required to access important corporate information from their mobile devices.

AirZip

AirZip Accelerator provides plug-and-play performance enhancement for delivering images—diagrams, CAD drawings, photos, scanned documents—quickly and easily to mobile devices.

- AirZip Accelerator transparently boosts download speeds by 300-500%, and reduces device memory storage requirements by up to 80%.

- AirZip Accelerator makes it possible to include mission-critical images and graphics as part of Psion Teklogix solutions, dramatically improving end user productivity, and overall solution ROI.

- AirZip Accelerator works with any web application or content, and all Psion Teklogix EPOC or WinCE devices.

Broadbeam

Broadbeam Corporation is a proven wireless platform provider that offers the industry-leading Axio™ platform, SystemsGO!™ wireless managed services, and Professional Services that allow customers to rapidly create, deploy and manage wireless applications.

Headquartered in Princeton, NJ, Broadbeam has multiple offices throughout the United States, Japan and the United Kingdom, and serves over 500 customers on six continents.

CIC

InkTools™ is a high performance software developers kit for implementing systems using electronic ink or handwritten signatures. The toolkit enables application developers to create eSign compliant software. InkTools™ provides electronic ink capture and display, signature verification, encryption and ink compression as well as other algorithms that can add competitive and performance value to a wide variety of vertical applications as well as document and transaction based applications. Developers use InkTools™ to add electronic handwritten signature and security features to enterprise applications deployed on mobile platforms.

Citrix

Psion Teklogix and **Citrix** are pleased to be able to announce the availability of the Citrix ICA client running on Psion Teklogix devices supporting the EPOC platform. This gives Psion Teklogix and Citrix solution providers the opportunity to provide solutions that can deploy a wide range of traditional back office solutions onto most of the devices in the Psion Teklogix range.

Eliad

Eliad Technologies, Inc. provides Java™ small footprint display technology for advanced interfaces on multiple platforms. Eliad works with market leaders to define tomorrow's architecture for mobile computing. Eliad offers include two families of products:

- XML-Run™ : XML/Java GUI technology for mobile applications.

- JSmartGrid™: Advanced Lightweight and powerful Java™ Swing component.

Ericom

PowerTerm WebConnect is a comprehensive platform-independent, Java-based web-to-host connectivity solution for Psion Teklogix mobile computers, desktop PCs and many thin client and PDA devices. PowerTerm WebConnect provides a robust connection to a wide variety of hosts including IBM Mainframe, IBM AS/400, Unix, Tandem, VAX/VMS, Alpha/OpenVMS, Hewlett Packard, SCO, Data General and others.

Extended Systems

XTNDConnect Server is server-based synchronization and device management software from Extended Systems that allows information to be transferred directly between corporate applications and mobile devices without understanding IT concerns associated with corporate standards, security, data encryption or support costs.

FieldWorker

FieldWorker is a Rapid Mobile Application Development Utility written in Java that has allowed FieldWorker, our resellers and our customers, to create over a hundred mobile applications for a wide variety of different vertical applications. FieldWorker is designed to be handheld PC independent, operating system independent, communications infrastructure independent and even language independent. FieldWorker is designed to capture and exchange data with almost any ODBC SQL compliant databases using docking cradles, wired and wireless LANs and WANs, and even browsers on the Internet.

IBM DB2 Everyplace

IBM's DB2 Everyplace is a small footprint relational database and synchronization server designed to extend enterprise computing to mobile devices. DB2 Everyplace is being used by application developers, systems integrators and enterprises around the world to enable enterprise applications to be used on mobile devices. The DB2 Everyplace solution has the following key components:

- The DB2 Everyplace database on the mobile device is a small footprint, robust, relational database.
- The SQL statements supported by DB2 Everyplace allow you to create or drop a table or index, and delete, insert, or update rows of a table. The DB2 Everyplace database supports the following mobile platforms: EPOC, Palm, WinCE/Pocket PC, embedded Linux and the desktop platforms of Win32 and Linux.

IBM MQSeries Everyplace

IBM MQSeries Everyplace extends the IT infrastructure to include dependable and secure communications with mobile workers into what was a failure-prone environment, allowing them to access corporate data and applications on any of the 35 platforms in an MQSeries network. It connects laptops, PDAs and phones, and unattended devices such as servers, sensors and probes. It includes rich extensible security options and can easily work through firewalls. MQSeries Everyplace allows mobile workers do their work anyplace, anytime, anywhere—safe in the knowledge that their messages will get through.

Impatica

Impatica technology enables Microsoft PowerPoint™ presentations to be viewed on the EPOC OS by quickly converting the presentation into a Java applet that can be viewed with the mobile computer's web browser. The 'impaticised' presentation can either be stored and accessed locally on the device, or run over the Internet. Impatica enables interactive rich media content on the netpad.

Informix

A high performance, function-rich SQL database for Java applications along with synchronization technology that allows data to be shared with enterprise database servers (Informix, DB2, Oracle etc.). **Informix Cloudscape** is a platform that comprises three major elements:

- **Cloudscape** - A small footprint, 100% Pure Java™, object-relational database management system.

- **Cloudsync** - An innovative way to maintain agreement between central applications and distributed applications that may only be occasionally connected to the Internet.

- **Cloudconnector** - A server framework that supports connection pooling, remote JDBC, HTTP, and HTTPS connections from an application to a Cloudscape database.

KI

MobileIntegrator from **Ki** is a rapid application development tool that has been used to write applications as simple as a questionnaire of a few lines, and as complex as complete support for medical rounds or anamnesis with tens of thousands of data entry fields structured in hierarchical trees. By using the XML-format for the internal representation of the input dialogues as well as the captured data, the resulting applications are flexible enough to be very easily integrated into existing system environments.

Oracle

Psion Teklogix and **Oracle Corporation** are pleased to announce availability of Oracle 8i Lite for Psion Teklogix devices. Oracle 8i Lite, the Internet platform for mobile computing, is a complete platform for developing, deploying, and managing mobile applications. Oracle 8i Lite comprises two elements: Oracle Lite DBMS, Consolidator and Web-to-go.

Palmware

MPS is a virtual computer universal interface eliminating the differences between platforms (hardware and software) offered by IT and telecommunications vendors. MPS works in a complementary way with the machine's native operating system, and it is designed for mobile platforms. MPS guarantees the use of a standard application across a wide variety of platforms. What this means to developers is that MPS offers a single development environment, irrespective of the varying OS requirements that may otherwise be made by a diverse range of target systems while being able to retain their individual capabilities and performance characteristics.

Sybase

SQL Anywhere Studio is a suite of products for database development and data synchronization. The suite includes a full database development environment (Adaptive Server Anywhere) and a small fingerprint database designed for small devices. The components of the product suite are:

- UltraLite deployment technology for Adaptive Server Anywhere generates an application optimized database targeting memory constrained devices.

- MobiLink synchronization technology provides for the secure, bidirectional exchange of enterprise information between remote devices and heterogeneous data sources including Sybase, Oracle, Microsoft, and IBM.

Tao

Tao's Intent® provides application developers with the ability to run compliant Personal Java applications very fast and in addition exploit a rich set of Multimedia features to complement those AWT functions associated with the Java Virtual Machine. Intent® enables Java applications to run on the netpad extremely fast, making the deployment of Java applications for enterprise client devices a reality, as well as providing a platform to run compelling content.

GETTING STARTED 2

2.1 Features Of The netpad

The EPOC netpad is a 32-bit mobile tablet computer with a 1/2 VGA touchsensitive screen. netpad is lightweight, shock and water-resistant, and designed for use in a wide range of business areas including field service, field sales, transport, health care, hospitality, manufacturing and insurance. It is available in variants with internal GSM/GPRS, 802.11b radios and scanners.
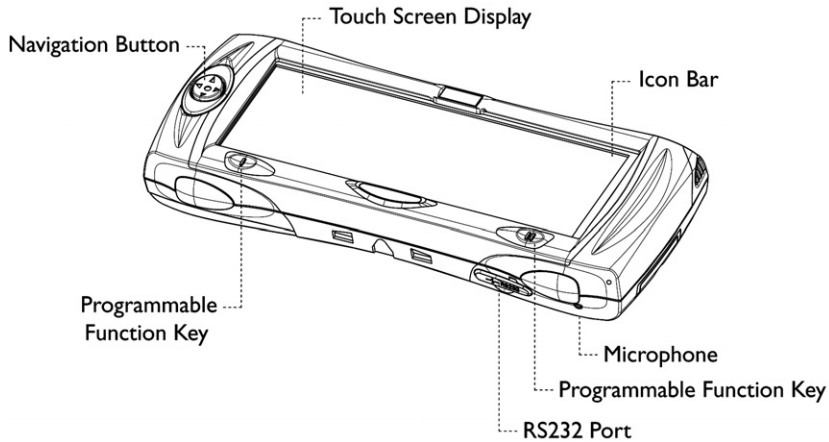
Figure 2.1 netpad Front

Figure 2.2 Back Of netpad

Scanner Window

LASER RADIATION
DO NOT STARE INTO BEAM
CLASS 2 LASER PRODUCT (IEC)
CLASS II LASER PRODUCT (CDRH)
650 nm LASER DIODE
1.2 MILLIWATT MAX OUTPUT
DIN EN 60825-1: JANUARY 2001

PSION TEKLOGIX

SEE BATTERY COMPARTMENT
FOR MANUFACTURING DATA
netpad 3500
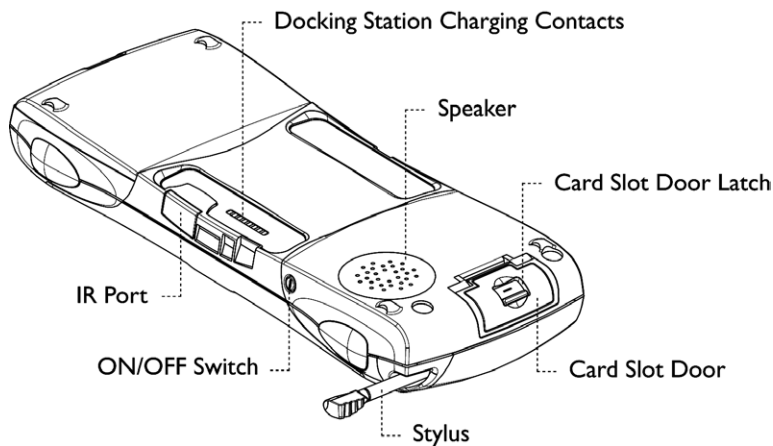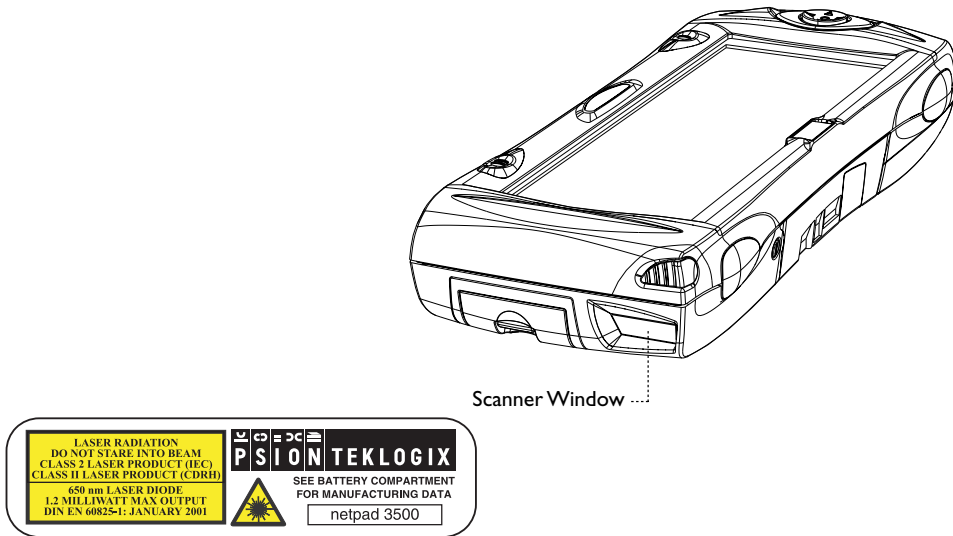
Figure 2.3 Location Of Scanner

2.2 Preparing The netpad For Use

2.2.1 Fitting The Antenna

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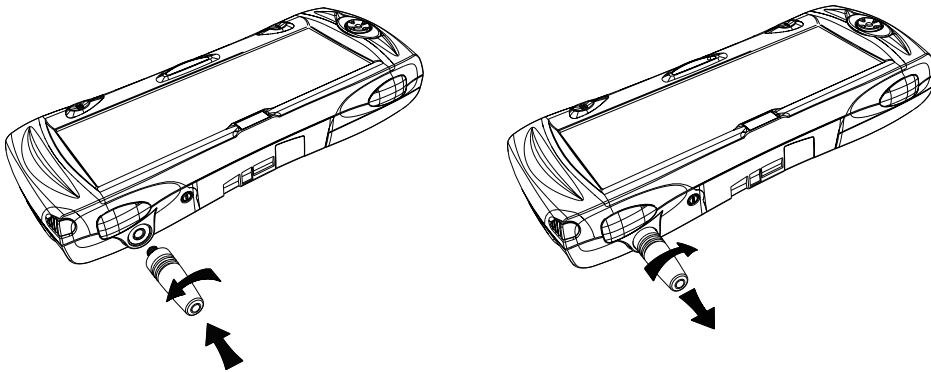
Figure 2.4 Antenna Insertion And Removal

2.2.2 Use Of The Soft Belt Holster
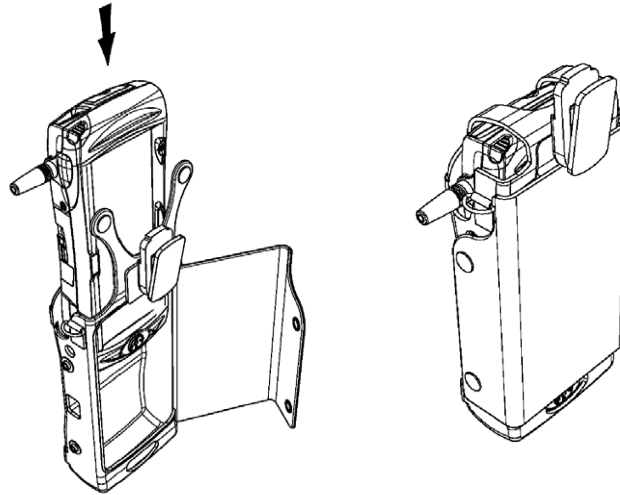
Figure 2.5 Insertion Of netpad In Holster

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

Figure 2.6 Holster Position On Body

2.2.3 Power

2.2.3.1 Power Management

The netpad is powered by a Lithium Ion rechargeable battery pack, which under optimal operating conditions will provide power for a full shift. The netpad will warn you when the main battery charge is low.
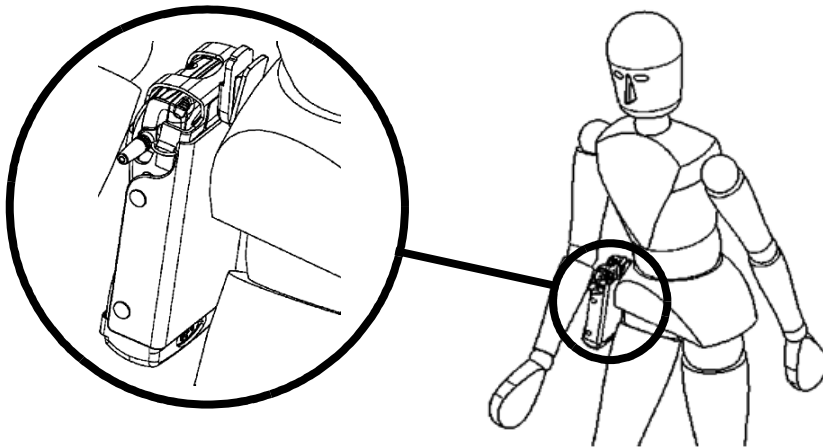
Note: *How long your batteries last will depend upon how you use your netpad. The netpad will use considerably more battery power when you are recording sounds, have the brightness turned up, are using files stored on a multimedia card, or are using Infrared.*

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

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

The netpad can be powered from AC when used in the docking station (see page 43). When the netpad is powered from the docking station, it will also charge the battery pack.

2.2.3.2 Fitting The Battery

Before you can use the netpad you must fit the battery—slide it into place until it clicks, as shown in Figure 2.7 on page 21.

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

2.2.3.3   Charging The netpad Battery Pack

To charge the battery, attach the battery pack to the netpad and place the complete netpad in a netpad docking station (for instructions, please refer to "Using The Docking Station" on page 43), or place the battery in one of the optional battery chargers. The standard (850 mAH) netpad battery will normally be fully charged within 2 to 2.5 hours (3 hours for a 1400 mAH battery pack).

2.2.3.4   How Do I Check The Battery Power?

To check the battery power, tap the **Menu** icon to the right of the screen (see "The Screen, Command Icons And Toolbar" on page 28), and select the *Information* menu, then **Battery**. To check the battery power, move to the System screen and select Battery from the Information menu. The Summary panel gives a brief description of the state of the main battery and the backup battery as well as a percentage of charge remaining.

2.2.3.5   Changing Battery Packs

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

1.   Switch the netpad off.

2.   Press on the battery pack latch to remove it.

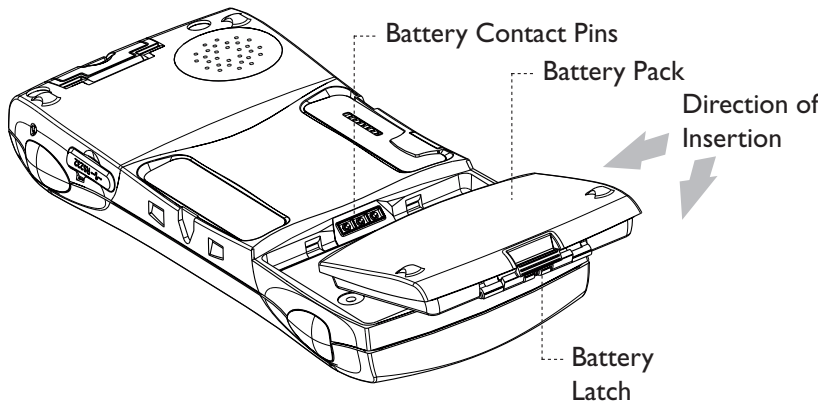3.   Push in the replacement battery pack.

Figure 2.7 Battery Insertion

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

2.2.3.6 Prolonging Battery Life

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

> *Note:* *To check the battery power, move to the System screen and select* **Battery** *from the* Information *menu.*

2.2.3.7 Internal Backup Battery

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

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

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

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

2.2.4 Multimedia Cards

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

The MMC slot is located on the right hand side of the netpad.

Inserting And Removing An MMC

- Open the card slot door located on the side of the unit by sliding the retaining latch. Push the MMC into place until it clicks. Close the door.

- To remove an MMC, open the door and push the card. Store your MMC safely, particularly if it contains valuable data.

Card Slot Door Latch

MMC Card

Reset Button
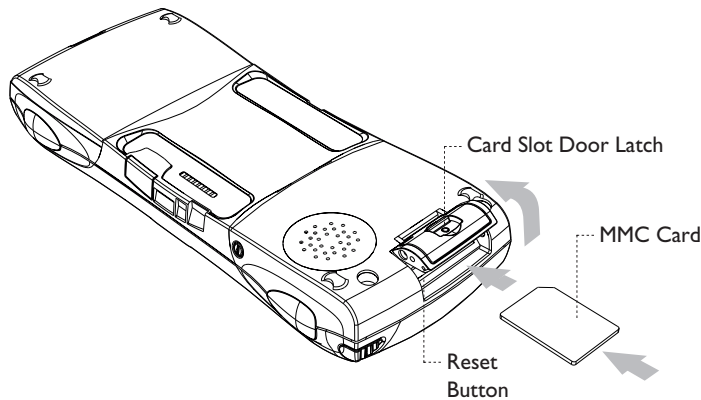
Figure 2.8 MMC Slot Location

2.2.5 Installing And Removing The SIM Card

A netpad fitted with a GSM/GPRS radio requires a Subscriber Identity Module (SIM) card installed in order for the netpad to access the GSM network. The SIM card fits into a dedicated slot in the netpad.

The SIM card slot is located behind the Card Slot door on the right-hand side of the netpad; and is located below the Multimedia card (MMC) slot (see Figure 2.9 on page 24).
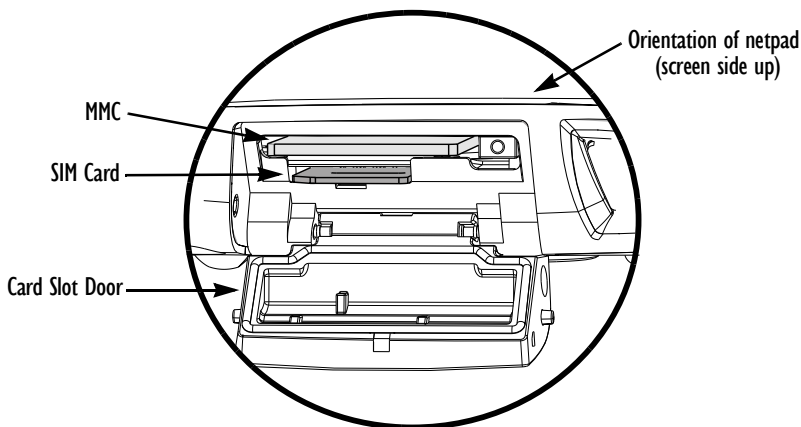
Figure 2.9 Location Of SIM Card And MMC

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

Inserting The SIM Card

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

• Remove the battery pack from the netpad.

• Open the card slot door located on the side of the unit by sliding the retaining latch.

• Push the SIM card into place until it is fully inserted. Note the orientation of the card, shown in Figure 2.10 on page 25, with the notch of the card on the left, trailing side.

• Close the door.
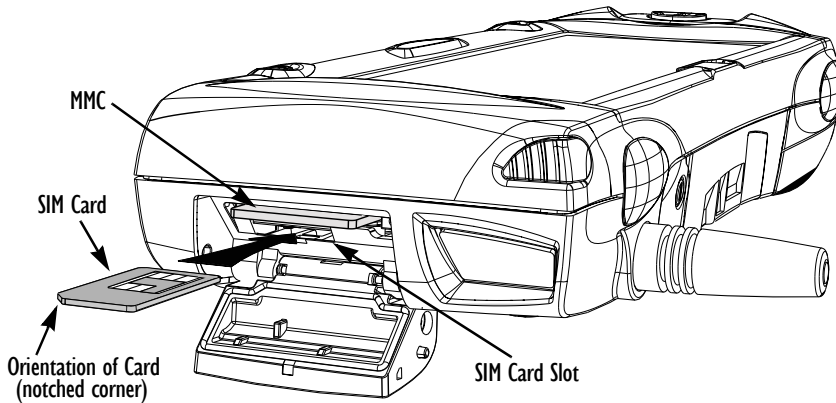
Figure 2.10 Insertion Of SIM Card

⚠️ *Important:* *Ensure that the SIM card is inserted in the correct orientation as shown. Once inserted, the SIM card can only be removed using a pair of tweezers or long-nosed pliers. If the SIM card is inserted incorrectly, the unit will not connect to the GSM network.*

If the SIM card is inserted incorrectly, it must be removed by following the instructions given on "Removing The SIM Card", below.

Removing The SIM Card

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

• Open the card slot door and grasp the card on the cross-hatch area (see Figure 2.11 on page 26), using the special removal tool supplied, a pair of tweezers, or long-nosed pliers. Pull the card out carefully.

