



Produced by

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Troubleshooting PsiMail Internet connection problems

This document covers basic troubleshooting techniques for PsiMail Internet connection problems on the Psion Series 3a, 3c and 3mx. It does not cover script issues. It assumes some basic knowledge of your Psion.

Modem not responding

If the modem does not respond at all when PsiMail Internet tries to communicate with it, there could be several potential problems.

The basics

- Check that the modem cable is connected firmly at both ends, that the modem is connected to a working telephone line, and that the modem is switched on.
- If you are using a battery powered modem such as the 3Fax/Travel Modem, or you are using a PC Card Modem with the PC Card Adapter, try changing the batteries. If the modem is mains powered, check that it is plugged in and the mains socket switched on!

Compatibility

- At the very simplest level of compatibility, the modem you are using with PsiMail Internet must be Hayes compatible. Most modems will be Hayes compatible, but it is worth checking the documentation for your modem.
- If you are using the PC Card Modem Adapter, you should make sure that the PC Card modem you are using is compatible with your phone and PsiMail Internet. Although PC Card Modems should conform to a standard, many have quirks which can prevent this solution working. If you are unsure about your card, contact Technical Support directly.
- If you are using a GSM mobile phone, make sure the phone is 'data enabled'. This will often be an optional extra on a phone service agreement, so may not be automatically set on.
- Also, if you are connecting over a mobile phone, make sure you have a good signal and that the phone's battery is charged.
- If you are using a normal desktop Modem, check the connections between modem and Psion. To connect in this fashion, you will need to use the PsiWin cable and a null modem adapter. Make sure that all the connections are secure. We recommend that the null Modem adapter is a Psion branded one.

Software set-up

- Check the modem handshaking settings. Go to 'Setup' in PsiMail Internet, and from the 'Special' menu, select 'Port settings'. Try the following combinations of the handshaking options:

1 2 3

XOn/Xoff	Off	Off	Off
RTS/CTS	On	On	On
DSR/DTR	On	Off	Off
DCD	On	On	Off

- Check that the link is not switched on. Go to the System screen of your Psion and press Psion-L to bring up the link dialog. On a 3c or 3mx, change the 'Use' line to 'None', on a 3a, set 'Remote link' to 'Off'.

Testing the connection using the Comms Application

One useful troubleshooting technique is to use the Psion's built-in Comms application to test the modem. If you do not have Comms already installed on your Psion, you will need to install this first (see later section).

In Comms you will first need to set some preferences. Go to the 'Special' menu and select 'Port'. There are a number of communications settings here – check with your Internet provider for the relevant details. Once the port has been set correctly:

- Try typing 'ATZ' and pressing Enter. The modem should respond to this with 'OK' – if not, it means there is something wrong with your modem, the connection, or the port on the Psion.
- Next, try typing 'ATDT<your Internet Provider's number>' and pressing Enter. The modem should dial the number you have supplied and then present you with a log-on screen. If you do get to a prompt to log-in, try entering the your account details, and check that the details are accepted. If they are not, then you will need to contact your Internet provider to confirm the details.

Modem dials, but unable to do anything online

This indicates that the modem is generally working and that the problem lies elsewhere.

- Double check with your Internet provider that you are dialling the correct number for their dial-up service. Remember to set the dialling details dialog to include any necessary relevant dial-out code. Also, check that your home town is set correctly in the World application to ensure that the Psion chooses the correct STD code.
- Try manually dialling the number which is dialled by PsiMail Internet with a normal telephone plugged into the same line to see if it is answered by a modem.
- Double check that your account details are set correctly. Try using Comms to check account details, as above.
- There are several things that will need to be set which depend entirely on your Internet provider. Chief among these are the required 'Protocol' and 'DNS', both of which can be set by going to the 'Setup' application and selecting 'Server settings' from the 'Setup' menu.
- Try alternative settings for 'Handshaking' as described in the "Software setup" section of this document.

Error Messages

Could not connect to the Internet: No carrier or dial-tone

Check the modem is plugged into a standard telephone line. If the modem dials before this message is displayed, check that the number is correct, remembering any "dial-out" codes if necessary (Psion-D from the Setup application)

Could not connect to the Internet: Connection attempt timed out

Please check that the modem is plugged into the mains, or if it is battery powered, that the batteries are good.

Could not connect to the Internet: Problem with DNS server

Check that the DNS server entry in the account settings (Psion-I from the Setup App) is set to the server address specified by your Internet Provider.

Could not connect to the Internet: Could not find outgoing mail server

Whether you intend to send mail or not, you must have a valid Outgoing mail server specified. (Psion-J from the Setup App).

Connect session failed: Remote login failed

Double check your email login and password. Remember the password may be case sensitive. (Psion-J from the Setup App)

Comms

Some of the troubleshooting techniques above require you to use the Comms application. If you do not have Comms already installed, you will need to install it.

Installing Comms on a 3a

1. Go to the System screen of your 3a.
2. Press Psion-I to bring up the 'Install' dialog.
3. Press Control-Tab to bring up the 'Specify Filelist' dialog.
4. In 'Filename pattern' type 'COMMS.APP' and for 'Full path' type 'ROM::' then press Control-Enter.

Installing Comms on a 3c/3mx

1. Go to the System screen of your 3c.
2. Press Psion-J to bring up the 'Install standard' dialog.
3. Select 'Comms' from the list and press Enter.

Session Log

The 'Session log' keeps a record of the most recent attempt to log on, indicating at what point the script failed (if any). This can be a useful guide for suggesting what might have gone wrong. To view the Session log, go to the Setup application and select 'View session log' from the 'Special' menu.

Contacting Technical Support

Internet connectivity is a complex issue which can require some difficult troubleshooting techniques. If you do need to contact Technical Support about PsiMail Internet, please have the following information ready:

1. Which Internet provider is your account with?
2. Which Psion do you have?
3. Which modem do you use?
4. How much memory do you have free on your Psion?
5. What error message are you getting?
6. At what point does the error message occur?
7. How far does the Session Log get?