Figure 2.11 Removal Of SIM

2.3 Turning On And Off
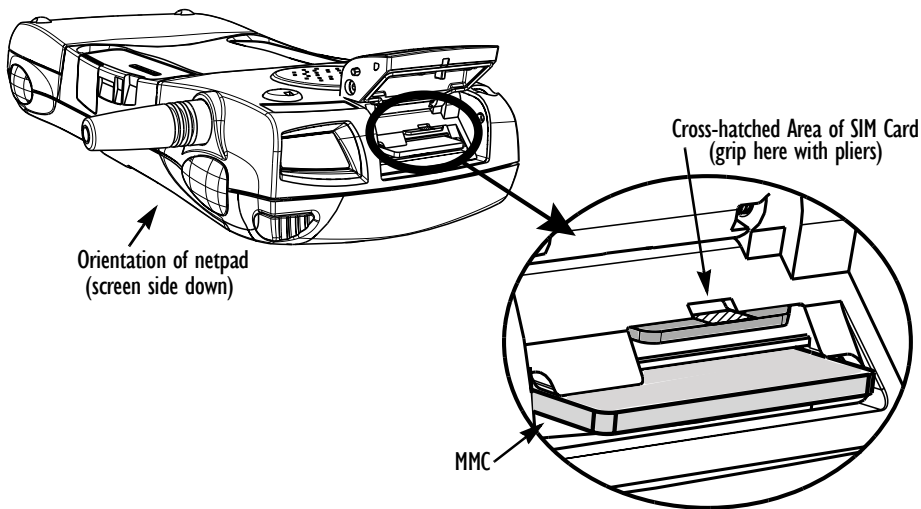
To switch on:

press the **On**/**Off** button. When you first do this, you'll see the System screen.

Note: *The ability to turn on the unit by tapping the screen is configured and controlled by a setting under the Power Icon on the Control Panel (see page 58). The netpad can also be switched on under program control, such as when an alarm rings.*

To switch off:

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

Note: *If you do not use the netpad, it will automatically switch off after 5 minutes to save battery power. Switch it on again, and you can continue from where you left off. (The time for automatic switch off can be modified via the Control Panel—see page 58.) The netpad also has other features for minimizing its power consumption and maximizing battery life. These features can be accessed via the Control Panel on page 58.*

2.4 Finding And Using The Stylus

The stylus is located in a holder at the right. To remove it, slide the stylus out of the top of the netpad. To replace it, push it back in.

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

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

- the program icons, to open a program.

- the command icons, for "shortcuts" to System functions, e.g. the menu bar, cutting and pasting, Infrared, zooming in and out.

Note: *If the screen doesn't respond to your taps, you may need to re-calibrate it. You can do this by opening the* **Screen** *icon from the Control Panel.*

2.5 The Screen, Command Icons And Toolbar

The netpad screen has a column of permanent "command icons" on the right-hand side.

From top to bottom, these are:

Menu:
Displays the menus for the current program. Menus are displayed along the top of the screen.

Contrast and brightness control:
Tap the icon repeatedly to cycle through the default brightness levels.

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

Zoom control:
Tap the icon repeatedly to cycle through the zoom settings. The zoom settings depend on the application you are in and are stored independently for each application.

Keyboard:
Displays the Psiboard, the on-screen keyboard.

System command icon:
When you are in a program, the System command icon displays the System screen. From the System screen, tapping the icon displays the Program bar containing the icons for the programs installed on your netpad.

When you are in a program, the program's Toolbar is usually displayed to the left of the command icons. This Toolbar contains four icons with the name of the program above them. Tapping on the name displays the list of open files and folders. Below the name are four icons that vary from program to program and are the most commonly used functions for each program.

2.6 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 button. This is located inside the card slot door cover to the side of the MMC slot.
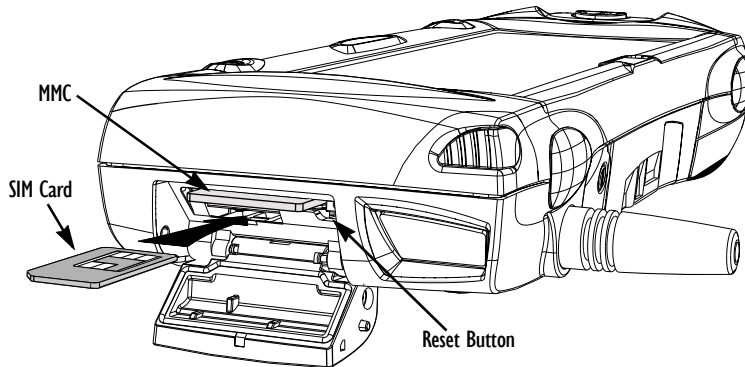

MMC

SIM Card

Reset Button

Figure 2.12 Reset Button Location

Press the On/Off button to restart the netpad—you will hear two beeps during boot-up to indicate the reset. After a soft reset, any changes to open files will be lost. Your other files on the internal disk will almost always be safe.

It is possible (although unlikely) that performing a soft reset after a program failure may cause the netpad to lose the information on the internal disk; it could even prevent the reset from working at all. If this happens, you will have to perform a "hard reset".

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

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

2.7 The Scanner

Where fitted with a bar code scanner, the netpad may be used to read industry standard bar codes.

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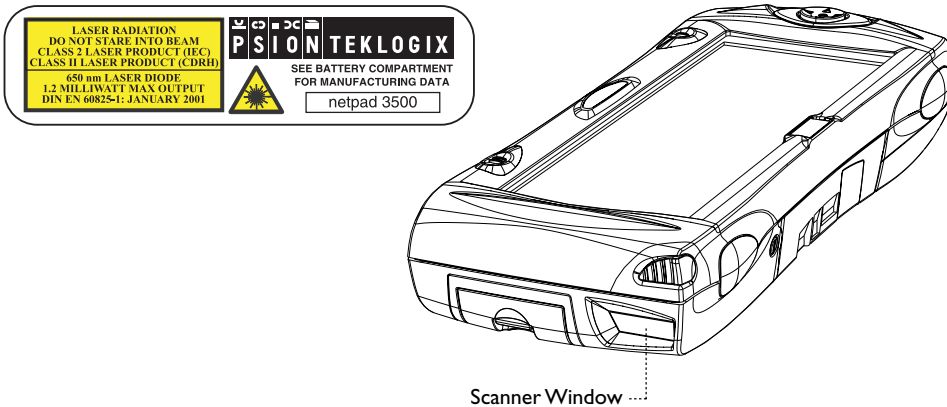

Figure 2.13 Scanner Location

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

1. Do not look into the scanner window.

2. This product contains a laser scanner that emits less than 1.2 mW average radiant power at a wavelength of 650 nm. This product complies with 21 CFR 1040.10, 1040.11 and DIN EN 60825-1: January 2001, and is classified as a Class 2 laser product.

3. CAUTION – Using controls or adjustments, or performing procedures other than those specified herein may result in hazardous radiation exposure.

4. CAUTION – The use of optical instruments with this product will increase eye hazard.

2.8 First Steps

When you first switch on the netpad, you will see the System screen. This is the "desktop" where you can view your files and folders, and change settings that control how the netpad works.

- All the information you enter into the netpad is contained in files; their names are displayed in the System screen, beside icons that represent the programs that created them.

- All your files are stored in folders. When you start using the netpad, the contents of the *Documents* folder is displayed.

- The System screen's *Title bar* shows you which folder is currently displayed on the screen. When you start, you are in the *Documents* folder on the *C (Internal) drive*.

You can have as many folders as you wish, and create folders within other folders. Folders can contain files created in a variety of programs; they are not restricted to files from a single program. See Chapter 6: "Files, Folders, and Programs" for details of managing files and folders.

## 2.8.1 Aligning The Touch Screen

You can ensure that the touch screen is properly calibrated using the Screen menu.

1. In the System screen, tap on Control Panel on the Toolbar, or select the command from the *Tools* menu.

2. Tap the **Screen** icon.

3. The **Screen settings** dialogue comes up. Tap the **Calibrate** button at the side of the page, then follow the instructions on the screen. You will be asked to tap the centre of each point indicated on the screen. At the conclusion of the test, the calibration will be completed when you accept the new settings by tapping on the **Yes** button.

2.8.2 Navigating Between Files And Folders

• Tap on a folder icon to move to that folder, tap on the **Close folder** icon to close it and move back up a level.

• Tap on a file to select it, tap again to open it. If the file name is displayed in bold, the file is open, and tapping it will move straight to the file.

See Chapter 6: "Files, Folders, and Programs" for more information about manipulating files and folders.
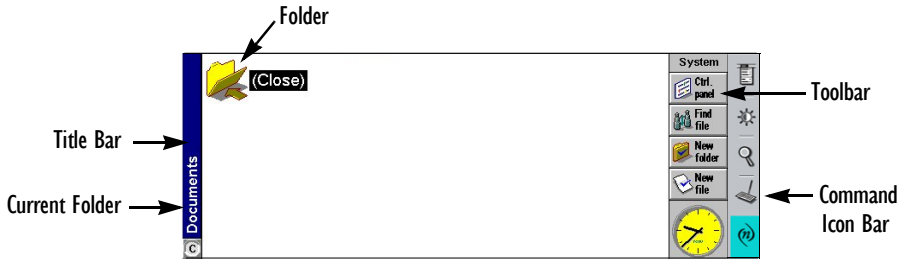

2.8.3 Starting Programs

When you open or move to a file, the correct program for this file is started automatically. You can also start programs by tapping on the appropriate program icon.

• If necessary, tap the **System** icon (n) at any time to move to the System screen.

• Tap on it again to display the *Program* icon bar, which contains more program icons.

You don't have to close one program before opening another, just tap on another program icon, and that program will open too.

You can see what files and programs are open from the System screen by using the *List open files* command from the *File* menu, or by tapping on the name in the top right corner of the screen.
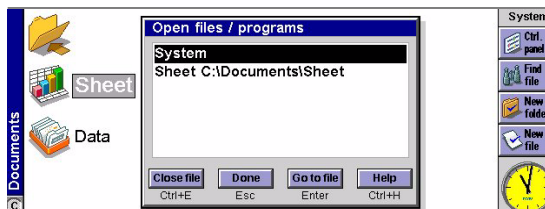
2.8.4 Programs And Files

When you run a program, it will usually display the currently open file, or the file that you last looked at. If you want to write a new letter, draw a new picture, create a new database and so on, you'll need to create a new file for the particular program involved.

To create a new file:

select the **Create new file** command on the *File* menu and type in the name for the new file (see "Entering Information", below). The file will now be created, and the current file will be closed and saved at the same time. You can start entering your information.

You can also use this command in the System screen to create a new file. Usually, this creates a file using the standard settings; creating a file from within a program creates a file that already has any settings or preferences you have set up in the program.

It is a good idea to keep related files together in a folder, to make the files easier to find later. See Chapter 6: "Files, Folders, and Programs" for details of how to manage your files and folders.

2.8.5 Entering Information

You can enter information and complete tasks using the stylus or the Psiboard. The Psiboard is displayed by tapping the **Keyboard** command icon.


Sizing Corner

You can:

- Move the keyboard by tapping the title bar and dragging it.

- Resize the keyboard by dragging the bottom right-hand corner.

- Minimize the keyboard by tapping the **underline** symbol on the top right-hand corner of the keyboard.

- Maximize the keyboard again when you need to type something, by tapping the **underline** symbol.

Tap the **P** symbol to display and set the keyboard preferences; for example if you're using a program such as Word in which you need to type a lot of text, you may want to set 'Always on top' to prevent the Psiboard from disappearing every time you tap on another part of the screen. Then, to move the Psiboard out of the way, minimize it.
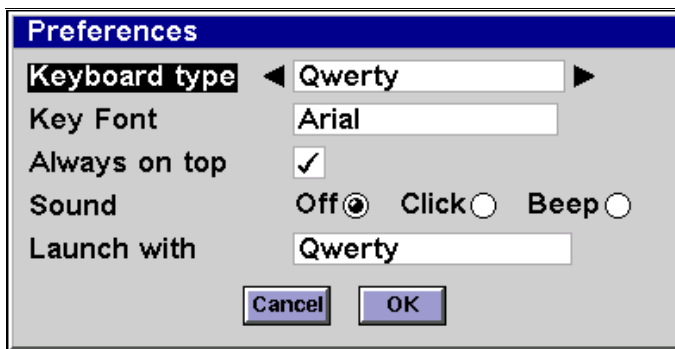
When you are in a dialogue in which you need to enter information, Psiboard is displayed in a different mode. When you tap twice in a line, the keyboard opens. As you type the text is shown. When you tap **Done**, the keyboard closes and the line of text is entered in to the dialogue. You can use the **Next** and **Prev** buttons to move between items on the dialogue.

Note: *Psiboard is the netpad's default keyboard. If you load a different keyboard you can use this instead. In the Control Panel, select the **Text input** icon, and select the new application from the list.*

2.8.6 Displaying Help

Help can be displayed at any time from the standard netpad programs including the System screen. Help information is contained on a series of "Help cards". Help is specific to the program that you are using; wherever you are, you can just type a "clue" to search for the information you need.

Note: *The online help contains more detailed information than is included in this manual.*

To display Help:
Select the **Help** command from the *Tools* menu. In the System screen, general help on the netpad is also available.

To search for help about something:
type your clue into the *Find:* box, and press **Enter**. If the *Quick find* button is selected from the Toolbar, the display will show a list of Help cards with the clue in the title or initial description. Alternatively, if the *Find in all* button is selected, the display will list all cards with the clue in the text. To move between cards, tap on the **Prev** or **Next** buttons, press **Enter**, or use the left and right arrow keys.

To look through the help text:
drag the scroll bar on the side of the Help card, or tap the up and down arrow keys.

To print the current Help card:
tap the **Print** button on the Toolbar or select **Print** from the *File* menu.
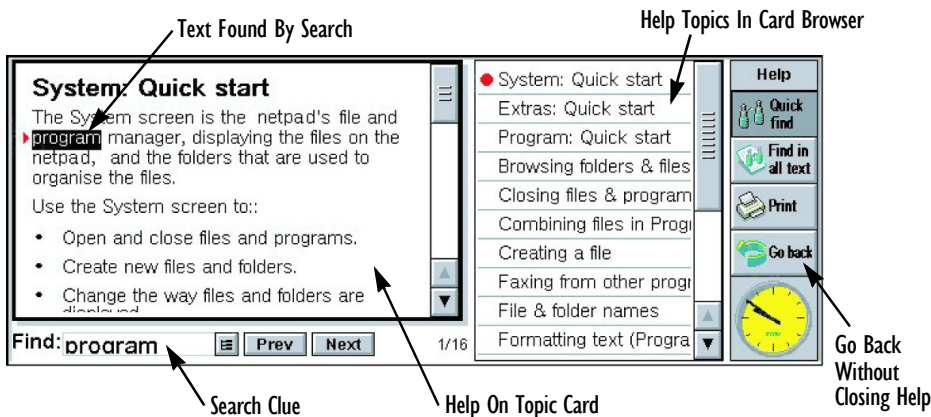
> **To type in another search word**: press **Esc**, and then type in the word to search for as before. To use one of the last five search words again, tap on the button next to the **Find:** box, or press **Tab** and select the word you want to use.
>
> **To return to the program you were using**:
> tap the **Go back** button on the Toolbar, or tap the program's icon.

Note: *You can highlight text in a Help card using the stylus or keyboard, and copy it to use in a file of your own. Copy the text by selecting the **Copy** command from the* Edit *menu. Then go to your own file, and paste it in.*

Text Found By Search

Help Topics In Card Browser

Search Clue

Help On Topic Card

Go Back Without Closing Help

2.8.7 Using Menus

You can usually select a menu command to perform each task.

- Press the **Menu** key on the Psiboard or tap on the ⌗ command icon to see the available commands on the *Menu bar*.

- Tap on the menu names and commands, or use the arrow keys to move around the menus. Tap on commands marked with a ▶ or press the **right arrow** key to see further commands.

Note: *You can press the shortcut key combinations shown next to the commands as a quick way of selecting them, e.g. **Ctrl+M**, means hold down the **Ctrl** key and press the **M** key at the same time.*

A menu command with three dots at the end means that selecting the command will display a "dialogue" where you enter more information (see Section 2.8.8).

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

2.8.8 Using Dialogues

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

Textbox:
> where you just type in your information. When you tap in the textbox, Psiboard opens so you can type in.

Listbox:
> where you select from a number of options. You will see left and right arrows around the current selection; you can change the selection by tapping on the arrows, by pressing the left and right arrow keys, or by typing the first letter of the option you want. You can usually tap in the box or press the **Tab** key to see a list of the available options.

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

Radio buttons:
> where you make one choice from a number of options. Just tap on an option, or use the left and right navigation buttons to make a selection.

If a dialogue line is grey, it is currently not available, usually because you have to select something else first. For example, if you have not checked the box to set an alarm for an Agenda entry, the lines to set the alarm time and date are grey. Some dialogue lines only appear when another option has been chosen.

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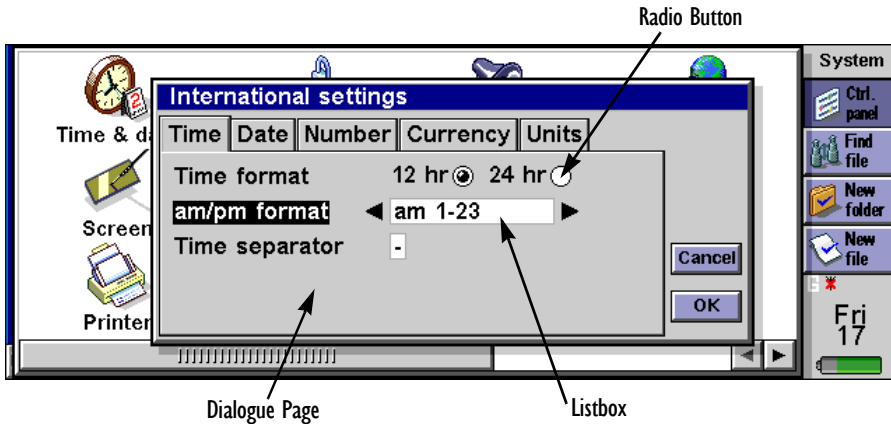
2.8.8.1   Dialogue Buttons

Dialogues may have on-screen buttons. Tap on the button. Some buttons have a standard keypress equivalent:

- Usually, you can tap the **OK** button or press the **Enter** key if you want to save information and remove the dialogue.

- Tap the **Cancel** button or press the **Esc** key if you want to remove the dialogue without saving the information.

- For dialogues that ask a question, you can tap the **Yes** button or press the **Y** key for 'yes'; tap the **No** button, press the **N** key, or press the **Esc** key for 'no'.

2.8.8.2   How To Display A Calendar

In most dialogues in which you can type a date, move to the date line then tap again or press **Tab** to display a calendar.

Today's date is circled, and the date currently displayed in the dialogue is highlighted. To select another date, move to the date you want and press **Enter**. Use the buttons on the top line, or further presses of the **Tab** key, to display a three month or twelve month calendar. Use the "dog ears" to move between the pages of the calendar.

You can also display a calendar from the Agenda program. See the *Agenda* document for more details.

2.8.9 Copying Information Between Programs

You can insert information created in one program into a different program. This is known as "inserting" an "object".

For example, you may want to add a picture to a letter you are writing. To do this, write the letter as normal, for example using the Word program. Then, while in Word, tap the **Insert sketch** button on the Toolbar or select the command from the *Insert* menu. This will start the Sketch program (if it is installed), where you can create the picture. Close Sketch when you have finished and the picture will be inserted into your letter.

Sometimes the object you insert can be displayed as an icon, for example, if you insert a large amount of Word text into an Agenda entry. (Agenda is netpad's standard calendar program.) Alternatively, you may prefer to see the actual information added, e.g. a map to view in the Word file.

For example, you may wish to:

- insert tables of figures and graphs from a spreadsheet such as Sheet into a Word file. You can add labels and titles to the graph in Sheet before inserting it in the Word file.

- keep a map of how to find a restaurant as a sketch, perhaps attached to an Agenda entry for the day that you're going there.

- create a Sketch file of your signature, and insert the signature when you write letters in the Word processor.

- keep handwritten notes and ideas in Sketch. You can then insert them into the Jotter notepad program or a Word file if necessary.

NETPAD DOCKING STATION 3

3.1 Using The Docking Station

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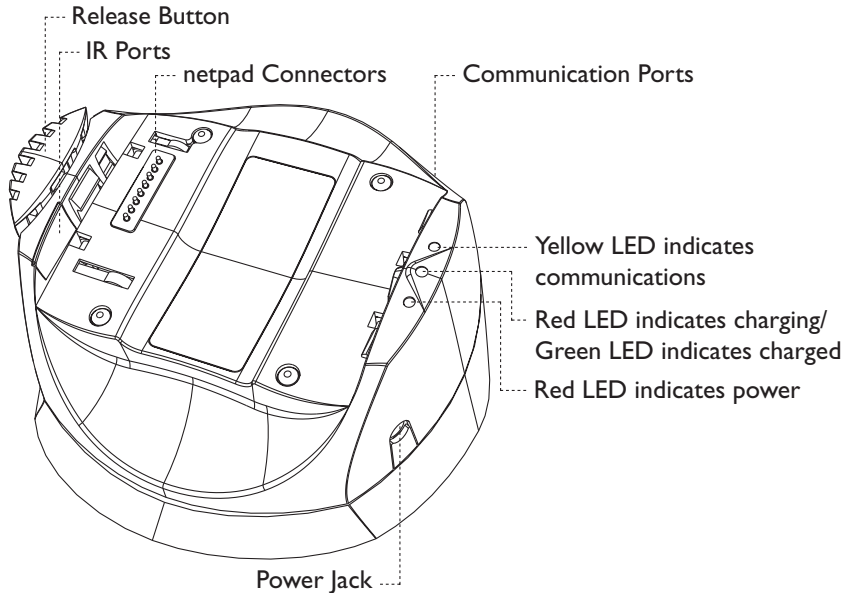

Figure 3.1 Docking Station Features

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

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

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

3.2 Communications Settings

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

In the *Link to desktop* dialogue (from the *Tools* menu in System screen), the Link options are: **Off**, **Cable**, or **Infrared**.

- **Cable** specifies using the RS232 communications port on the left-hand side of the machine.

- **Docker** specifies using the RS232 communications port on the right-hand side of the docking station.

- **Infrared** specifies using the IR port on the back of the netpad.

For details on configuring the *Modems* dialogue of the Control Panel, please refer to "GSM/GPRS Modem Configuration" on page 129 and "Connecting The Modem (Serial)" on page 140.

USING INFRARED 4

4.1 Introduction

The netpad has Infrared built in, allowing you to transfer selected information to another netpad or other Psion Teklogix device without the use of a cable.

You can also use Infrared to print directly to printers that support Infrared - see "Printing Using Infrared" on page 152 for more details.

4.2 Selecting Data To Transfer

On the machine **from** which information is to be transferred (the 'sending machine'), select the information you want to transfer:

- If the information is a file, ensure that the file is closed and highlight the file name on the System screen. Drag the pen if you want to transfer more than one file.

- If the information is an object already inserted from another program, e.g. a graph displayed in Word, just select the object. If the inserted object is displayed as an icon, you can just select the icon.

- If the information is an Agenda or Data entry, open the appropriate file and move the cursor to the required entry.

- If you wish to transfer a graph, highlight the cell contents in Sheet view. Graphs cannot be transferred direct from one Sheet file to another, only the cell contents. Relative and absolute cell references are preserved.

- In all other cases, open the file from which the selected information is to be transferred, and select the required information (e.g. the piece of text, range of spreadsheet cells, sketch area).

Note: Objects can be transferred like other information. They appear as objects on the receiving machine.

4.3 Transferring The Information

1. Ask the user of the other netpad or Psion Teklogix device to open the program or file where the information is to be transferred ***to***.

    •   If the information to be transferred is an entire file, ask the other user to tap the **System** icon and move to the folder to which the file is to be transferred.

    •   If the information is an Agenda or Data entry, ask the other user to open the appropriate Agenda or Data file.

    •   In all other cases, ask the other user to open the file or program to which the selected information is to be transferred, and move the cursor to the appropriate point in the file.

2. On the receiving machine, select the **Infrared receive** command from the *Tools* menu. The *Ready to receive* screen is displayed.
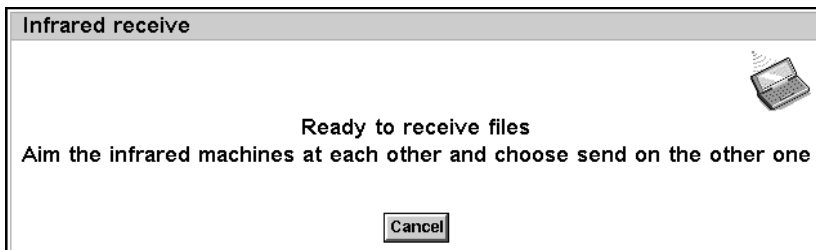
3. Position the two machines, aligning the Infrared windows (ideally, both should be resting on the same flat surface). The Infrared window on the netpad is on the top of the machine (see "Features Of The netpad" on page 17). **The machines should be no more than one metre apart.**

4. On the sending machine, select the **Infrared send** command from the *Tools* menu. If the Infrared windows are in range, the transfer begins. Infrared screens appear on both machines to indicate that the transfer is taking place, and the progress of the transfer is displayed.

Infrared send

Ready to send "Report"
Looking for an infrared machine to send to

Cancel
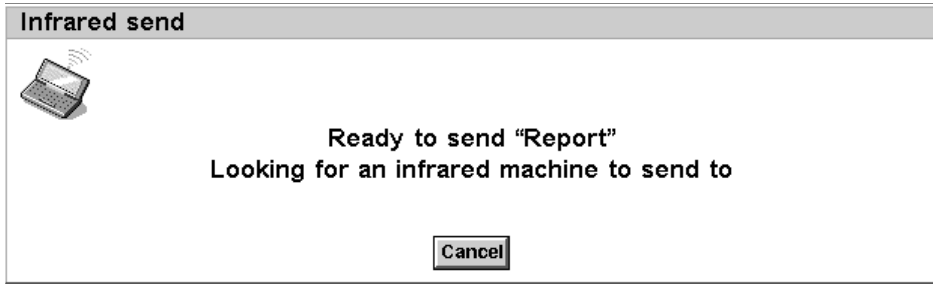
4.3.1 When The Transfer Is Complete

When the transfer is complete the Infrared screens disappear. There is now a copy of the selected information or file on the receiving machine.

Note: *If a file is being transferred, and the folder on the receiving machine already contains a file of that name, then the receiving machine displays a dialogue where you can rename the received file, or move it to another folder or disk drive.*

The transfer does not affect the information on the sending machine.

4.3.2 Cancelling The Transfer

To stop the transfer while it is in progress, press **Esc** on either machine.

4.3.3 If The Transfer Fails

If the transfer fails, a message is displayed to indicate why. Follow the advice given by the message and try again.

CONFIGURING THE NETPAD 5

5.1 Things To Do First

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

- Enter owner information, so that your netpad can be returned if you lose it.

- Set a passcode for your machine, so that other people cannot access your information.

- Set the current time and date, so that you can use the diary program Agenda and set alarms.

- Set your "Home city", so that the netpad can display the correct time differences and dialling codes for other places in the World. This is useful if you use the Time program.

5.1.1 Entering Owner Information

It is a good idea to type your contact information as "owner information", so that if you lose your netpad, it can be returned when found:

1. Select the **Passcode** icon from the Control Panel in the System screen, and tap the **Owner info** button in the dialogue (see "Setting A System Passcode", below).

2. Set how you wish the owner information screen to be displayed:

   At switch on, if you always want to display the screen when switching the machine on.

   Once per day, if you only want to see the screen once a day, the first time you switch your machine on each day.

   Never, if you never want to display the screen when you switch on.

3. Type in your details and tap **Done**. The labels provided are suggestions only; you can change them if you want to. It's best not to put your home address, in case your house keys are lost at the same time.

You can display the owner information at any time using the *Owner* command on the *Information* menu in the System screen.

5.1.2 Setting A System Passcode

To prevent anyone from looking at the files on the Internal disk of the netpad, set a system passcode that you must type in before you can use the machine.

To set a system passcode:

1. Select the **Passcode** icon from the Control Panel in the System screen.
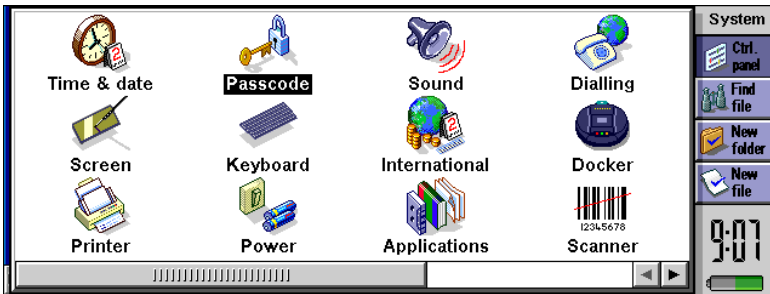
2. Check the *Ask for passcode* box so that your netpad requests the passcode when you switch the machine on.
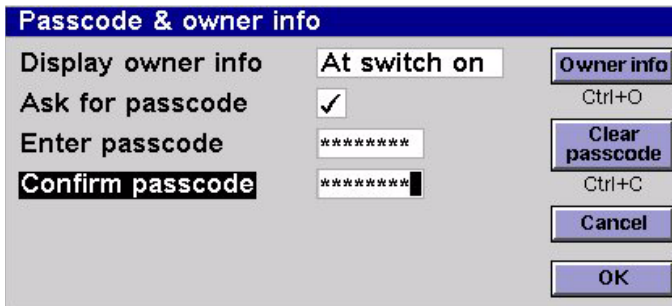
3. Type the passcode twice for confirmation. Choose a passcode that you won't easily forget, but one that won't be easy for someone else to guess. **DON'T FORGET** your passcode! You will need to enter the passcode again if you want to change the passcode settings on your netpad.

The passcode is now set. The next time you switch your machine on, you will have to type in the passcode to access your files.

If you want to switch the passcode off temporarily, remove the checkmark from the *Ask for passcode* box.

Note: *The system passcode does not protect files stored on multimedia cards or files copied to other machines.*

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

5.1.3 Setting The Time, Date And Home City

1. In the System screen, tap on **Control Panel** on the Toolbar, or select the command from the *Tools* menu.

2. Tap the **Time & date** icon.

3. You will see a dialogue in which you can set the time and date, your home city and summer times around the world. Tap the **Time & date** button. Move the highlight in the *Time* and *Date* lines by tapping on the part you want to change, or by using the arrow keys. Type the date or time, press **P** for p.m. or **A** for a.m.

4. Tap on the **OK** button and the time and date are saved.

5. Tap the **Home** button.

6. Select your Home city and country. To do this:

   • Start typing in the name of your home city, or tap on the arrow symbols or press the left and right arrow keys until you find the city you want.

   • If your home city is not listed, select a city that is nearby for now (adding a city is described in the *Time* document).

   • Tap on the **OK** button and your home city is saved. Tap **Close** to remove the dialogue and return to the Control Panel.

Note: *The netpad can use a 12-hour clock (midnight is 12:00:00 a.m.) or a 24-hour clock. Refer to the 'Time' document for details on how to change these settings, and how to adjust the clock for summer time.*

Time & Date Icon   Time & Date Dialogue
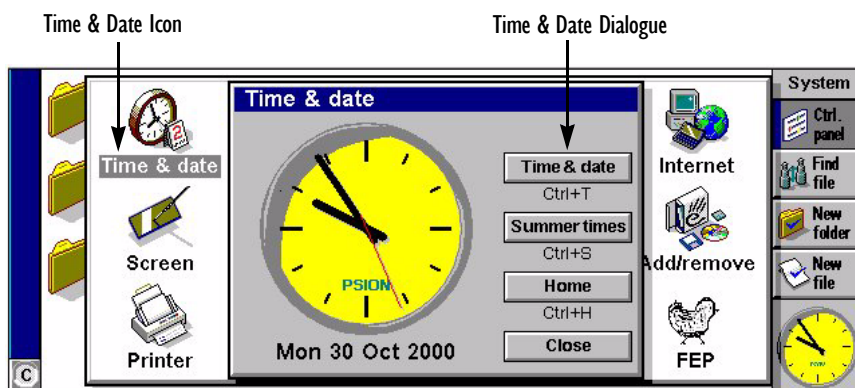
5.2 Things To Do Next

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

- Instructions for using PsiWin to connect to your PC and perform backups to your PC.
- Ideas for customizing your netpad.

5.2.1 Connecting netpad To The PC And Using PsiWin

- Connect the cable to the serial port on the netpad, and the other end to a serial port at the back of the PC.

- Please see the *Installing and Setting up PsiWin* document for installation instructions.

- When you have installed PsiWin on the PC, the *My Psion* icon will appear on the Windows Desktop. Just click the right mouse button on this icon to see menu options for the things that you can do. PsiWin also adds a number of commands and icons to Windows Explorer for working on netpad files. For details on the use of PsiWin with the netpad, please refer to Chapter 7: "Connecting netpad To A PC", and also see the PsiWin online help.

Note: A communications program, "Comms", is available which provides terminal emulation and file transfer to other computers. You can use it to connect the netpad directly to another computer, or via a modem to access electronic mail systems and bulletin boards. See the Comms User Guide *for more detail.*

Backing Up To A PC

You can use PsiWin to back up individual files, folders, or the netpad's entire disk to the PC.

Note: ***Making regular backups.***
It is a good idea to set up an "automatic backup" in PsiWin so that you can make sure your machine is backed up regularly.

5.2.2 Backing Up To Multimedia Cards

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

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

2. Set the current disk to be **D** (i.e. the multimedia card), and select the folder you want to use for the backup on disk D.

3. Select the **Paste** command from the *Edit* menu.

Restoring Files From A Backup

To restore the files and folders on a multimedia card to your netpad, copy them from the multimedia card to the Internal disk in the same way as backing up. This time, set the current disk to **D** to select the files on the multimedia card, copy the selected files, then change it to **C** to paste the copied files to the Internal disk.

5.2.3 Exploring The Control Panel

To display the Control Panel:

Move to the System screen and tap on Control Panel on the Toolbar, or select the command from the *Tools* menu.

Initially, you should set up the *Time & date*, *Screen*, *Power*, and *Printer* if you intend to use one. You might also like to set up owner information and a passcode if you have not done so already. You may wish to change other settings later.

- Use the *International* icon to change settings that may vary from country to country, e.g. the currency and date formats.

- Use the *Power* icon to control how and when the netpad switches on and off. For example, you might like it to switch on when you tap the screen, and off when you haven't used it for three minutes. For details, see "Power and Power Saving Mode" on page 59.

- Use the *Sound* icon to control the sounds that the netpad makes when you press navigation keys, tap the screen and perform other actions.

- Use the *Screen* icon to change the screen contrast and brightness, or re-calibrate the touch sensitive screen if the netpad stops responding to your pen taps.

- Use the *Keyboard* icon to control how long you have to hold a key down before a repeat keypress occurs.

- Use the *Passcode* icon to set a passcode on your machine or enter owner information.
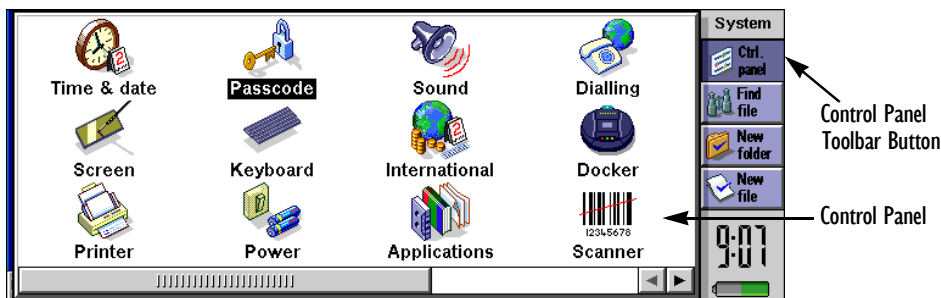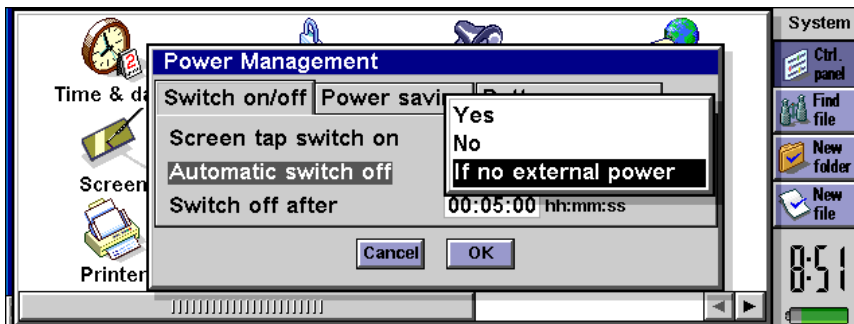
5.2.4 Power and Power Saving Mode

1. From the Control Panel, select the *Power* menu.
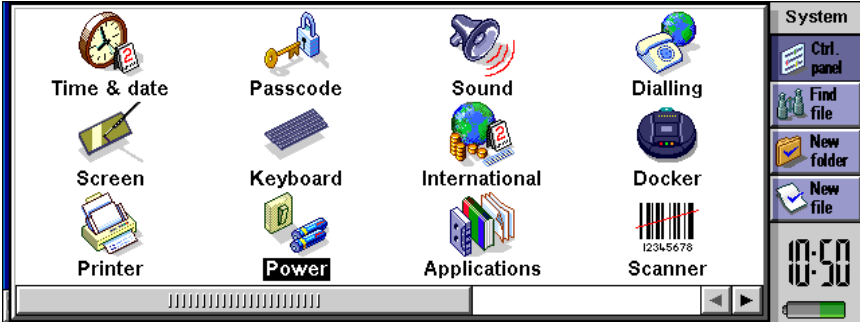
2. The following menu appears. Selection of **Screen tap switch on** places
    a checkmark in the white box. When this item is selected and the
    netpad has switched off, the netpad can be restarted by tapping
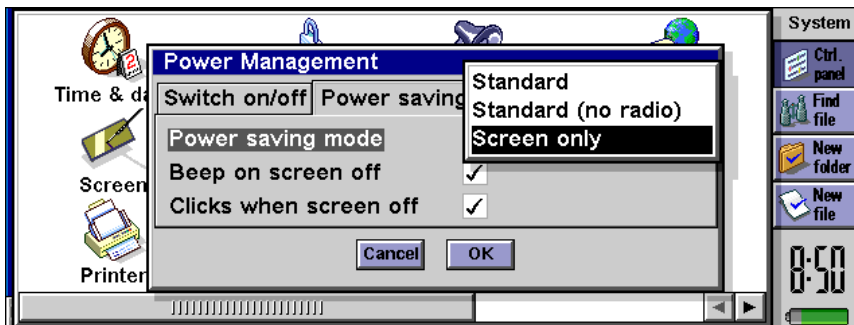   the screen.
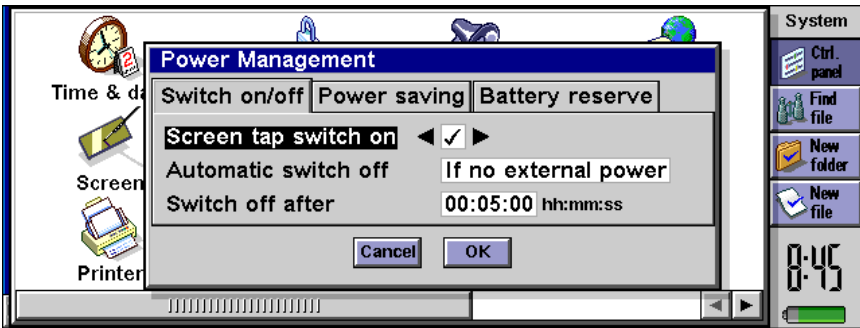
3. Selection of **Automatic switch off** presents the following three options.

- **Yes**
  This option will automatically switch off the netpad when the time set in the **Switch off after** box is reached, if there has been no user action on the netpad for that time period.

- **No**
  The netpad will not switch off automatically.

- **If no external power**
  This option will automatically switch off the netpad when the time set in the **Switch off after** box is reached, if there has been no user action on the netpad for that time period, and only if there is no external power.

4. Selection of **Power saving mode** presents the following three options:

- **Standard**
  This option will automatically switch off the netpad when the time set in the **Switch off after** box is reached, if there has been no user action on the netpad for that time period.

- **Standard (no radio)**
  This selection switches the netpad off in the same way as the **Standard** option, but also switches off the radio, with the result that there is no communication between the netpad and the radio. This option is used to turn off the radio when you are entering areas where radio emissions are not permitted, such as a plane or a hospital.

- **Screen only**
  This mode switches off the LCD to save power, but enables the radio unit to switch it on for an incoming transmission from the radio network. Selection of the **Screen only** mode allows the user to select **Beep on screen off** and **Clicks when screen is off**. These functions are selecting by placing a checkmark in the white box (see details below).

  > **Beep on screen off**
  > This selection will cause the unit to emit a loud beep if there has been no user action or radio transmission when the time set in the **Switch off after** option is reached.

  > **Clicks when screen off**
  > Once the netpad has entered the **Power Saving mode** by switching off the LCD, the speaker on the netpad will click every second to let the user know the netpad is in the LCD power saving mode.

  If **Beep on screen off** and **Clicks when screen off** are not enabled, the netpad will switch off when the time in the **Switch off after** option is reached, but there will be no sound warning that the netpad is still active. The LCD will automatically come on with incoming transmissions to the radio.

  To switch on the LCD with **Screen only** Power saving mode enabled:

  i) Tap the screen if the netpad has **Screen tap switch on** enabled (see page 59).
  ii) Press the On/Off button.

To switch off the netpad with **Screen only** Power saving mode enabled:

With the LCD **on**, pressing the On/Off button for longer that three seconds will place the netpad into stand-by. The netpad will not come on with incoming radio transmissions.

5.2.5 Securing Your Information

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

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

- • Make your files "read-only". For more information see Chapter 6: "Files, Folders, and Programs".

- • Back up your files regularly (see "Backing Up To Multimedia Cards" on page 57) in case they get lost or are deleted accidentally.

- • Set passwords to protect information from prying eyes. You can set a password for the netpad as a whole (as explained earlier) or for individual files. For more information see Chapter 6: "Files, Folders, and Programs".

- • Enter contact information so that your netpad can be returned to you if you lose it. See "Entering Owner Information" on page 53.

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

5.3 Customizing Your netpad

This section includes some ideas for customizing the netpad.

Note: *You can customize the way many programs work using the* Preferences *commands on the program's* Tools *menu.*

5.3.1 Creating Your Own Wallpaper

You can change the "wallpaper" that appears in the background on the System screen. You can use any picture that you draw or import into Sketch.

To create wallpaper:

1. Display the picture in Sketch. If you only want to use part of a picture, select the area.

2. Select **Save as System wallpaper** from the *More* commands on the *File* menu.

3. Type a name for the wallpaper file. Sketch keeps the files that contain wallpaper separate from the original Sketch files so you can carry on using your original picture without affecting the wallpaper.

To select the wallpaper file to use:
Move to the System screen and select **Preferences** from the *Tools* menu. Move to the Wallpaper page and select the name of the wallpaper file that you want to display.

To delete a file containing wallpaper:
Move to Sketch and select **Delete System wallpaper** from the *More* commands on the *File* menu. Select the wallpaper that you want to remove.

Note: You cannot delete the built-in wallpaper included with the netpad.

5.3.2 Recording Your Own Alarms

You can use the Record program to create alarm sounds that can be used in Time and Agenda.

To save a recording for use as an alarm sound:
Select the **Alarm sound** button on the Toolbar or the **Save as alarm sound** command from the *File* menu and type a name for the alarm sound. This creates another version of the sound as an alarm, and leaves the original file open in Record.
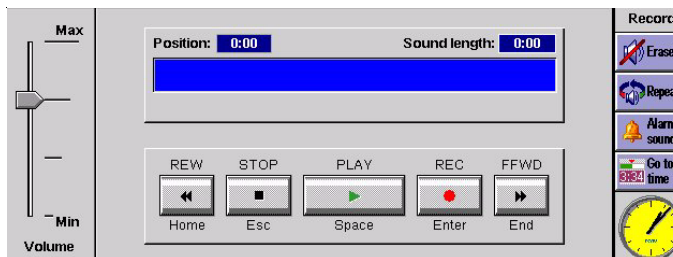
To delete a custom alarm sound:
Select the **Delete alarm sound** command from the *File* menu, and select the alarm to delete from the list.

Note: *You cannot delete or modify the built-in netpad alarm sounds.*

5.3.3 Customizing The System Screen

In the System screen, you can use the commands on the *View* menu to change how the System screen looks and works:

- Change the position of the Title by selecting **Title position**, and the width of the columns by selecting **Column width**.

- Use *Zoom in* and *Zoom out* to change the size of text and icons on screen so that more or fewer files and folders are displayed.

- Turn the Toolbar off and on with *Show toolbar*; without the Toolbar you can see more of the System screen.

- Control how the files are sorted, and what file information is displayed with *Sort files* and *Show file details*. When you first use the netpad, files are grouped 'by type' (i.e. according to program); you can change this to sort them by date, name or size.

You can customize many of the ways that the netpad works from the System screen using the *Preferences* command and the icons in the Control Panel. For example, you might want to change the automatic switch off setting, owner information, the standard printer and print preview settings, and set up a password to protect your files from prying eyes.

You can customize the positions of icons on the Program icon bar, e.g. so that the icons for your favourite programs appear in particular positions. To display the Program icon bar where you can set this, press the **System** icon once if you are in the System screen, or twice if you are in an application. To display the dialogue in which you set the position of an icon, tap the title bar on the left-hand side.
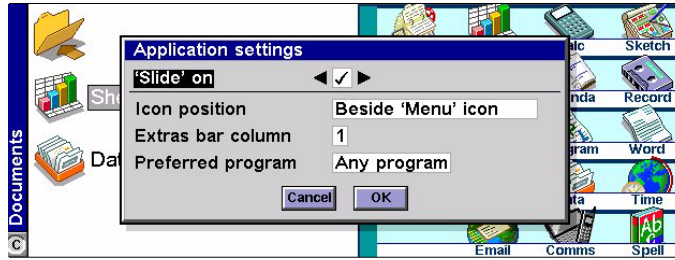
The System screen preferences allow you to display "hidden" files and the '*System folder'* in the System screen, change the standard folder for files, and change the keypress for opening multiple files.

Warning: *The* **System** *folder contains files that are used by the netpad programs themselves. You should not normally need to access these files, which is why this folder is not shown as standard. Do not delete or modify files in this folder, or create new files in this folder, otherwise you may have problems using the netpad programs.*
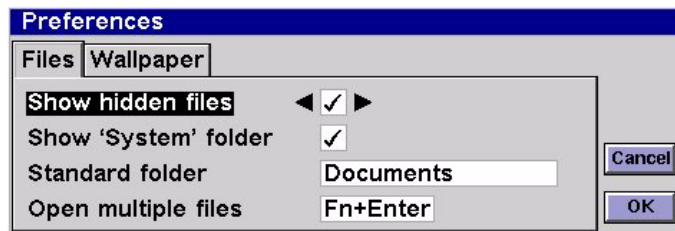
FILES, FOLDERS, AND PROGRAMS   6

6.1 Introduction

The System screen is the netpad's file manager. You will see the System screen the first time you switch the netpad on; at other times, just tap the program icon. Alternatively, tap the open program to display the Open files/program dialogue. Then select **System** and **Go to file** to move to it.

Note: When you first turn the netpad on, the name of the current folder is displayed in the Title at the left of the screen. If any files are present, they are listed in columns across the screen; the icons beside their names represent the programs that are used to open them.

1. Tap program icon

2. Select **System** and tap **Go to file**
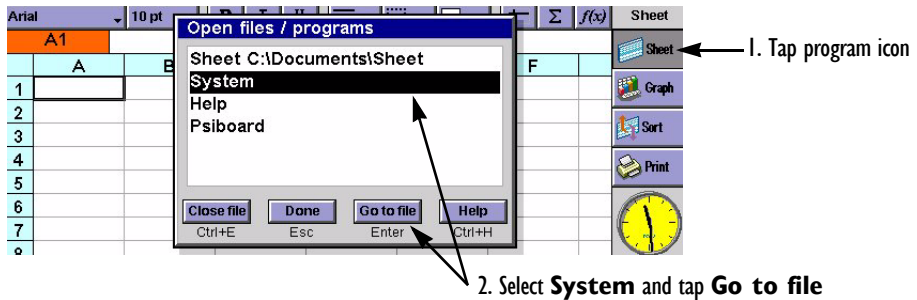
Displaying Online Help

To display online help, select the **Help** option from the *Tools* menu from the System screen. This provides help on files, folders and programs.

6.2 Moving Around

To move the highlight between the files and folders on the screen:
  tap on the names, or use the arrow keys. If there are more files in the folder than can be displayed on screen, scroll the screen using the scroll bar.

You can use a "bookmark" to tag and move to a folder that you often use. Move to the folder and select **Set bookmark** from the *Edit* menu to insert the bookmark. Later you can select **Go to bookmark** from the *Edit* menu to move back to the folder.

To view the files on a multimedia card:
change the current disk by tapping the disk (**C**) icon in the Title bar and select the disk you want to view, or select the command for disk **D** from the *Current disk* command on the *Disk* menu.
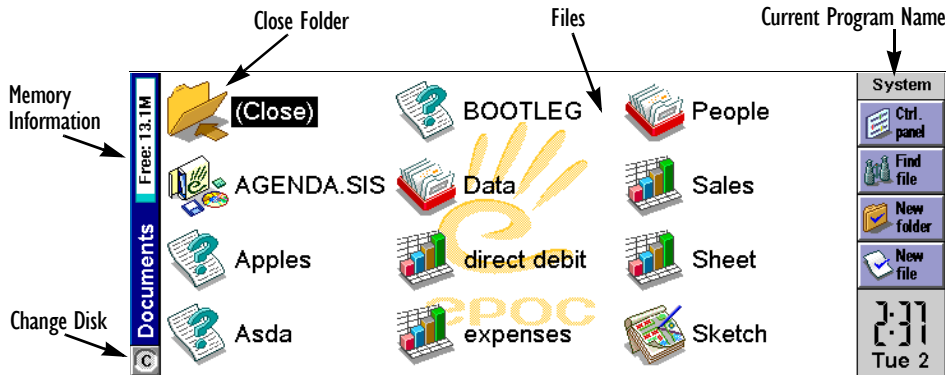
6.3 Opening Files, Folders And Programs

To open a file or folder from the System screen:
tap it twice, or highlight it and press **Enter**. Files that are currently open have their names displayed in bold on the System screen. Opening a file automatically saves and closes any other file that is currently open in the associated program.

To move to a program:
tap the relevant program icon. Tap the **System** command icon to display the Program icon bar with more program icons. If the program is file-based, e.g. Data or Word, the program displays the last file you were looking at. You can start a new file using the **New file** Toolbar button or the command on the *File* menu (see "Creating New Files" on page 72 for more details).

Notes: If the last file you were looking at has been deleted, moved or renamed, the program automatically looks for a file with a standard file name (e.g. Word, Data, Agenda and so on) in the standard folder, and opens this file instead. It will create a new file if necessary.

*Tap on the **System** command icon to display icons for additional programs installed on your netpad. If there are more programs than will fit on the screen, tap the **More** button.*

How can I see which files and programs are open?

Select the **List open files** command on the *List* cascade from the *File* menu, or tap
the **System** icon. To move to a file or program in the list, highlight it and press the
Go to file button.

6.4 Closing Programs/Files

To close the current folder:
> tap on the **Close** folder icon at the top of the screen, or highlight it and press
> **Enter**. When you close all folders in the System screen, you move to the highest
> level of the disk, called the "root" of the disk.

To close a file:
> use the *Close* command on the *File* menu, either in the program in which the file
> is open, or in the System screen. Any changes you have made to the file are
> automatically saved.

To close a document without saving your changes:
> select **Revert to Saved** from the program's *File* menu, in the *More* option,
> before exiting in the normal way. Some applications, like Agenda and Data,
> always save your entries as you enter them, and therefore do not provide
> this facility.

You can also close files or programs by selecting the list of open files and programs
by tapping the current program name, then using the **Close file** button in the list of
open files and programs.

6.5 Creating New Folders

You can keep a maximum of 64 items (each file or folder counts as one item) in the
"root" (top level) of the netpad's internal disk. It's best to create a number of folders
in which to store all your files to prevent the top level of the System screen from
becoming too full.

You might want to create some folders for work projects and others for home use.
For example, you may create a folder called "House" for files relating to work on
your house, and create another folder within the "House" folder called "Letters" for
Word files of correspondence. Using folders in this way will also make your files
easier to find.

To create a new folder:

1. Move to the folder in which you wish to create the new folder.

2. Select the **New folder** command from the *Toolbar* or *File* menu, and type in the folder name.

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

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

6.5.1 Creating New Files

You can create files from the System screen, or from within programs. As a general rule:

*   Create a file from the System screen to start with the standard netpad settings.

*   Create a file from within a program to use the settings that are in use in the file currently open, e.g. labels in a Data file.

To create a file from the System screen:

1. Move to the folder where you wish to keep the file.

2. Select the **Create new** command from the *File* menu, then select **File**.

3. Select the program you wish to use, e.g. Word for a Word document.

4. A filename is suggested. If you do not wish to use this, type a name of your own before pressing the **OK** button.

What names can I use for my files & folders?

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

The maximum length of a filename is 256 characters, although note that this includes the disk drive letter, and the names of the folders within which the file is contained (known as the "path"). The maximum length of a folder name, including the path, is 252 characters.

Generally, this will not be a problem, although it means that you may encounter difficulties if you use very long filenames for files which you store in folders which have long names, nested within other folders with long names, and so on. If you do exceed the maximum allowed length, rename a folder or file to a shorter name.

⚠️ ***Important:*** *Note that files are not stored with a file name extension so that an Agenda file, e.g. called '1997', will have the same file name as a Sheet file called '1997'. You **cannot** store two files with the same name in the same folder, even if the files are created using different programs. If you save a file with the same file name as a file already existing in that folder, the original file will be deleted and replaced with the new file.*
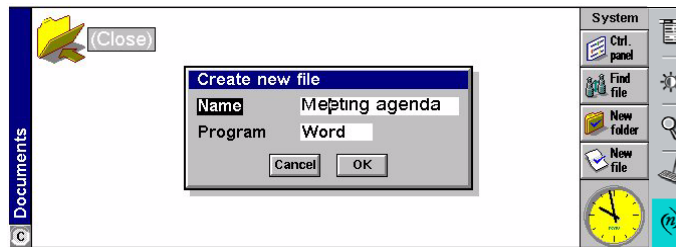
6.6 Browsing Folders

A quick way to find a file is to use the **Browse folders** command on the *File* menu. This displays a Browser which shows a tree structure of all the files and folders on the current disk. You can also display the Browser by tapping the **Title** bar or pressing **Tab** in the System screen.

To move between files and folders in the Browser:
   use the pen or arrow keys.

To "expand" the folder display:
   highlight the folder name and tap it again or press **Tab**. To "collapse" the folder display, tap the folder name twice or press **Tab**.

To create a folder from the Browser:
   press the **New folder** button.

To rearrange the order of the files in the currently highlighted folder:
   press the relevant **Sort by** button.

To select a file from the Browser:

highlight the file and press the **OK** button. This selects the file in the System
screen from where you can open it, rename it, or copy, move or delete the file.

Folders

Sort Files By...
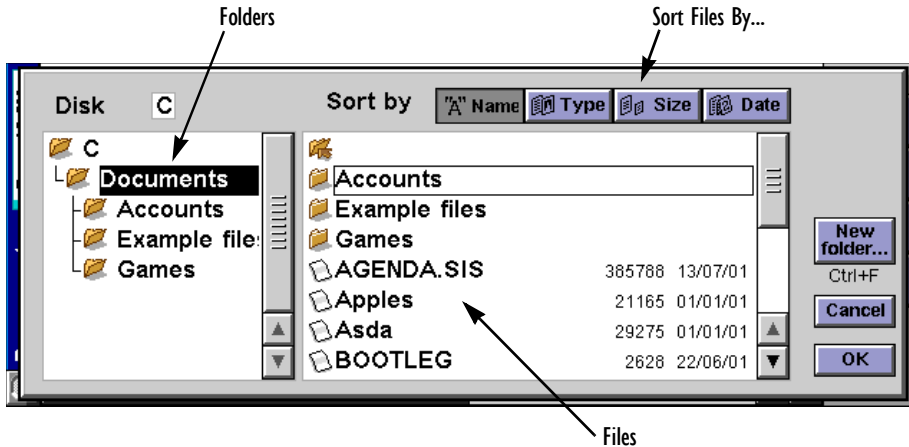
Files

6.7 Finding Files And Folders

To search for files or folders tap the **Find file** button on the *Toolbar* or select the
command on the *Edit* menu.

- If you know the name or part of the name, type it on the *Name* line; leave it
  blank to find all files and folders.

- To search only for files used with a specific program, select the program
  name on the *Program* line; select **Any** to search for all files used with
  any program.

- Tap **OK** to start the search.

This checks all files and folders on the Internal disk and includes a multimedia card
if present. The search results appear in a list.

To sort the list:

by filename, file type, file size or creation date, press the **Sort** button and choose
the sorting type required. To sort the list again in reverse order, just select the
same sorting type again.

To go to a file or folder:

highlight it and tap it again, or press **Enter**.

6.7.1 Using Passwords

You can prevent other people from opening your Word and Sheet files by setting a password for each file. For example, you may have a Sheet spreadsheet containing your personal finance details. To set a password on a file:

1. Open the file and select the **Password** command from the *File* menu.

2. Type your password twice for confirmation. Choose a password that you won't easily forget, but one that won't be easy for other people to guess.

3. Press the **OK** button, and the file is saved immediately with the password.

When you want to open the file, you will be asked to type in the password.

⚠ ***Important:*** *Don't forget your password! If you have forgotten the password for a file then you will not be able to open it.*

The password on an individual file will protect it if you transfer it to a multimedia card or another machine. If you copy the file, the copy will be protected by the same password. The password also prevents the file being converted to another format and read on a PC.

6.8 Changing File Attributes

You can prevent a file from being accidentally changed by making it a "read-only" file. To do this, highlight the file in the System screen and select **Properties** from the *File* menu. Then check the **Read-only** box.
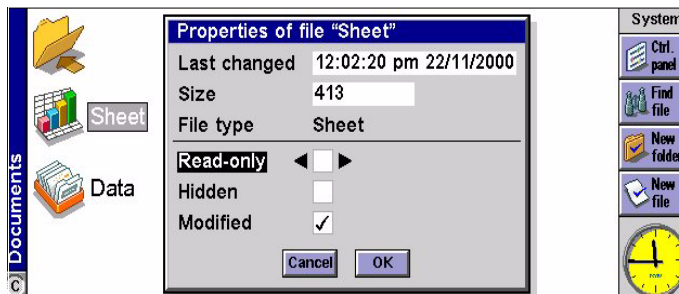
Files that have been created on a PC and then transferred to the netpad may also be "read-only" files.

To check whether a file is a "read-only" file, highlight it in the System screen and select **Properties** from the *File* menu.

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

6.9 Managing Folders

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

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

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

2. Select the **Cut (move)** command from the *Edit* menu. A dotted line appears round the file/folder icon(s).

3. Go to the disk drive and open the folder into which the highlighted items are to be moved.

4. Select the **Paste** command from the *Edit* menu.

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

If you move (or rename) your most recently opened Agenda or Data file, you should open it again by selecting it from the System screen, rather than tapping the Agenda or Data program icon. Tapping on the program icon will create a new Agenda or Data file.

To copy a file or folder, or multiple files/folders to a different folder:
follow the earlier instructions, but select the **Copy** as opposed to the *Cut (move)* command from the *Edit* menu.

To make a copy of a file or folder within the same folder:
> highlight it on the System screen and select the **Copy** command followed by the **Paste** command. A new file is automatically created for you using the following naming convention (with Word as the example): Word(01), Word(02), etc. You can rename the file or folder later if you wish.

To copy the entire contents of a disk to a folder on another disk:
> e.g. to back up the entire contents of your Internal disk (**C**) to a backup folder on a multimedia card (**D**), select **Copy disk** from the *Disk* menu.

To rename a single file or folder:
> highlight it, select **Rename** from the *File* menu, and then type in a new name.

To rename a disk:
> select **Name disk** from the *Disk* menu.

To remove one or more files or folders:
> first highlight them and then either press the **Delete** key, or select the **Delete** command from the *File* menu.

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

6.10 Checking Memory Use

To display the amount of memory remaining:
> select **Show disk gauge** from the *View* menu to see the amount of free memory in the System screen Title bar. Tap on this gauge, or select the **Disk** command from the *Information* menu to see more detailed information about a selected disk.

Disk Gauge →

To see information about total memory usage:
select the **Memory** command from the *Information* menu.

```
Memory information
Total memory 64M
■          5%
Used 3916K
Free 61620K
      [ Continue ]
```
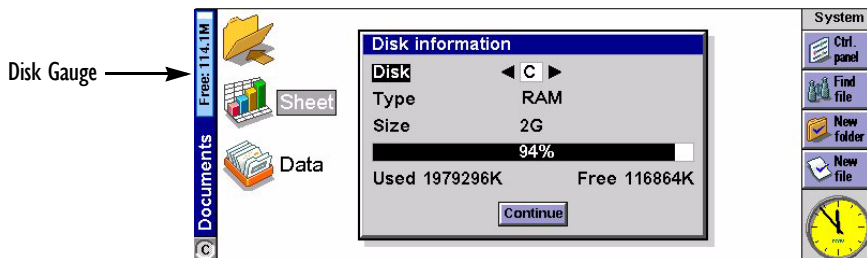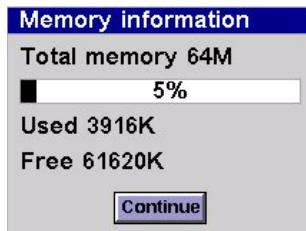
6.10.1 Which Files Use The Most Memory?

Certain types of files use more memory than others.

Sound files can become very large, so you should take care to delete unwanted Record and Voice note files so that they do not use up space on the Internal disk.

When recording a sound, the netpad will allow you to continue recording until the 'Time available' runs out. Even if the Time available is zero, the Record program will always leave approximately 100 kilobytes of free memory.

If you find that the amount of free memory is suddenly reduced, it is a good idea to check the size of any Record files.

Agenda files can also become very large. You should tidy your Agenda periodically in order to remove entries; see the *Agenda User Guide* document for more details.

What will happen when the memory is full?

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

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

Files saved on the Internal disk and "open" programs both use memory. So, if the memory is nearly full you should be able to free some memory by closing some programs. You can use the **List open files** command from the *File* menu in the System screen to check which programs are running, and then close the programs or files that you do not need to have open.

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

6.10.2 Additional Memory And Programs

You can insert multimedia cards into the slot on the right-hand side of the netpad. You might use them as additional memory for storing files, or to add more programs to the netpad.

If a multimedia card contains additional programs:
> their icons will automatically appear in the Program icon bar when you insert the disk. They will be removed when you take out the card.

To delete all the files on a multimedia card:
> put it in the slot, and then select the **Format disk** command from the *Disk* menu; select **D** a s the 'Disk' in the *Format disk* dialogue.

Important: *Do not format the **C** disk - this will remove all the files you have stored on the netpad's internal disk, and remove all the preferences and settings that you have set up.*

Translated OPL programs that have not been made into applications will not appear in the Program icon bar. If you wish to run a translated OPL program, locate the file in the System screen, highlight the filename and tap it or press **Enter** to run it.

Can I run Series 3/3a/3c/3mx/5/5mx programs on a netpad?

There are no major differences between OPL for Series 3/5 machines and OPL for the netpad. If you have written programs in OPL on a Series 3/5, you should be able to translate them so that you can run them on a netpad. **Series 3/3a/3c/3mx applications** (which are not written as OPL programs) **will not run on a netpad**; however, applications written for Series5/5mx should work.

CONNECTING NETPAD TO A PC   7

7.1 Introduction

This chapter explains how to use PsiWin to copy files between a PC and netpad, and how to synchronize files such as Agenda, Data and Contact files. It assumes some basic knowledge of Windows 95/98/NT4.

The chapter assumes that you have established a link between your PC and netpad.

- Check this by looking in the PC's System tray in the bottom right-hand corner of your desktop. There should be a wiggly line in the system tray if you have successfully linked, as shown.

If this line is straight there is no connection.

- Make sure that your link cable is connected.

- On the netpad, go to the System screen and select **Link to desktop…** on the *Tools* menu. Make sure that the *Link* line is set to **Cable**.

If you are having problems connecting to your netpad, please see "General Trouble-shooting Tips" on page 165, or if docked check to make sure the RS-232 cable is connected to the docking station.

For information about installing PsiWin, see the document, *Installing and Setting Up PsiWin*. For information about printing to a PC printer via PsiWin, see "Using PsiWin To Print Via A PC" on page 153.

7.2 About PsiWin 2

You can use the PC connectivity software, PsiWin 2, to integrate the netpad with PCs running Windows 95/98/2000/ME or NT 4.0. By connecting the netpad to a PC with a cable and running PsiWin on the PC, you can:

- **View your netpad files** from Windows Explorer by using the 'My Psion' icon which is added to the PC's Desktop. The 'My Psion' icon gives you access to all of PsiWin's powerful file management facilities for your netpad files.

- **Drag and drop files** between the netpad and the PC in the same way that you would between PC drives, and they will be automatically converted to the appropriate file format at the same time.

- **Synchronize Agenda files and your address book** on the netpad with PC agendas (applications) and contact managers to keep them in step with each other.

- **Back up** your netpad files to the PC, then restore them from the PC to the netpad again should you ever need to.

- **Print** files on your netpad to a printer connected directly to your PC, or available to your PC via a network.

7.3 Using PsiWin

PsiWin is not a separate program; instead it allows Windows Explorer to see files on your *netpad*, using the *My Psion* icon. You can copy your netpad files in most of the ways you can copy any normal PC file. The two methods outlined in this chapter are representative of ways that you might use Explorer, but are not the only possibilities.

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

7.4 Getting Help

7.4.1 Where Can I Find More Help?

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

You can display the help topics by:

- Selecting **Start,** then **Programs,** then **PsiWin 2.x,** then **PsiWin Help**.
- Selecting the **My Psion** icon in Explorer and pressing the **F1** key.
- Double-clicking on **My Psion** and selecting **Help,** then **Help Topics** from the *Menu* bar.

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

7.4.2 Tips On Using PsiWin Help

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

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

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

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

Note: *To provide further assistance, help topics may also include a **Related Topics** button ▪ providing links to other help topics covering similar subjects.*

7.5 Working With Your Files

7.5.1 Looking At Files On Your netpad

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

- Double-click on the **My Psion** icon on your Desktop. The My Psion window opens, displaying icons for your netpad's internal drive(s) and other PsiWin features and settings.

- Double-click on a drive icon to display the files and folders on the drive.

Internal (C:)

My Psion

RAMDRIVE (M:)
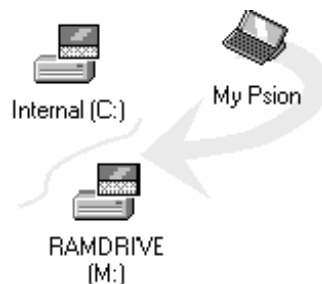
7.5.2 Copying A File Using Drag And Drop

1. Open Windows Explorer:

    • Click the **Start** button and select **Windows Explorer** from the
       Programs menu.

    The left-hand pane of the Explorer window shows a list of all the disk
    drives on your PC, along with netpad and network drives (if any). You can
    expand a branch by clicking on the ⊞ symbol next to it, or close the
    branch by clicking on the ⊟ symbol. The right-hand side of Explorer
    shows the contents of the folder selected on the left.

2. Use the scroll bar on the right of the left-hand Explorer pane until you can
    see the drive that contains the folder that you want to copy the file to.

3. Using the ⊞ and ⊟ symbols and the scroll bar, expand the folder
    list until you can see the folder that you wish to copy the file into.

4. Click on the folder to select it.
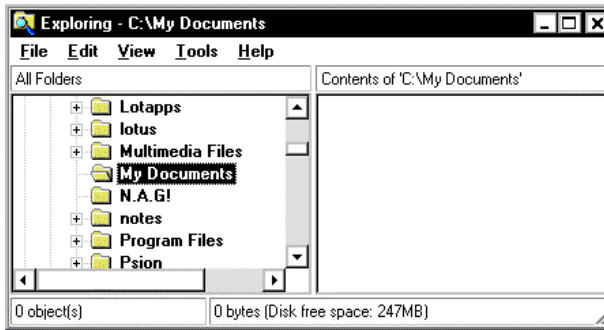
5. Double-click on the **My Psion** icon My Psion on your Windows
    desktop to open the *My Psion* window.
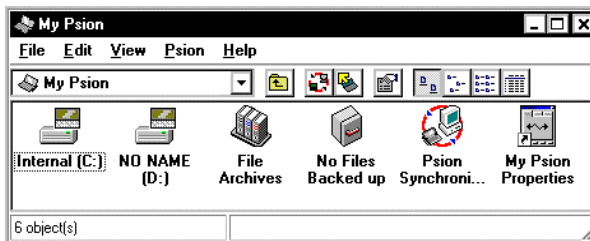
6. The icons to the left of the window (in this example, Internal and NO NAME) represent disks on your netpad.

7. On your netpad browse to the folder that contains the file you wish to convert to the PC. Do this by opening the appropriate disk icon and then the relevant folder name(s).

8. Open the folder. You see icons for each of your files. The icons correspond to the type of file.
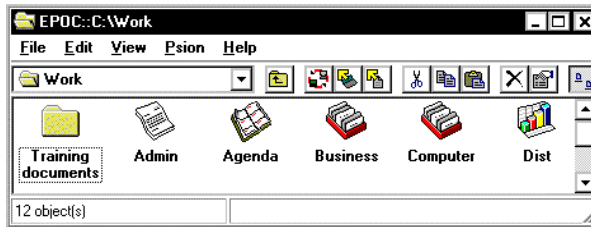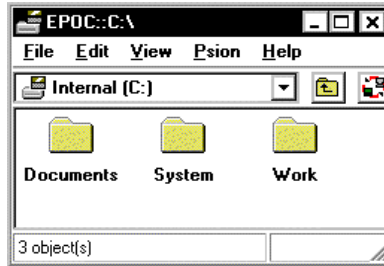
9. Rearrange the positions of the My Psion and Explorer windows until you can see both of them at the same time.
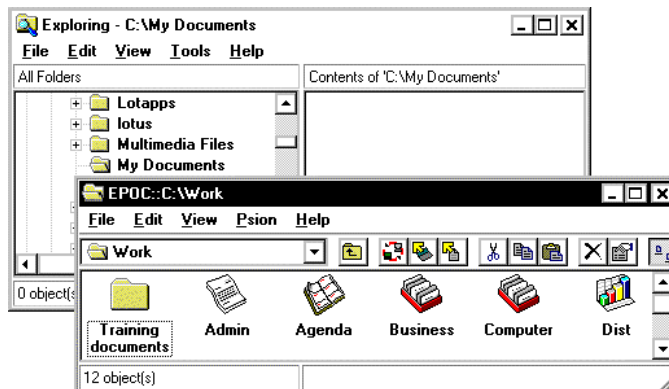
10. Click on the file you want to copy and, keeping your finger on the left mouse button, drag the mouse pointer over the right-hand pane of the Explorer window.
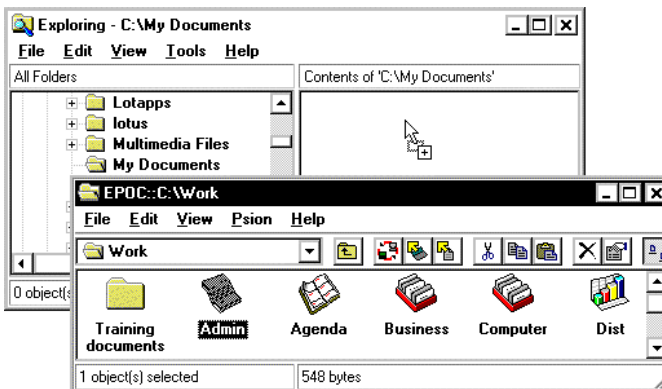
11. Drop the file over this area by releasing the left mouse button.

12. When the *Select type of conversion…* dialogue appears, select from a list of appropriate conversion types by clicking on the ▼ button.
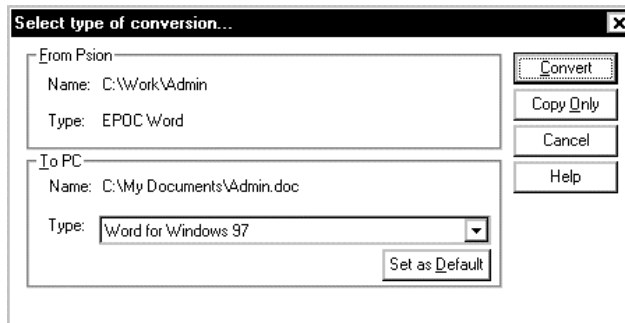
13. Click the **Convert** button.

The file is converted into the selected PC format and can be used in the same way as any other file on your PC.

7.5.3 Copying A File Using Copy And Paste

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

Within Windows 95, 98 or NT4, clicking the right mouse button often displays a context-sensitive (pop-up) menu – a range of commands relevant to the object which you right-click on. In Explorer, you can use these menus to copy files between folders, regardless of whether they are on the PC or the netpad.

1. Open Windows Explorer.

2. Navigate to, and expand, the My Psion branch of the folder list. Find the folder that contains the file you wish to copy to the PC and click on it so that its contents are shown in the right-hand pane of the Explorer window.
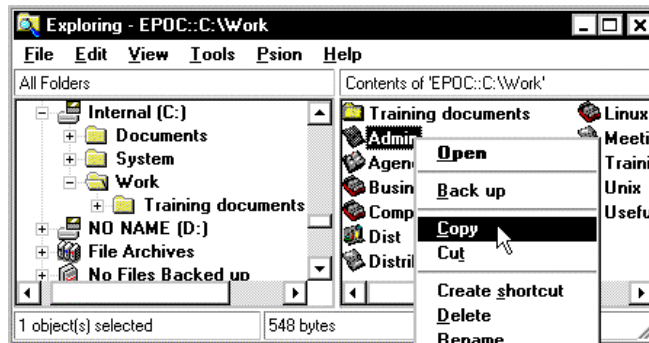
3. Right-click on the file and select Copy from the pop-up menu that appears.

4. Navigate to the folder you want to copy this file to, and select it, so that its contents (if any) appear in the right-hand pane of the Explorer window. Right-click in the right-hand pane of the Explorer window, and select Paste from the pop-up menu.

```
Exploring - C:\My Documents                           _ □ ✕
 File   Edit   View   Tools   Help
All Folders                    Contents of 'C:\My Documents'
   ⊞ 📁 Kpcms          ▲
   ⊞ 📁 Lotapps
   ⊞ 📁 lotus                      View              ▶
   ⊞ 📁 Multimedia Files
      📁 My Documents              Arrange Icons     ▶
      📁 N.A.G!                     Line up Icons
   ⊞ 📁 notes
   ⊞ 📁 Program Files    ▼         Paste
 ◀                      ▶          Paste Shortcut
 Inserts the items you have copied or cut into the selected lo    New    ▶
```
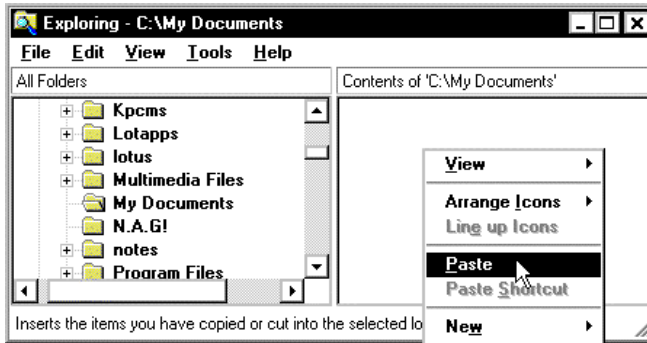
5. As PsiWin copies the file, a dialogue box appears in which you can select the type of file you wish to use on the other computer.

6. The dialogue suggests a suitable file type for the converted file, e.g. Excel 5.0/95 for a netpad Sheet file, or Word 6.0/95 for a netpad Word file. Select an alternative type if you use a different file type on your PC

7. Select the **Convert** button to copy the file from your netpad to the PC and automatically convert it into the chosen file type.

Note: *You can select the **Help** button for more detailed help on the features of this dialogue box.*

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

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

Further help: See the online Help for more information on how to manage files, folders and disks.

Note: *You can also copy the file by clicking on the file icon and dragging it to the folder on your PC.*

7.5.4 Opening netpad Files From Your PC

You can open a file on your netpad using a PC application without first having to copy it to your PC drive. You can edit the file on your PC and then save it back to your netpad when you have finished.

1. To open a file from *Windows Explorer*, double-click on the file icon or press **Enter**. A dialogue box appears in which you can select the type of file you wish to use on your PC.

2. Select the file type suitable for the application you will use to edit the file on your PC.

3. Click on the **Convert** button to copy the file and convert it to the chosen PC file type. PsiWin opens the converted file using the PC application associated with the file type, e.g. **Paint** for a Bitmap Image (**.bmp) file, or **Notepad** for a Text (**.txt) file.

When you save the file within the PC application, PsiWin saves the edited file back to your netpad. A dialogue box appears which allows you to select the file type for the edited file. Select the appropriate file type for your netpad, and then select **Convert** to copy the file back to your netpad. PsiWin makes a backup copy of the original file, which is renamed with a '.bak' suffix, e.g. a file named 'Document' is backed up as 'Document.bak'.

⚠️ **Important:**   *Don't delete the backup version of the file from your netpad until you are sure you want to use the edited version instead.*

Further help: See the online Help for more information on how to open netpad files on your PC.

7.6 Backing Up Your netpad With PsiWin

7.6.1 Performing Your First Backup

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

To make a backup:

1. Double-click on the **Psion Backup** icon on the Desktop.

2. In the *Psion Backup* dialogue, select the drive(s) on your netpad you wish to back up.

3. Click **Back Up** to start backing up the files on your netpad. PsiWin displays a progress window showing how long the backup will take and will inform you when it has completed.

Further help: See the online Help for more information on how to back up and restore your netpad files.

7.6.2 Scheduling Regular Backups

You can set PsiWin to make automatic backups at regular intervals so you do not need to remember to back up your netpad. It is a good idea to schedule automatic backups because it means you will always have up to date copies of your netpad's files.

To schedule regular backups:

1. Right-click on **My Psion** and select **Properties**.

2. Move to the **Backup** tab.

3. Click on **Perform automatic backup** and select how often you wish to backup your netpad.

Further help: See the online Help for more information on how to schedule regular automatic backups.

7.7 Synchronizing Your netpad

7.7.1 What Is Synchronization?

You can use synchronization to manage information that you wish to keep up to date on both your PC and netpad, such as agenda appointments or an address book. When you synchronize, PsiWin checks the information in your PC scheduler with

the matching Agenda or Data file on your netpad, and then updates the files on both your PC and netpad to include the new information. Some examples of synchronization are:

- You add a new appointment in your netpad Agenda, the date, time and notes for the entry will be copied to your PC scheduler.

- You change a phone number in your PC scheduler; it will be amended in your netpad's address book.

- You enter overlapping appointments in your PC and netpad agendas, PsiWin will warn you of the conflict.

Many people will just use one synchronization task to keep their netpad information in step with their PC information. Synchronization tasks can be used in a number of other ways, for example:

- You and other colleagues could synchronize their work Agendas with the same master scheduler on a networked PC.

- You may have a work Agenda synchronizing with a network installation of Organizer at the office, and a personal Agenda synchronizing with Schedule+ on your PC at home.

The following sections provide instructions for synchronizing with Microsoft Outlook, Microsoft Schedule and Lotus Organizer.

7.7.2 Synchronizing Your netpad With Microsoft Outlook

This chapter details the set-up and day-to-day use of PsiWin to synchronize your netpad Agenda and Data files, or the Contacts program, with Microsoft Outlook 97/98 on the PC. The chapter assumes some familiarity with the use of Windows 95/98/NT 4.0.

7.7.2.1   Software Compatibility

This chapter assumes that you are using PsiWin (supplied with netpad). You must also have a full local installation of Microsoft Outlook 97/98.

7.7.2.2   Creating New Synchronizations

If you have different Agenda or Data files, or Outlook folders that you want to syn-
chronize, you can create multiple synchronizations on your PC. You must define at
least one synchronization.

Required Information

Before creating your synchronization, note the locations of the Agenda, Data or
Contacts files you want to synchronize. The synchronization needs to know which
particular files you want to use. You must also specify which folders within Outlook
to synchronize.

- If you are synchronizing an Agenda or Data file, open the file(s) that you
  want to synchronize.

- Tap the file name at the top of the toolbar to open the *Open files /programs*
  dialogue.

- Scroll through the list until you find your file(s) listed.

- Make a note of the path (in this example, *c:\Documents\Agenda*).
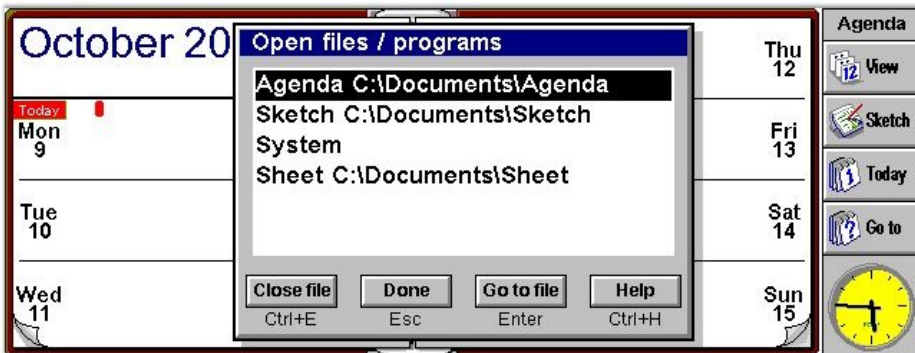
7.7.2.3   Creating The Synchronization

Important: *It is very important that the following information is entered cor-
rectly – otherwise, the wrong files may be synchronized, or no syn-
chronization 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 Data file, the synchronizer creates a new
one on the netpad that is optimized for use with your Outlook con-
tacts. The synchronization can only create a Data file if you have
select the option to synchronize a Data file.*

1. Make sure that your netpad is connected to the PC.

2. Double-click on the **My Psion** icon. Assuming the
   machines have linked successfully, you will see several
   icons, including one labelled *Psion Synchronizer*.

   Psion
   Synchroni...

3. Double-click on this icon.

4. In the *Psion Synchronizer* window, click the **New** button. This launches
   the Psion Synchronizer Wizard, which will take 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.

The welcome screen of the Wizard asks you the PC PIM that you want to synchro-
nize with.

5. Highlight the relevant option and click the **Next** button.

Lotus Organizer 2.1
Lotus Organizer 97
Lotus Organizer 97 GS
Microsoft Outlook
Microsoft Schedule+ 7.0 / 7.0a

< Back   Next >   Cancel   Help
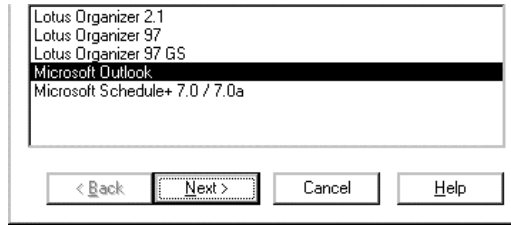
6. In the *Psion* section of the *Applications* dialogue, specify the netpad files that you want to synchronize with.

   a. To synchronize an Agenda file, make sure that the **Synchronize My Agenda** box is checked off. Then specify the Agenda file to be synchronized. Either type in the path and file name you noted earlier, or click the ⬚ button to browse the netpad's disks. If in doubt, use the browse button to find your file.

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

Applications

Use the suggested file(s), which PsiWin can create for you if necessary, or browse for existing files which contain your information. You may also need to enter your Outlook details.

Psion

☑ Synchronize My Agenda
c:\Work\Agenda   ...

☑ Synchronize My Contacts
Contacts program   ...

Microsoft Outlook

Calendar Folder: Personal Folders\Calendar\Example
☐ Use Default Calendar Folder

Task Folder:
☑ Use Default Task Folder

Contacts Folder:
☑ Use Default Contacts Folder

Exchange Settings...

< Back   Next >   Cancel   Help

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

To synchronize with a Data file, click the ⬚ button. Select **Data** and specify the Data file to be synchronized. 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.
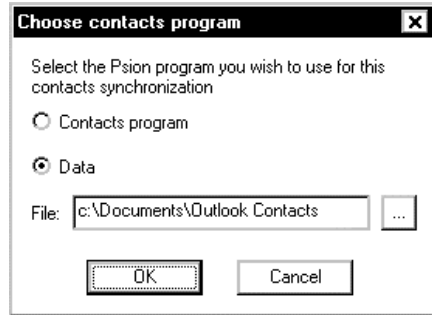
7. Enter details for Microsoft Outlook.

- To synchronize the standard Outlook folders, leave all the **Use Default…** boxes checked off.

- To synchronize custom Outlook folders, uncheck the relevant **Use Default…** box and enter the folder path.

  You can find the folder path by looking at the *Folder List* in Outlook. If this isn't shown, select **Folder List** from the *View* menu. Expand the list until you can see the folder you want to synchronize. The path will be the top level folder, then the subfolder that contains the folder(s) to synchronize, and then the folder to synchronize. These should be separated by backslashes (\). If the name of your top level folder contains some text in square brackets, use this text instead of the top level folder name.
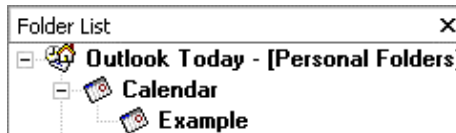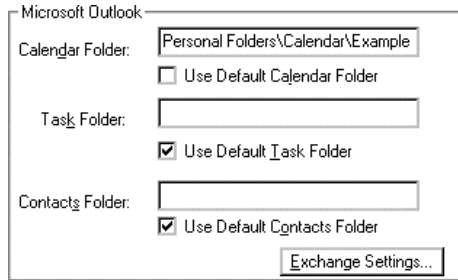
In the example shown here, the path to the *Example* folder is *Personal Folders\Calendar\Example*.

Enter this information into the *Applications* dialogue of the Synchronization wizard. Uncheck the relevant **Use Default…** box, in this example, *Use Default Calendar Folder*, and type the path into the box (in this example the *Calendar Folder* box).

8. Click on the **Next** button.

9. Click on the **Exchange Settings…** button, enter a profile name and click the **OK** button if you want to synchronize with an Outlook profile other than your PC's default.
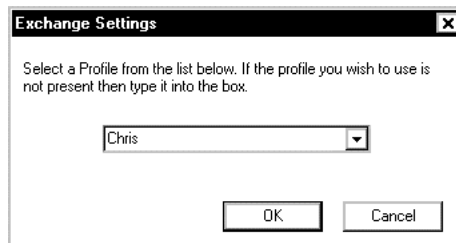
10. The next dialogue allows you to specify which types of entry you want to synchronize. Uncheck particular entry types if you do not want them to be synchronized.

11. Click the **Next** button when you have selected the entry types.

Entry Types

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

Entry types to synchronize

☑ D̲ay Entries / Appointments

☑ A̲nniversaries / Annual Events

☑ E̲vents

☑ T̲o-dos / Tasks

< B̲ack   N̲ext >   Cancel   Help

12. To specify the time period 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 **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 d̲ate range]

Agenda entries to synchronize

○ All specified entries

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

○ O̲nly entries within your work hours

Days: Mon Tue Wed Thu Fri

Hours: 9:00am-5:30pm   [Set w̲ork 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.   [A̲dvanced...]

< B̲ack   N̲ext >   Cancel   Help

13. 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 14 below and click the **Next** button.

14. The *Contacts Synchronization* dialogue lists the labels for the Contacts folder in Outlook (or whichever folder you have specified for contacts information) 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:

    a. Find the Outlook 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.

    b. An arrow ▼ appears to the right of this box. Click on this to display a drop-down list containing all the Psion labels that you have not matched. Select the label you want to assign.

    c. If you do not want to synchronize with a particular Outlook Contacts label, select **<Ignore>** from the drop-down list.
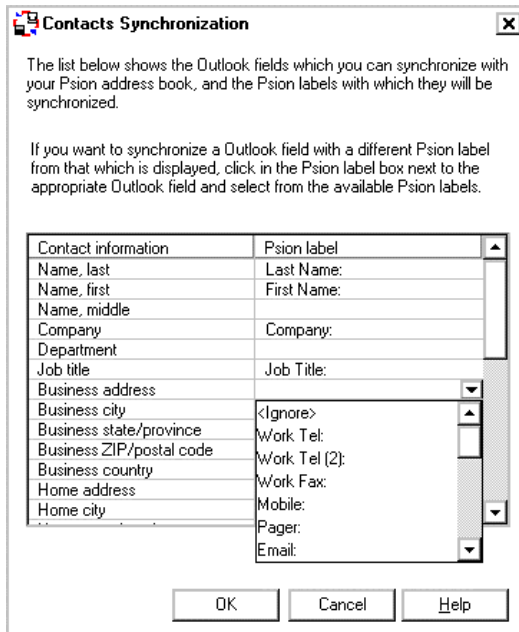
Note: *Each Psion label can only be matched to one Outlook label.*

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

16. In the confirmation
screen, click on the **Syn-chronize Now** button to
start the synchroniza-tion process immedi-ately; otherwise click on
the **Finish** button to
complete the set-up and
save the synchroniza-tion.

If this is the first time
you have run the syn-chronization, you may
see the *Contacts Syn-chronization* 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.
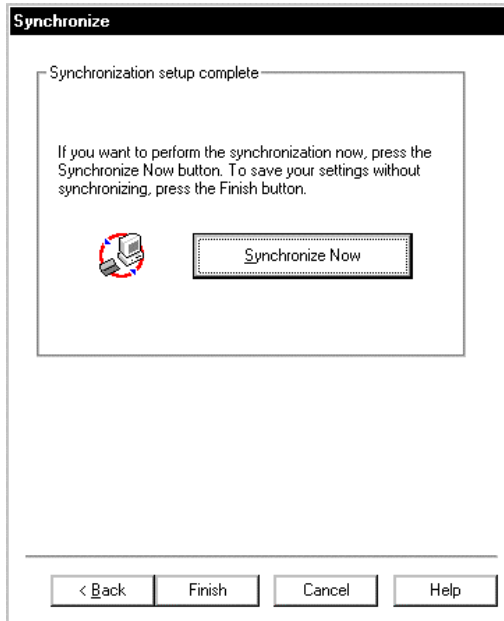
7.7.2.4   Multiple Synchronizations

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.
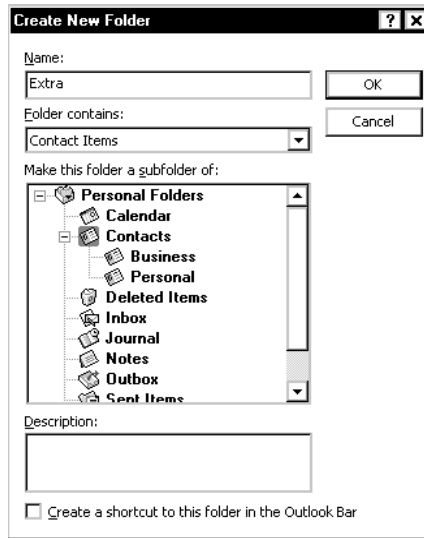
When you create the synchronization, enter the appropriate paths and file names in the applications dialogue.
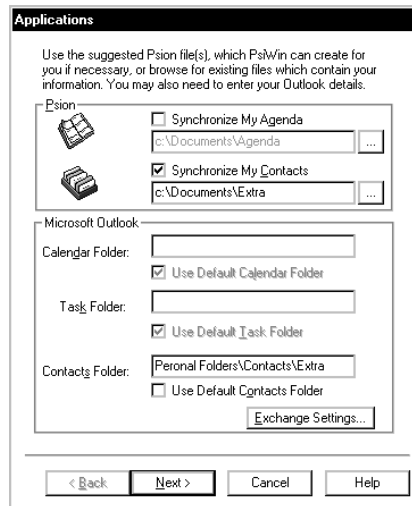
7.7.3 Synchronizing Your netpad With Microsoft Schedule+

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 110. 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.
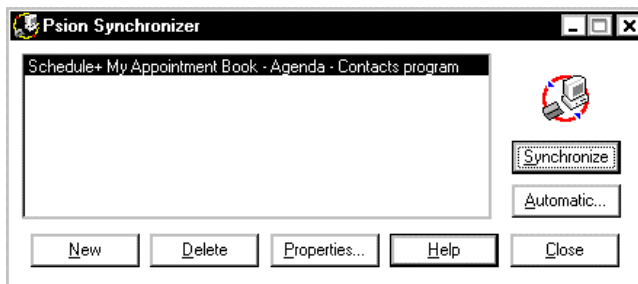
4. The welcome screen of the Wizard asks you which PC PIM you want to synchronize with. Highlight the relevant option and click the **Next** button.

```
Lotus Organizer 2.1
Lotus Organizer 97
Lotus Organizer 97 GS
Microsoft Outlook
Microsoft Schedule+ 7.0 / 7.0a
```

```
< Back        Next >        Cancel        Help
```
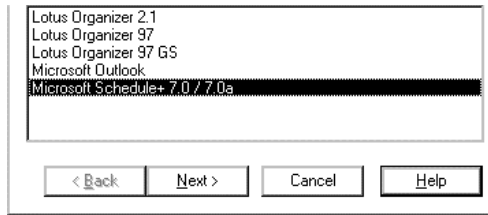
5. In the Psion section of the Applications dialogue, specify the netpad files you want to synchronize with.

- 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.

Applications

Use the suggested file(s), which PsiWin can create for you if necessary, or browse for existing files which contain your information. You may also need to enter your Schedule+ details.

Psion

☑ Synchronize My Agenda

`c:\Work\Agenda` `...`

☑ Synchronize My Contacts

`Contacts program` `...`

Microsoft Schedule+ 7

◉ Synchronize My Appointment Book

○ Synchronize Other's Appointment Book

`[                    ]`

○ Synchronize Project Schedule

`[                    ]` `...`

Exchange Settings...

`< Back        Next >        Cancel        Help`
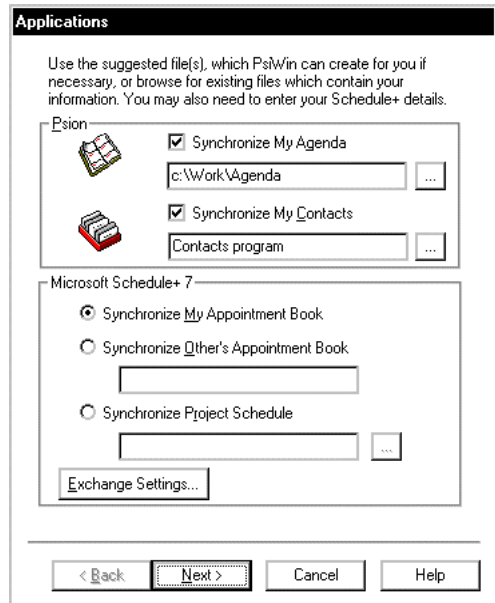
6. In the Choose contracts program dialogue:

- 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.

Choose contacts program   ☒

Select the Psion program you wish to use for this contacts synchronization

○ Contacts program

⊙ Data

File: `c:\Documents\Schedule+ Contacts`   […]

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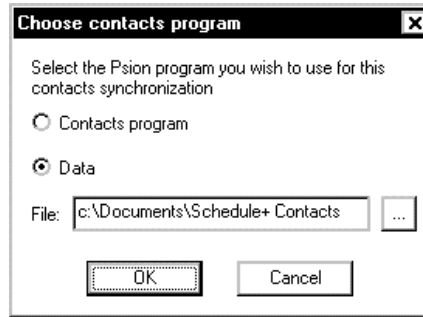
7. Specify which Schedule+ Appointment book to synchronize and which Exchange profile to synchronize with. Normally, you should leave this as the default setting, but contact your Network Administrator if you have any doubts.

┌ Microsoft Schedule+ 7 ──────────────
⊙ Synchronize <u>M</u>y Appointment Book

○ Synchronize <u>O</u>ther's Appointment Book

[   ]

○ Synchronize P<u>r</u>oject Schedule

[   ] […]

[<u>E</u>xchange Settings...]
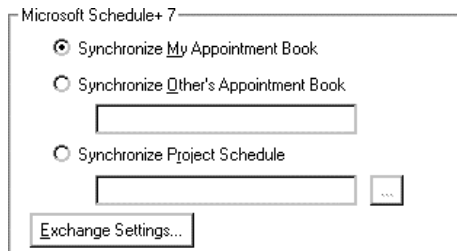
⚠ *Important:* *Note that it is very important that this information is entered correctly – if it is not, the wrong files may be synchronized, or no synchronization will occur. However, if you do not have an existing Agenda or Database file on your netpad, the synchronizer can create them. This is especially 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 synchro-nize 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 Synchro-nization* dialogue shows a table, listing the labels for the Con-tacts section in Sched-ule+ in the *Contact information* column, and in the *Psion label* column you can match these to their equiva-lents (if any) in your netpad Data file. To match labels:

- Find the Schedule+ label whose func-tion 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.

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 **Syn-
    chronize 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 synchroniza-
    tion prompts you to do this manually.
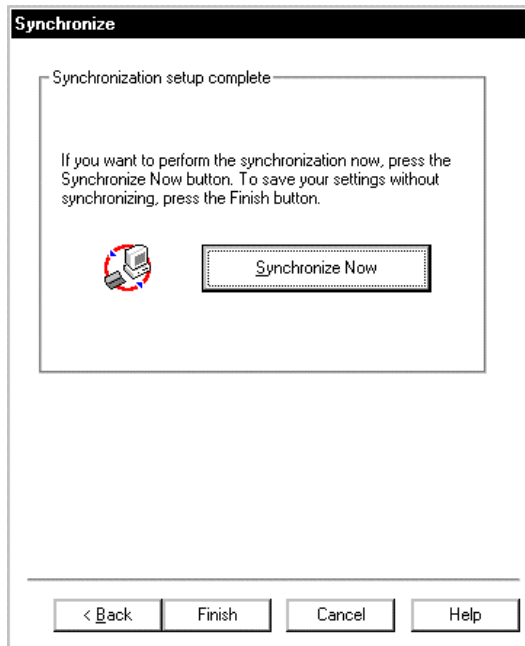
7.7.3.4   Multiple Synchronizations

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.
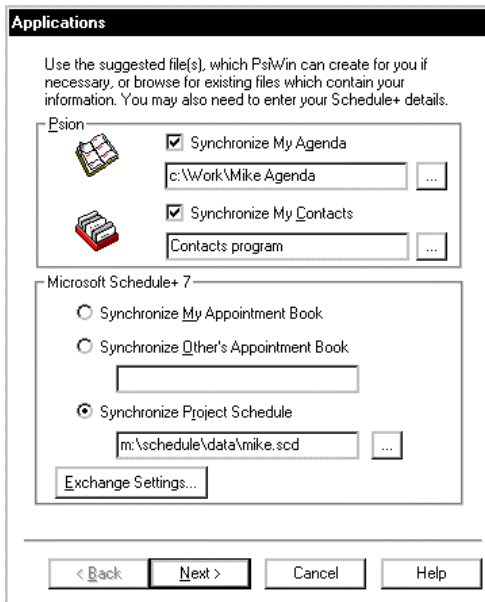
7.7.4 Synchronizing Your netpad With Lotus Organizer

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 desk-
top, 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 118.

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 110. 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).
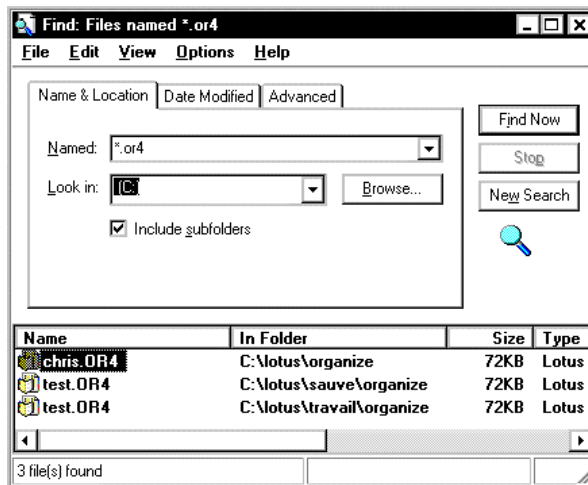
Make sure that the program is looking in the drive where you keep your Organizer file(s), and that the **Include subfolders** box is checked off.

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.

Psion
Synchroni…

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.
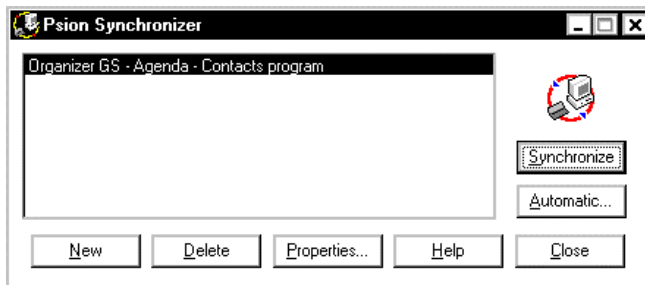
3. The welcome screen of the Wizard asks you which PC PIM you want to synchronize with. Highlight the relevant option and click the **Next** button.
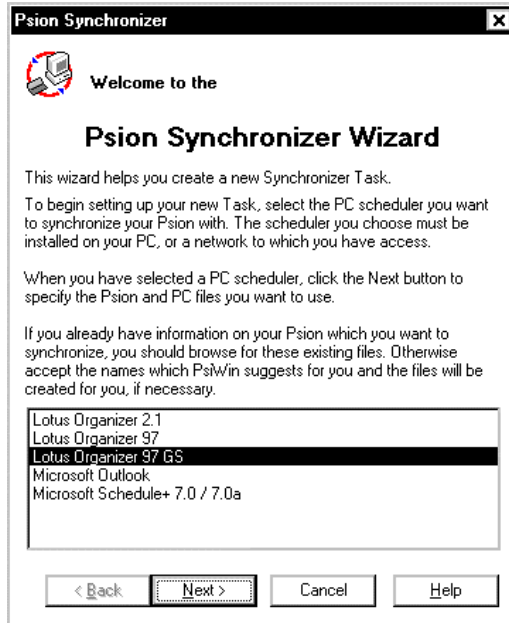
4. In the *Applications* dia-logue, enter the path for the Agenda, Data and Organizer files you want to synchronize.

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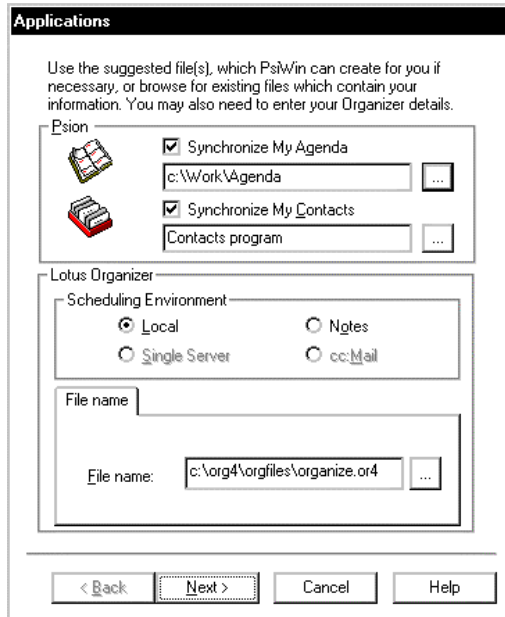
in doubt, use the **Browse** button to find your file.

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

5. 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.
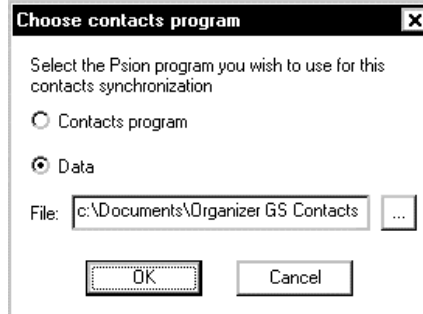
        The *Scheduling environment* section of the dialogue can normally be ignored. However you will need to change this if your copy of Lotus Organizer has been specifically set up to connect with cc:Mail or Notes, or to work over a network. You should consult your Network Administrator if you believe this 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 118.

6. 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*).
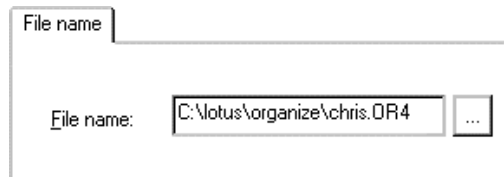
7. Click on the **Next** button.

> ⚠ *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

☑ Day Entries / Appointments in `Calendar`

☑ Anniversaries in `Anniversary`

☑ Events in `Planner`

☑ To-Do's in `To Do`

Contacts to synchronize

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.

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

    To specify how the syn-
    chronization 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,

    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]

    altering the settings as appropriate and clicking the **OK** button.

    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.

11. 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:

- 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 synchroni-
zation process immedi-
ately, 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 syn-
chronization, you may
see the *Contacts syn-
chronization* 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.
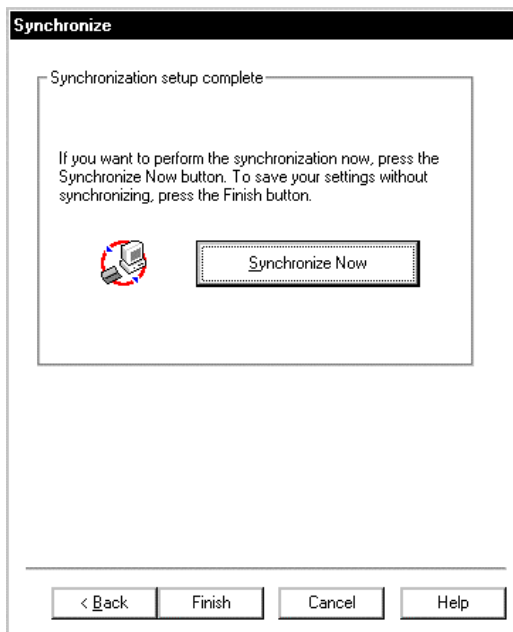
7.7.5 Synchronizing With Organizer 97 GS (As A PIM With Group Scheduling)

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 111.

2. Follow steps 1, 2 and 3 in "Creating The Synchronization" on page 112.

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 112.

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 user name and password.

9. Click the **Next** button.

10. Follow steps 10 onwards in "Creating The Synchronization" on page 112.

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.
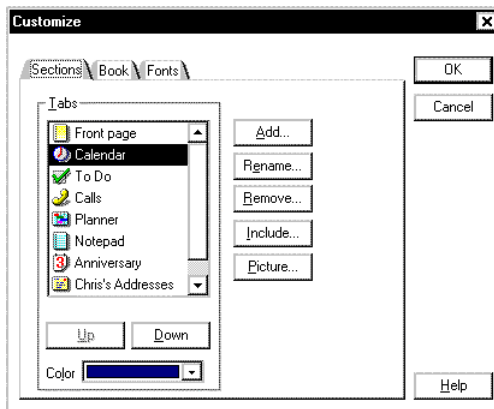
4. When you create the synchronization, enter the appropriate file paths and names.

5. In the *Entry types* dialogue in step **10** in "Creating The Synchronization" on page 112, put the name of the new Organizer section against the appropriate netpad section and uncheck the rest of the boxes.
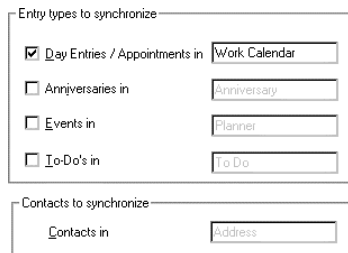
6. Click the **Next** button and carry on with the synchronization as described in the previous section.

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

8.1 Introduction

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

For instructions on setting up the 802.11 radio, please refer to "802.11 Radio Configuration", below. For details on setting up the GSM/GPRS radio, please refer to "GSM/GPRS Modem Configuration" on page 129.

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 134.

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 the Control Panel, select the *Ethernet* menu.
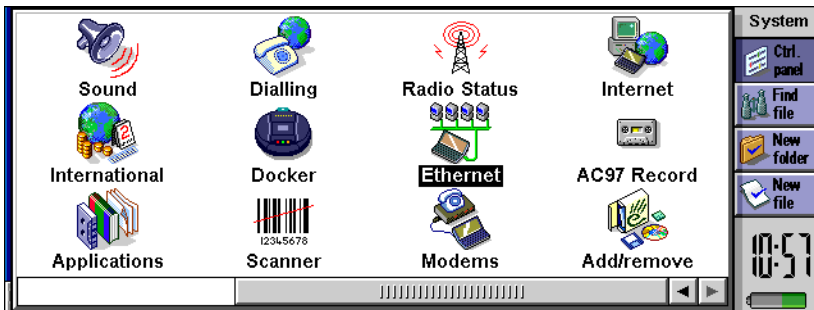
2. The **If idle, stay connected for** and **On exit, stay connected for** options can be changed by tapping the time box; the Psiboard will appear so the times can be changed to the user's settings.
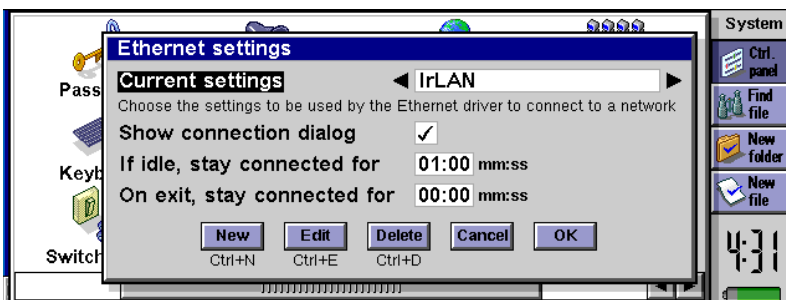
3. The user can select which LAN device to use by cycling through the current Settings options. A new connection mode can be created by pressing **New**, an existing choice can be updated by pressing **Edit**, when the following menu appears.
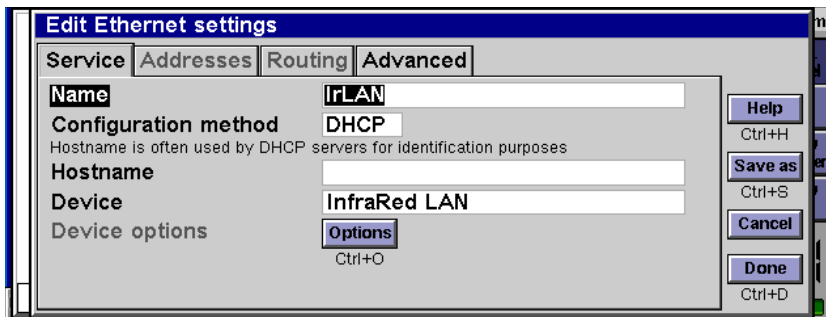
4. By selecting **Device** on the previous menu, the following three options are shown. Select **Lucent WaveLAN / Orinoco Card**.
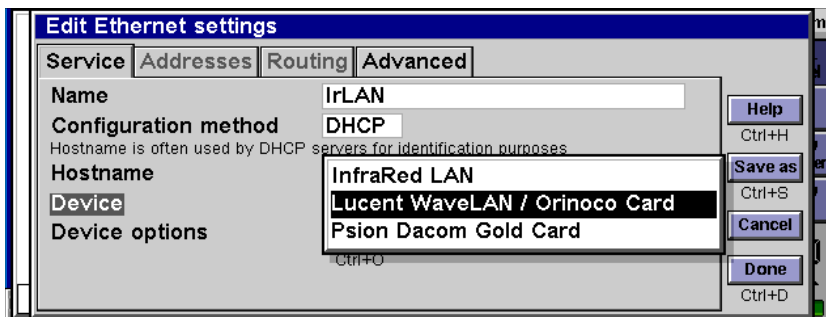
5. By selecting **Device options** on the previous menu, the following menu appears. Type the **WaveLAN network name** using the Psiboard keyboard. (The network name will be provided by the 802.11 network administrator).
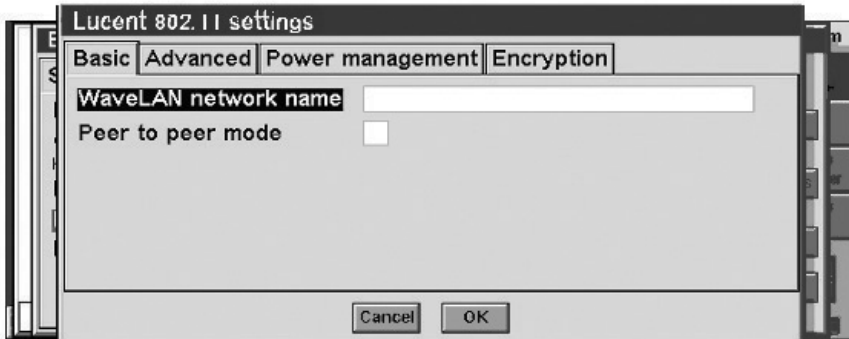
6. By selecting the *Advanced* tab on the above screen, the following menu appears. Select the **Transmit rate** from the four options. (The 802.11 network administrator can provide the correct transmission rate). On completion of selection press **OK** to exit the menu.
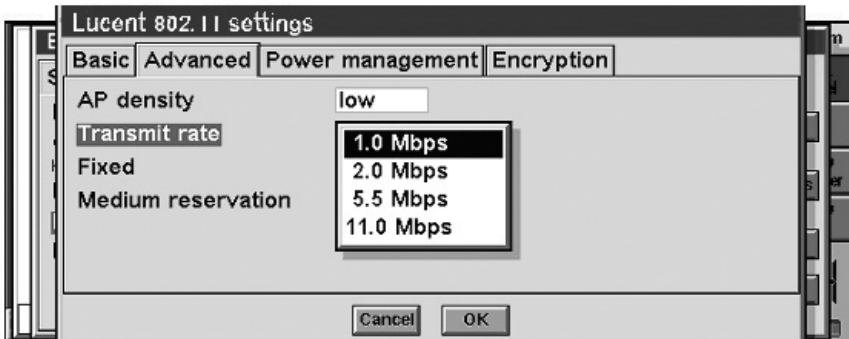
7. Press **Done** to exit. The following menu will appear. To complete the 802.11 configuration, press **OK**.
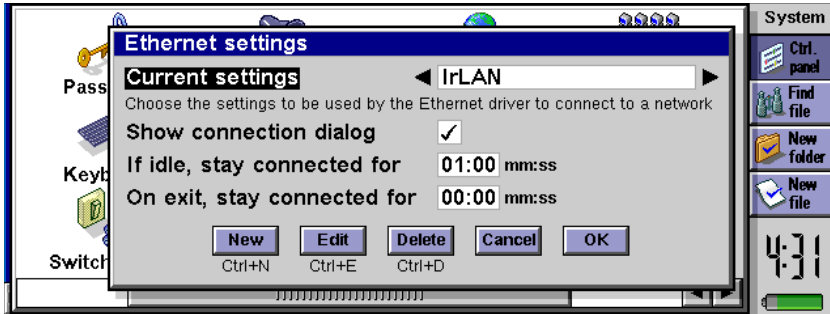
The netpad is now setup to run on an 802.11 network. To logon to an 802.11 network, the user will require a software application such as Opera or Tekterm.

8. The netpad will return to the Control Panel screen.

8.3 802.11 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.

Signal Strength Indicator with Antenna Icon
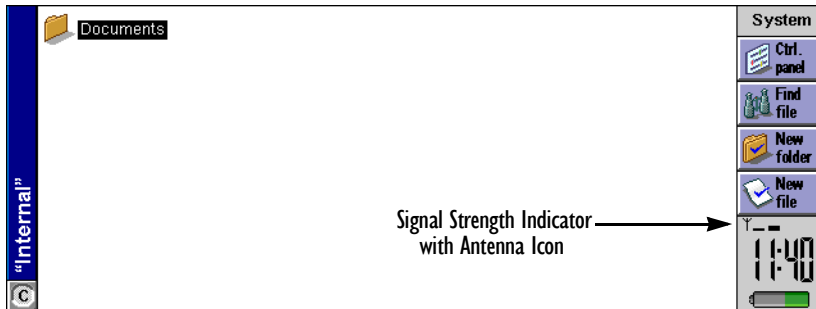
8.4 GSM/GPRS Modem Configuration

The following menus provide the configuration settings for the GSM/GPRS radio card. For details on setting up a modem through the serial port, please refer to "Connecting The Modem (Serial)" on page 140.

1. From the Control Panel, select the *Radio Status* icon.
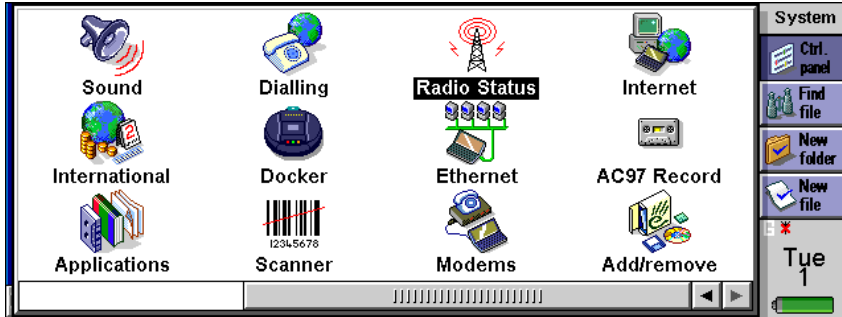
2. The following *General* information screen appears, showing the radio parameters.
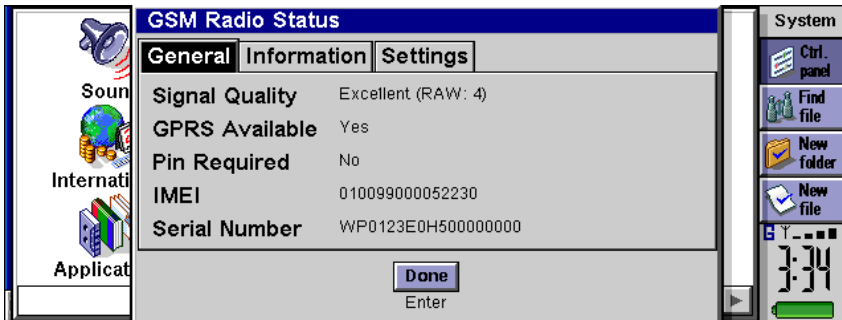
Signal Quality displays one of the following values when connected to a radio network:

> **No Signal**
> **Weak**
> **Average**
> **Good**
> **Excellent**

GPRS Available displays **Yes** or **No**. You can also tell from the front screen if you are attached to the GPRS network by the **G** icon above the clock.

Pin Required displays **Yes** or **No**.

IMEI number (International Mobile Equipment Identity) displays the IMEI number programmed into the radio card.

Serial Number displays the serial number of the radio card.

3. By tapping on *Information* the following radio card parameters appear.
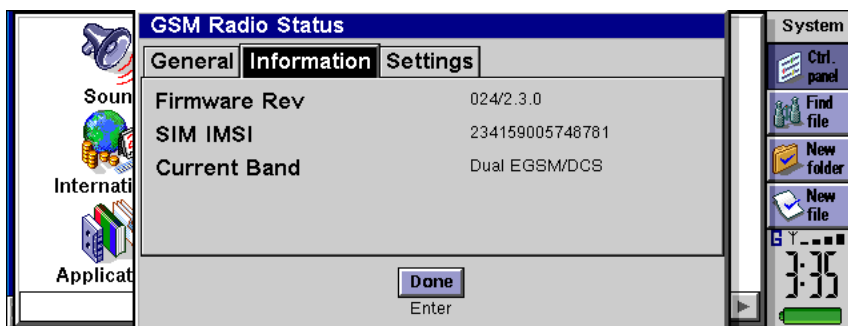
Firmware Rev displays the firmware revision of the Option card.

SIM IMSI displays the International Mobile Subscriber Identity number from the SIM fitted into the netpad.

Current Band displays the current frequency band selected in the radio card. The frequency band can be changed using the *Settings* screen (for instructions and the list of available frequency bands, see page 131).

4. Select the *Settings* screen to change the frequency band. This screen displays the selected frequency band.
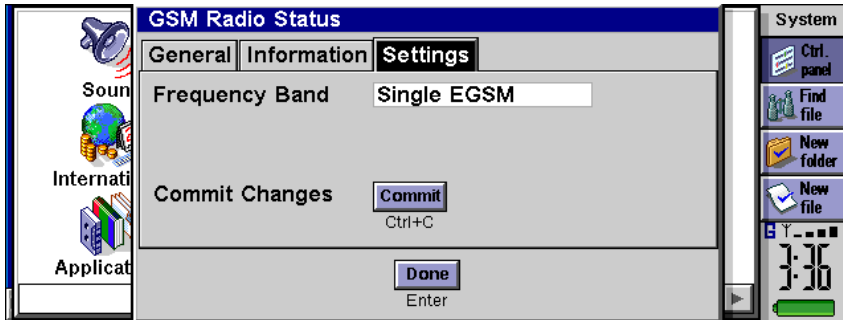
5. Changing the frequency band.
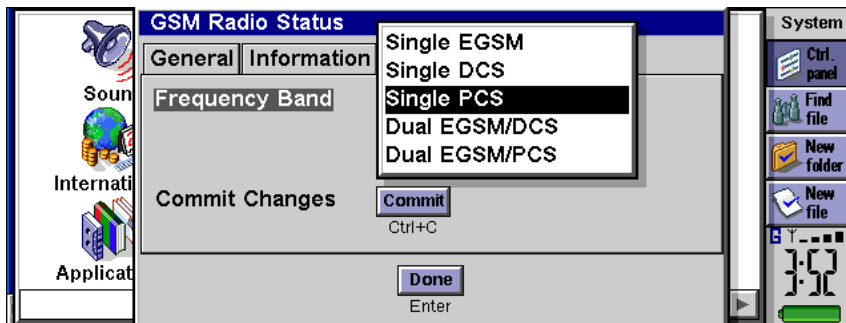
You can change the frequency band by double tapping the displayed band, and five options will be shown in a drop-down list. Highlight the required frequency, then tap the **Commit** button to change the frequency. Tap the **Done** button when the correct frequency has been selected.

The frequency band options that can be selected in the radio card are:

Single EGSM Band (900Mhz only)
Single DCS Band (1800Mhz only)
Single PCS Band (1900Mhz only)
Dual EGSM & DCS Band (900Mhz & 1800Mhz)
Dual EGSM & PCS Band (900Mhz & 1900Mhz)

8.5 GPRS Connection/Signal Strength Indicator

The system screen displays whether there is a GPRS connection and the strength of the signal to the radio network. This information is displayed in the system window above the Date/Clock icon.
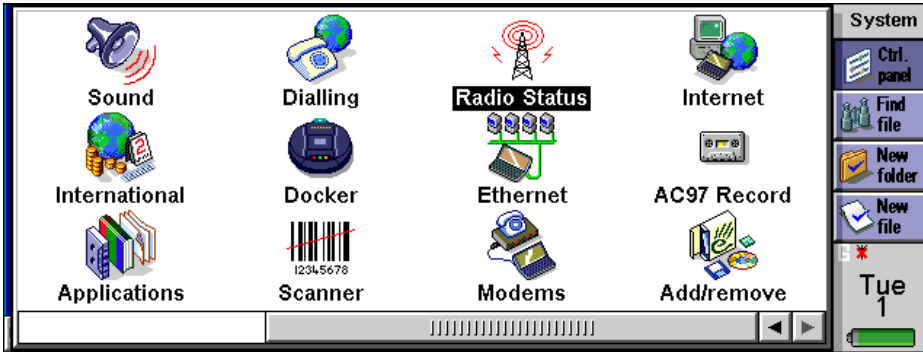
If there is no GPRS connection, the **G** above the Date/Clock icon turns **white** in colour and may be invisible to the user.

If there is no signal to the radio network, the **Antenna** icon in the Date/Clock icon box has a red cross over it.
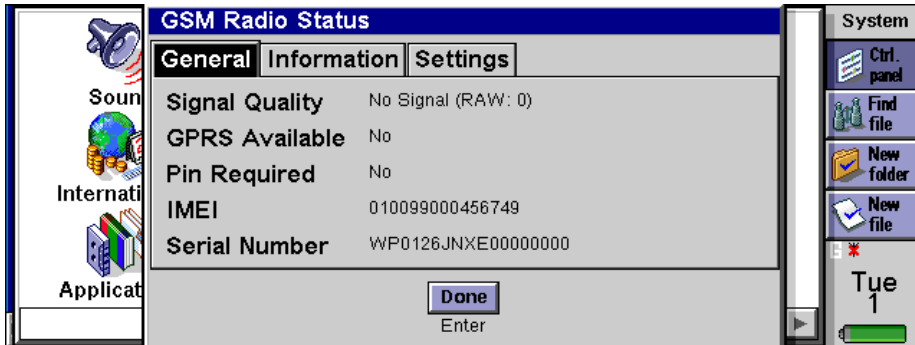
When a connection to the radio network has been established, the radio icons in the Date/Clock icon box will change to show the connection.
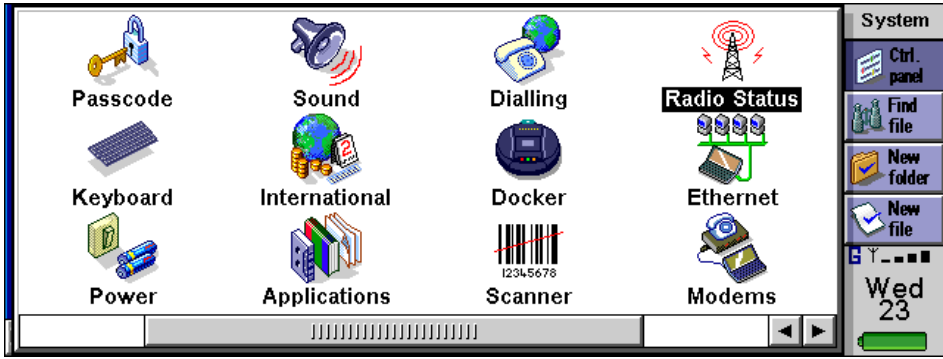
If a GPRS connection is available, the **G** in the Date/Clock icon box will turn **blue**.

The signal strength indicator will display the strength of connection to the radio network in a maximum of four bars:

One Bar = Weak Signal Strength

Two Bars = Average Signal Strength

Three Bars = Good Signal Strength

Four Bars = Excellent Signal Strength
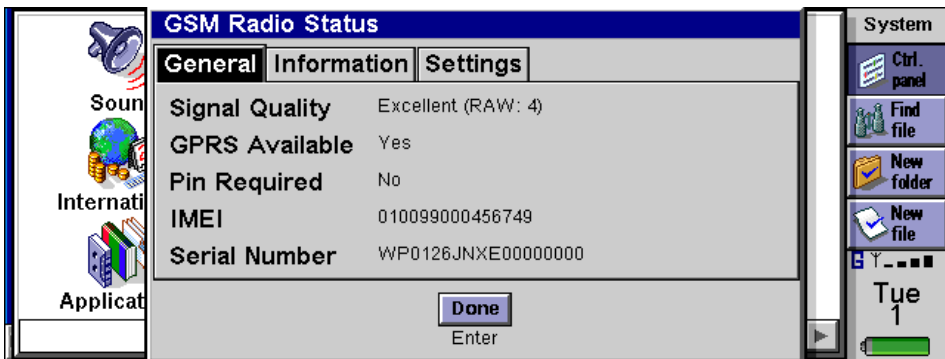
8.6 Internet And E-Mail Settings

8.6.1 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.

8.6.1.1   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.

8.6.1.2   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.

8.6.1.3   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 135 to continue.

Connecting A PC To Access Your Mailbox

This is when you connect directly to a PC that can access your mailbox. Using Psi-Win'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.

8.6.1.4   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.

8.6.1.5   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.*

8.6.1.6   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.

8.6.2 Setting Up Your netpad

8.6.2.1   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.

   • Internal radio modem (GSM variant), see "GSM/GPRS Modem Configuration" on page 129 for details.

   • Infrared-enabled mobile phones with built-in modems.

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

8.6.2.2   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**.

8.6.2.3   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.coml".	

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

8.6.3 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.

8.6.3.1 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. (For GPRS radio modem settings, refer to page 129.)

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.
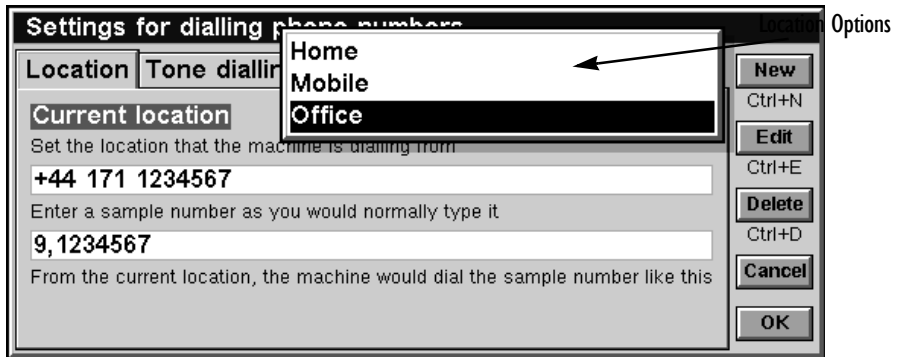
8.6.3.2   Setting Up Dialling

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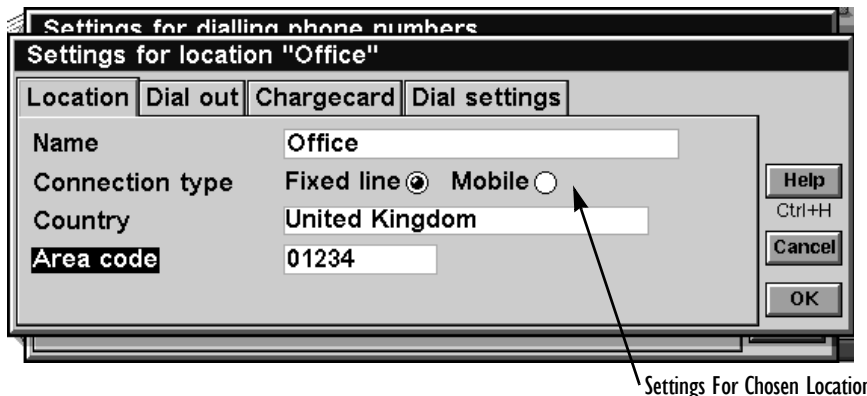
4. Tap on **Edit** and check that the dialling settings are correct for your location (this is not necessary for the 'Mobile' location), e.g. you may need to change the *Area code*.

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

8.6.3.3 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.

Modem Options
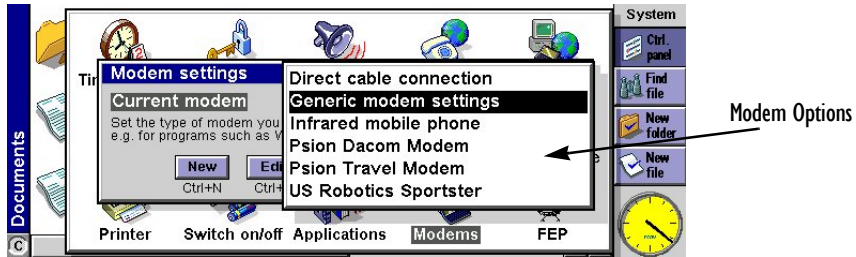
8.6.3.4   Setting Up Internet Service

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 138 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		Help
Connection type	Dial-up ⊙ Direct ○		Ctrl+H
Use "smart" dialling	✓		Save as
Turn smart dialling off to dial numbers exactly as entered			Ctrl+S
Standard dial-up number	+44 123 456789		Cancel
Other dial-up numbers	Edit		Done
	Ctrl+E		Ctrl+D

6. On the *Account* page, remove the checkmark 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	☐		Help
Turn 'Manual login' off to send account details automatically on connection			Ctrl+H
Username	your-username		Save as
Password	*******		Ctrl+S
Confirm password	*******		Cancel
Note: Username and password are case sensitive			Done
			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 checkmark the box or enter a valid IP address

Either checkmark the box or enter valid DNS addresses

New Internet service

| 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	☐
IP address	111.222.33.44
Get DNS address from server	☐
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'?*
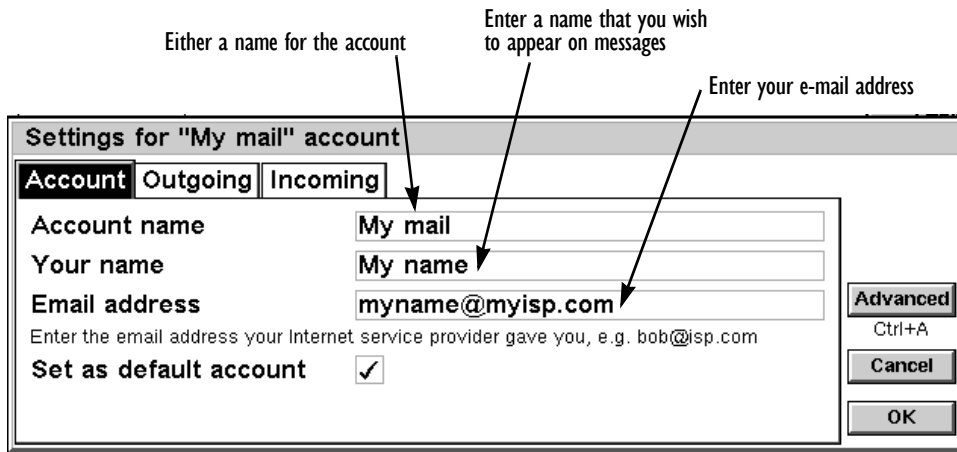
Some Internet Service Providers require that you use a login script when you connect, e.g. to send details such as your username and password. You can type in a login script on the Login *page of your Internet service settings. See the 'Email' document for more information on writing login scripts.*

8.6.3.5   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'.

Enter a name that you wish
to appear on messages

Either a name for the account

Enter your e-mail address

Settings for "My mail" account

| Account | Outgoing | Incoming |

Account name   My mail

Your name   My name

Email address   myname@myisp.com   Advanced
                                                          Ctrl+A
Enter the email address your Internet service provider gave you, e.g. bob@isp.com

Set as default account   ✓   Cancel

                                                          OK

4. On the *Outgoing* page:

   • Enter your outgoing mail (SMTP*) server address*, e.g.
     "smtp.myisp.com".

Enter your outgoing mail server address

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*).

Either your incoming mail server
address (POP3 or IMAP4)

Enter your mailbox
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.

PRINTING WITH NETPAD

9

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.
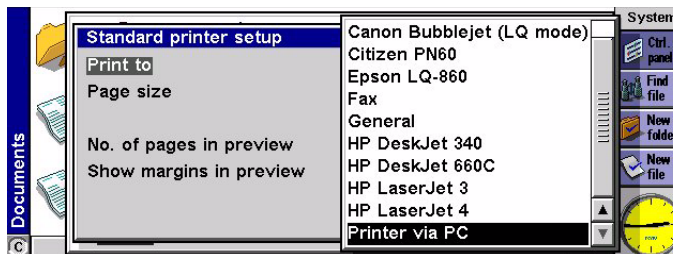
> **To select a different printer to use for an individual program**:
> open the program for which you want to change from the standard printer.
> Select the **Print setup** command from the *Printing* commands on the *File*
> menu, and press the **Printer** button to change the printer model and/or 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.
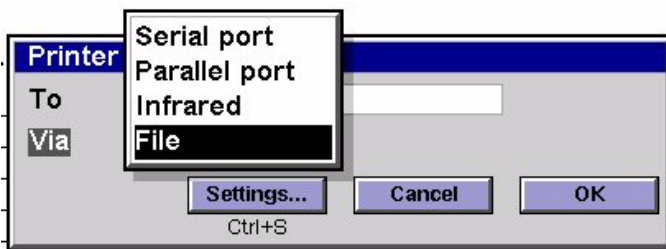
3. If you want, check the layout of the document using *Print preview*, then
   select the **Print** command from the *Printing* commands on the
   File menu.

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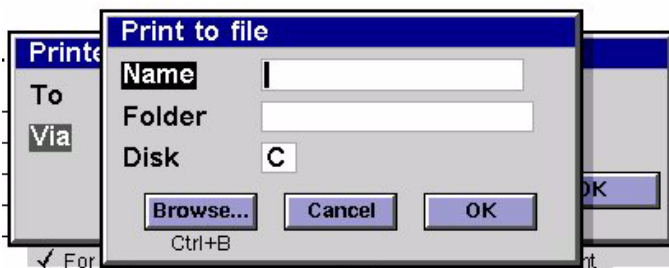
When you print the file, it will be saved in the file you specified in the *Print to file* dialogue.

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**.
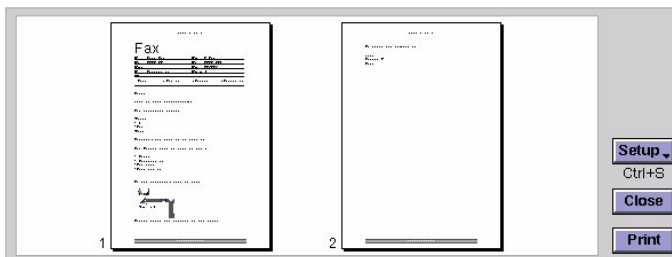
9.6 Printing A Document

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.

NETPAD ACCESSORIES **10**

10.1 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.

10.2 Accessory Product List

ACCESSORY PRODUCTS	PART NUMBER	MODEL NUMBER
DOCKING STATION ITEMS		
Docking Station Product Packs The Desktop Docking Station provides charging and simultaneous data communications via the RS232. See Chapter 3: "netpad Docking Station" for details. All Docking Station packs are supplied with a Power Supply Unit, RS232 Serial Cable & AC Power Leads for the following regions: • UK and Europe • Australia, New Zealand & Japan • North America	 1201 0039 0002 1201 0040 0002 1201 0044 0002	
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.	1201 0041 0001	
Universal PSU for Docking Station This item is offered as a replacement for lost or damaged PSUs. It does not include the mains lead.	A2032 0047 0002	
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 162 for details.	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. *See "Use Of The Soft Belt Holster" on page 19.	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: • 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: *http://partners.psionteklogix.com/netpad-pdk*		

10.3 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).

11.1 General Troubleshooting Tips

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

11.1.1 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.

11.1.2 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.

11.1.3 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.

11.1.4 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 54), 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 167 for more information.

11.1.5 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.

Switch on/off	
Screen tap switch on	◀ ☐ ▶
Automatic switch off	Yes
Switch off after	00:03:00 hh:mm:ss
	Cancel OK

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.*

11.1.6 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.

Card Slot Door Latch

MMC Card

Reset Button
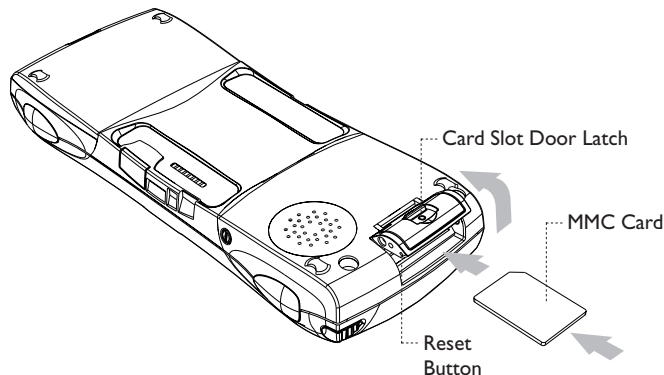
After a soft reset, any changes to open files (such as Word or Sheet files) will be lost. Your other files on the Internal disk will almost always be safe.

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**.*

Docking Station Charging Contacts

Speaker

Card Slot Door Latch

IR Port

ON/OFF Switch

Card Slot Door

Stylus
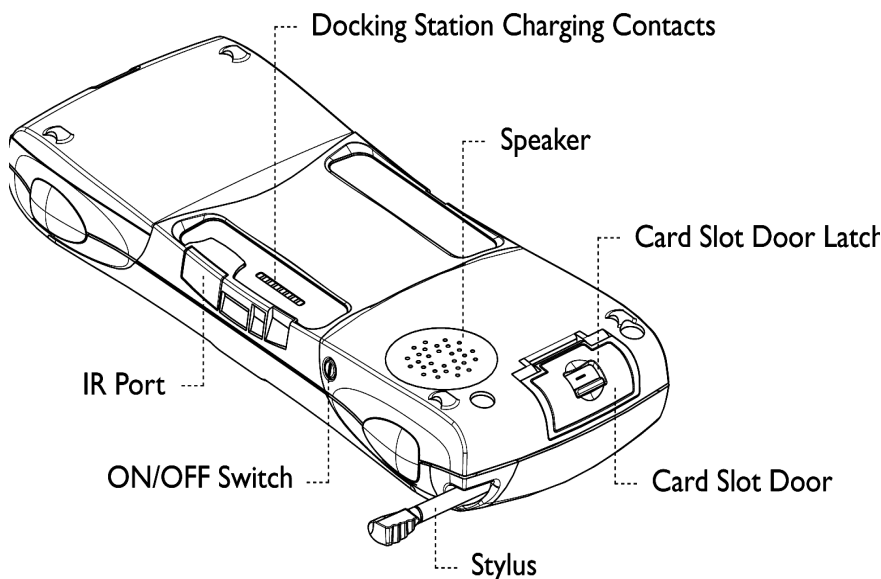
11.1.7 Can't Place The netpad In The Docking Station

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.

11.1.8 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.

11.1.9 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.

11.1.10 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.*

3. You should then see an icon named either **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.
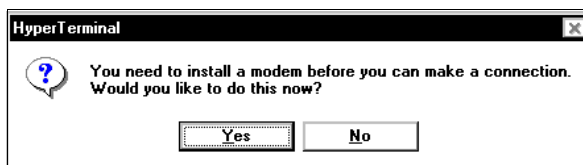
5. In the Connection Description dialogue, type in a name for the HyperTerminal session, then click the **OK** button.
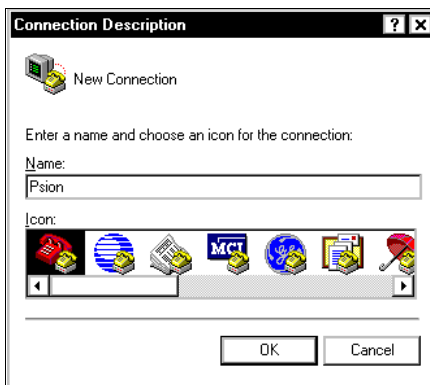
6. In the Phone Number dialogue, click on the ⊡ button on the Connect using line and select the COM port that you have the PsiWin cable connected to. Then click the **OK** button.
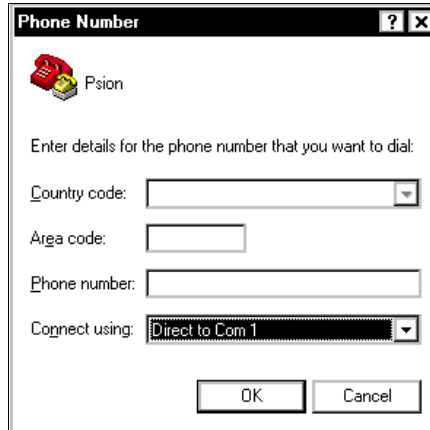
7. In the next dialogue, click the ⊡ button on the *Bits per second* line and select the baud rate you have set on the netpad. In the same way, change *Data bits* to **8**, *Parity* to **None**, *Stop bits* to **1** and *Flow control* to **Xon/Xoff**. Then click the **OK** button.
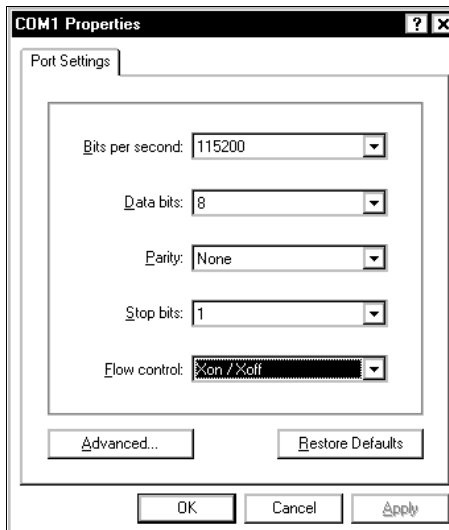
8. If you get an error message saying **Unable to open COM x,** then there is another device using the COM port and preventing PsiWin from using it. This could also be due to an incorrectly installed COM port.
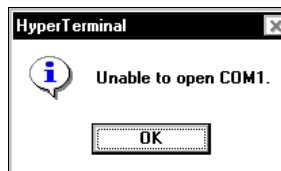
9. If you get a series of characters repeating across the screen at regular intervals, this means that a signal is coming through from the netpad. In this case, you should try re-installing PsiWin on the PC.
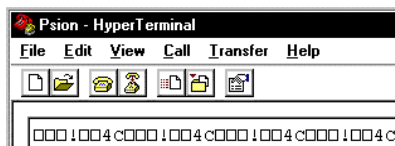
10. If you get just a flashing cursor in the corner of the screen, try a soft reset on the netpad. If you still get a flashing cursor after this, it means that you have either a faulty PsiWin cable or a faulty serial port on the netpad.

11.2 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.

11.2.1 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.
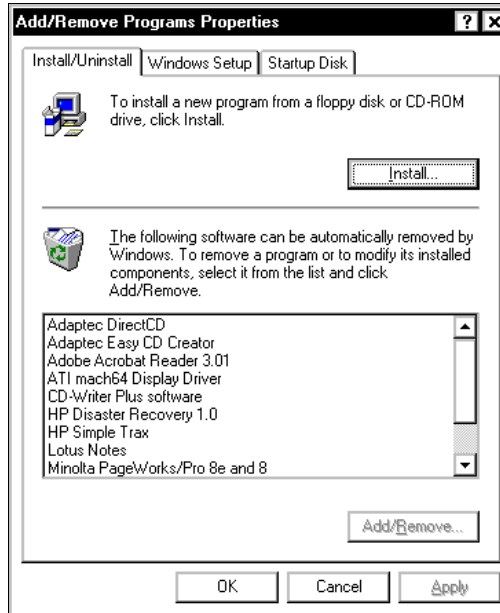
11.2.2 Basic Troubleshooting For Your netpad

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.

11.2.3 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.
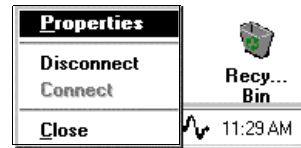
• On the *Connections* page of the My Psion Properties dialogue, make sure that baud rate is set to **Maximum attainable**.

• 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.
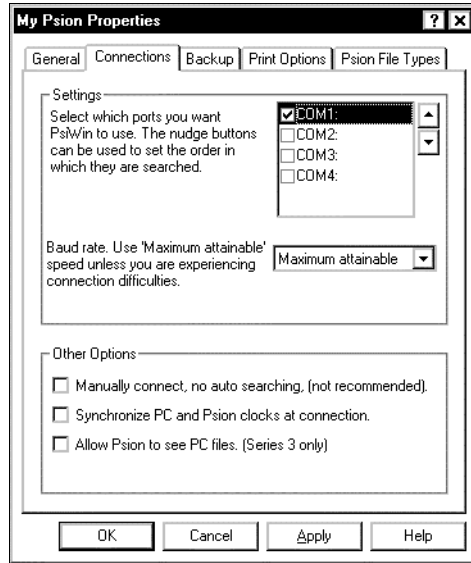
4. If you are using Windows NT 4.0, check that you have at least Service Pack 3 installed. If necessary, install it or contact your Systems Administrator.

11.2.4 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.
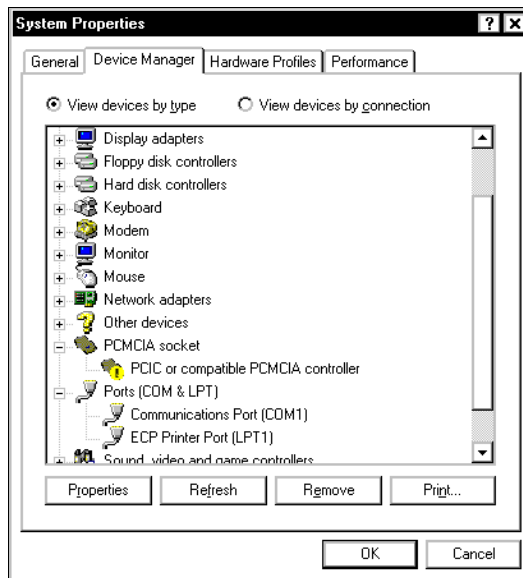
4. There is no Device Manager in Windows NT 4.0. The closest is a list of IRQs, I/O ports and DMA channels. These are accessed by the **Start** button, selecting **Programs,** then **Administrative Tools (Common)**, then **Windows NT Diagnostics**. Select the **Resources** page in the *Windows NT Diagnostics* dialogue box. If you do not have this option or you are in any doubt about it, you should contact your Systems Administrator.
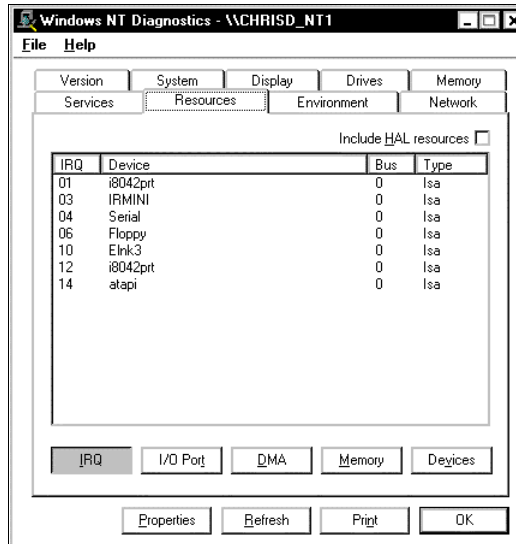
11.2.5 Fax/Modem On COM 1/2/3/4

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.

Communications Port (COM1) Properties ❓ ❌

General | Port Settings | Driver | Resources

◇ Communications Port (COM1)

Resource settings:

Resource type	Setting
Interrupt Request	04
Input/Output Range	03F8 - 03FF

Setting based on: Basic configuration 0000 ▼

Change Setting... | ☑ Use automatic settings

Conflicting device list:

No conflicts. ▲
▼

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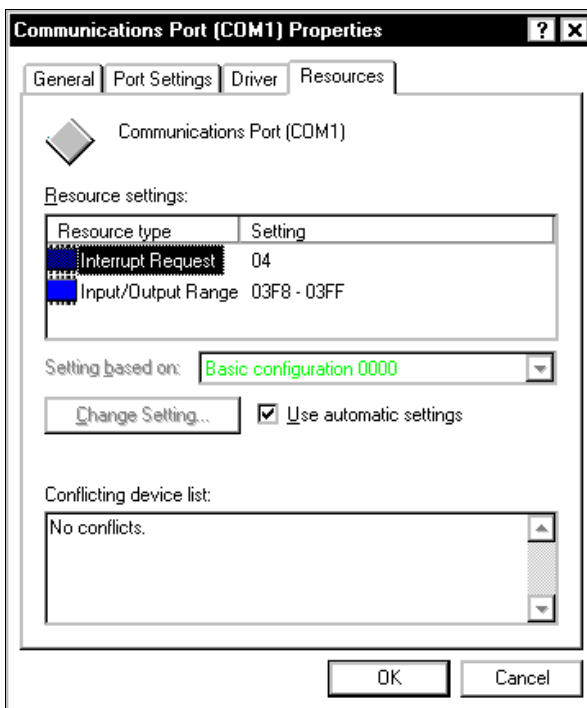
If you have an external modem and have unplugged it to use the Psion Teklogix serial cable on the same port, you will not get a connection. Windows 95/98/NT 4.0 reserves this port for use with the modem and so you will have to use another port.

11.2.6 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**.

Run ❓ ❌

🕰 Type the name of a program, folder, or document, and Windows will open it for you.

Open: sysedit ▼

OK | Cancel | Browse...
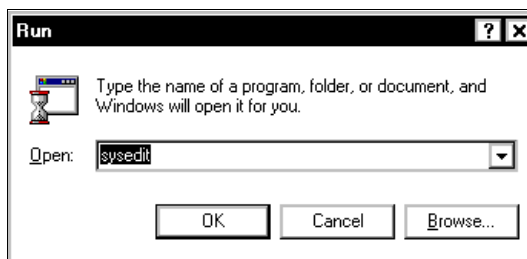
A screen with multiple windows is displayed.
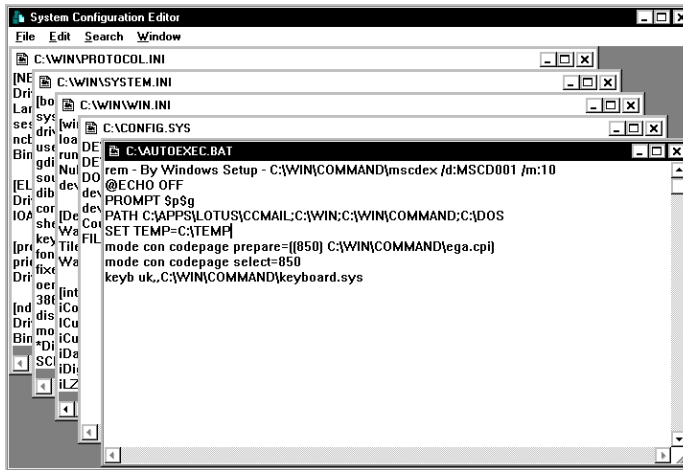
2. Click on the **AUTOEXEC.BAT** title bar.

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**.
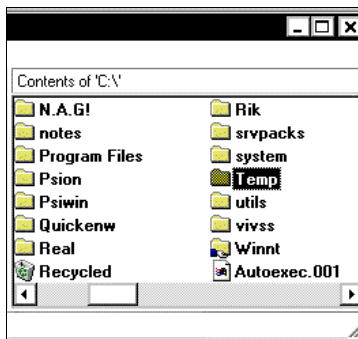
5. Finally, restart your PC.

11.3 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.

11.3.1 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.

11.3.2 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.
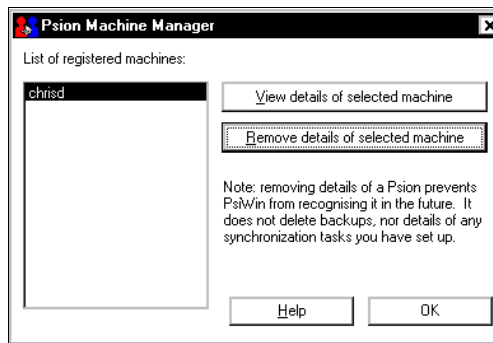
    •   Highlight your netpad and click **Delete This Owner**, or just click the
        Remove details of selected machine button.

        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**.

Tidy file

Tidied entries are	Copied to new file
Which entries	All entries
Range	Whole agenda
Start date	01/01/1980
End date	31/12/2100
File	test
Folder	◄ Documents ►
Disk	C

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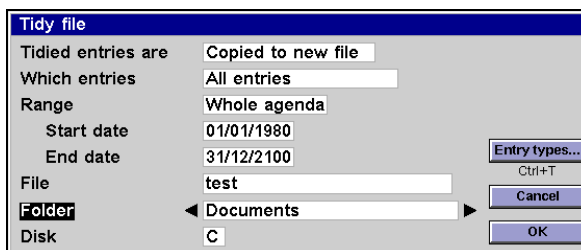
Enter a file name (in this example, *Test*) and select a folder and disk to create the file in. Then tap the **OK** button or press **Enter**. This will extract all the information from your Agenda into a new file (in this example, *Test*). Note that this is *not* the same as copying the file.

• 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

New file

Name	test
Folder	Documents
Disk	C

Browse...   **Cancel**   **OK**
Ctrl+B

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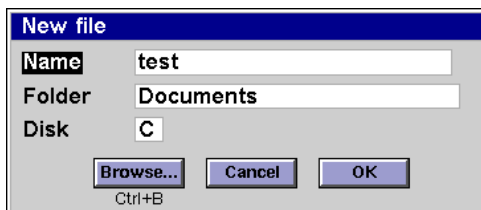
In this new file, press **Shift** + **Ctrl** + **I**. In the *Merge in* dialogue, change the *Disk* and *Folder* lines to the disk and folder on which your original Data file is kept, and select the file name on the *Name* line. Then press **Enter**.

Merge in

Merge in	◄ Entries ►
File	Chris
Folder	Documents
Disk	C

Cancel   **OK**
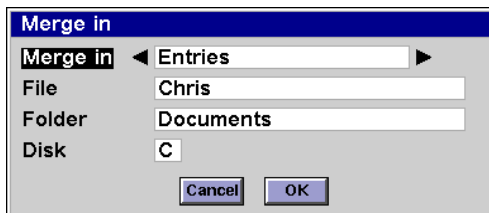
4. Set up a new synchronization, or synchronizations, to use the newly created files.

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 185 for Schedule+ 7.x, and page 188 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.

11.3.3 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*).
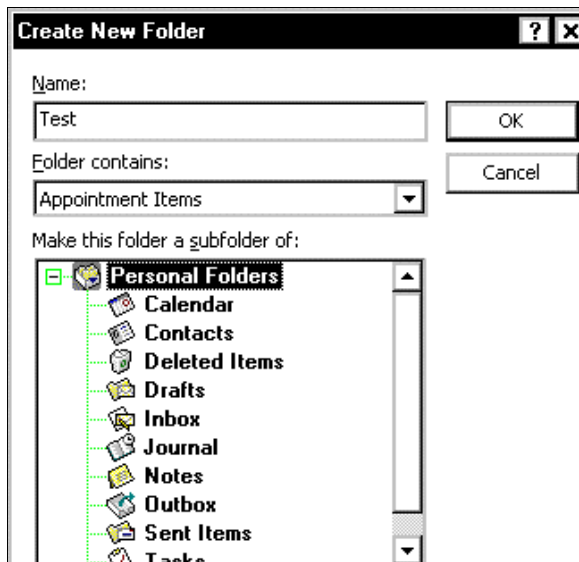
   • Then click the **OK** button. The new folder appears in the folder view in Outlook (if you have this showing).

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:
>
> Import from Schedule+ or another program or file
> Export to a file
> Import from a personal folder file (.pst)
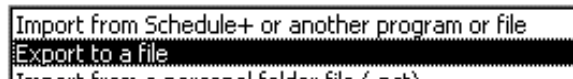
4. Select the folder you wish to export (in this case, *Calendar*). And click the **Next** button.

5. Select **Comma Separated Values (Windows)** and click the **Next** button.

> Create a file of type:
>
> Comma Separated Values (DOS)
> Comma Separated Values (Windows)
> dBase

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:
>
> Calendar.txt   Browse ...

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

> Choose an action to perform:
>
> Import from Schedule+ or another program or file
> Export to a file

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:
>
> Comma Separated Values (DOS)
> Comma Separated Values (Windows)
> dBase

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

File to import:

Calendar.txt   Browse ...

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.

Select destination folder:

- Personal Folders
  - Calendar
  - Contacts

  - Tasks
  - **Test**
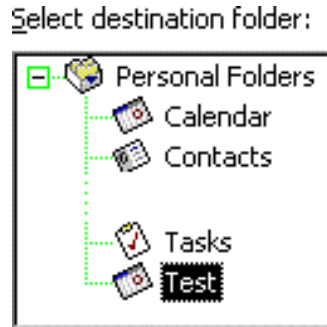
Note: *It may also be necessary to set up a new Outlook profile and import the data into this. See page 190 for information about creating a new Outlook profile.*

11.3.4 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.

◉ Appointments

○ To Do List

4. Select the date range you wish to export and click the **Next** button.

○ Events

○ Contact List

5. In the next two dialogs, accept the defaults by clicking the **Next** button twice.

Export range
From   Fri   01 /01 /99 ▾
To   Fri   31 /12 /99 ▾

6. Click the **Add All** button to export all the fields and then click the **Next** button.

Export fields:

Add All >>	Alarm Time	
	Creator	
Add >	Description	
	End Date	Move Up
< Remove	End Time	Move Down
	Notes	
	Private	
<< Remove All	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: C:\MSOFFICE\SCHEDULE\EXPORT.CSV

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:
C:\MSOFFICE\SCHEDULE\EXPORT.CSV

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.

⦿ Appointments

◯ To Do List

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.

◯ Events

◯ Contact List

Alarm Date	Alarm Date
Alarm Time	Alarm Time ▼
Creator	Alarm Time ▲
Description	Creator
End Date	Description
End Time	End Date
Notes	End Time
Private	Notes
Recurring	Private
Start Date	Recurring
Start Time	Start Date
Tentative	Start Time ▼
Where	IGNORE THIS FIELD
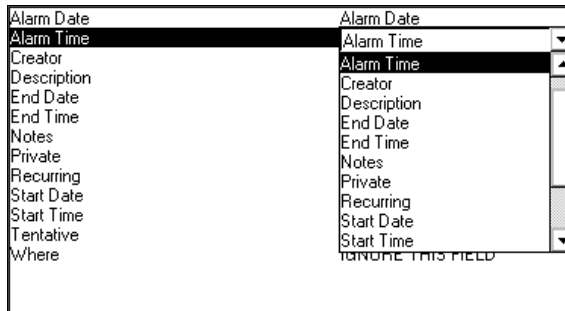
14. Set up a new synchronization to use the new Schedule file.

11.3.5 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.
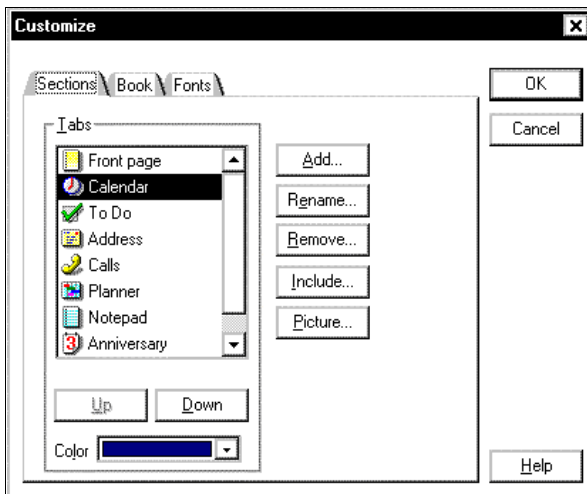
3. On the *Section type* line, select the type of section you would like to add (in this example, *Calendar*), and type in the name you wish to use for this section (in this example, *Test*). Then click the **OK** button.
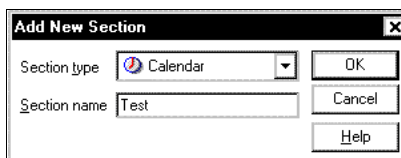
The new section appears as a tab in the main view in Organizer.

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.
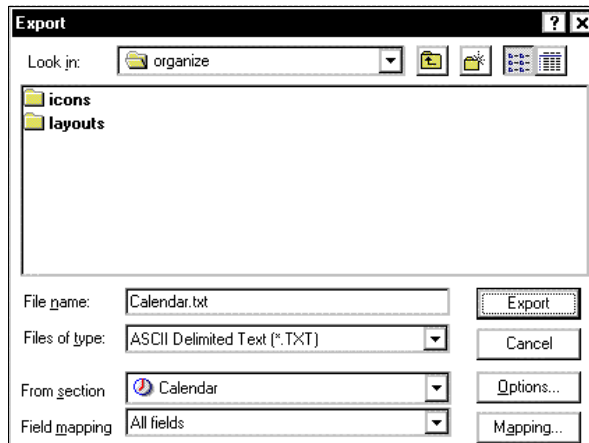
To Import The Information

1. Select **Import** from the *File* menu.
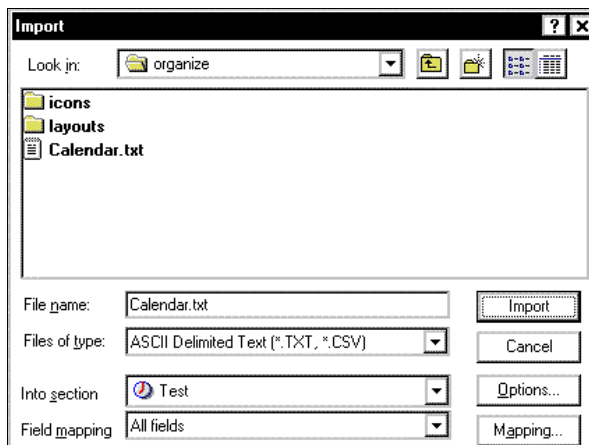
2. On the *Into section* line, select the section you created earlier.

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.

11.3.6 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.

        ⊙ M̲anually configure information services

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

        Pro̲file Name   │Test│

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.

Outlook Address Book
Personal Address Book
Personal Folders
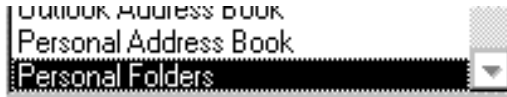
9. Type in a name for the Outlook file (in this example, *Test.pst*) and click the **Open** button.

File name:　　Test.pst

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.

Startup settings
◉ Prompt for a profile to be used
○ Always use this profile: Microsoft Outlook
Startup in this folder: Calendar
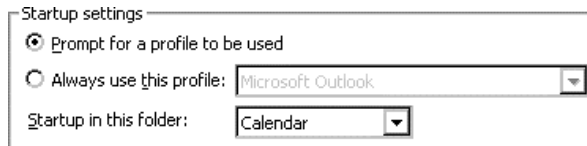
The next time you start Outlook, you will be asked which profile you wish to use.

11.3.7 Outlook: Failed To Open Outlook

Synchronizer　　❌

⚠ **Outlook**
Failed to open Outlook.

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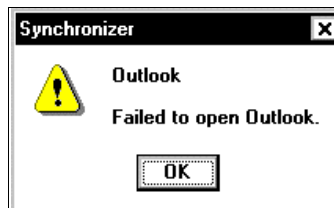
This error message can appear just after the start of the synchronization process. There can be two reasons:

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 93 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 93 to ensure that this information has been entered correctly in the synchronization properties.
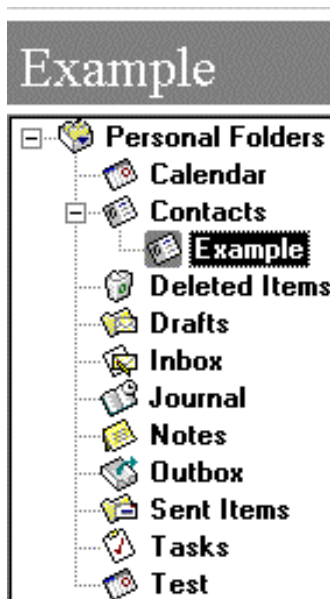
11.3.8 Outlook: Failed To Open Custom Form, Outlook Will Open An Outlook Form Instead

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.

11.3.9 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**.
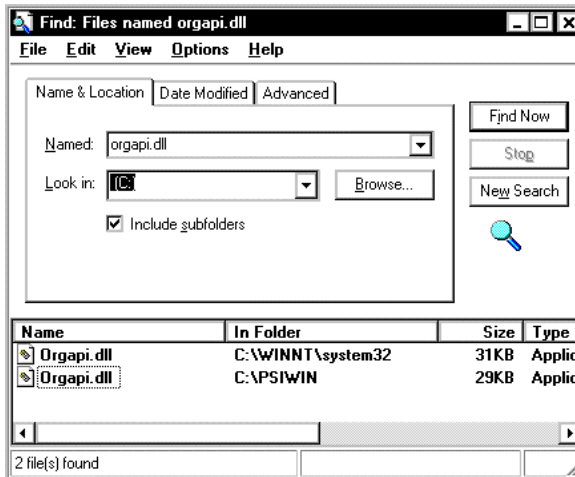
On the *Named:* line, type **orgapi.dll** and make sure that the *Look in:* line is set to your C drive (or whichever drive the Organizer files were installed to). Then click the **Find now** button. You should get a list of two copies of the file.

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.

11.3.10 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 110 on how to do this).

11.3.11 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 110 and enter this information in the synchronization properties.

APPENDIX A
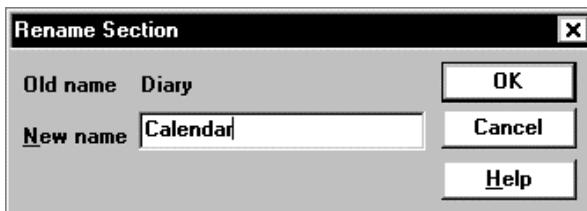
SUPPORT SERVICES AND WORLDWIDE OFFICES

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

A.2 Product Repairs

International

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

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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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Boldface indicates a menu or sub-menu name.