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Troubleshooting PsiWin 2.x connection problems

Note: All occurrences of **Revo** in this document also refer to **Revo Plus** unless otherwise specified. This document is a guide to troubleshooting connection problems between a Series 3a, 3c, 3mx, 5, 5mx, 7, Siena or Revo and a PC running Windows 95, 98 or NT 4.0 and PsiWin 2.x. It assumes you have already installed PsiWin. For more information on installing PsiWin, see the **Installing and uninstalling PsiWin 2.x** support document. A basic knowledge of using the Series 3a, 3c, 3mx, 5, 5mx, 7, Siena or Revo and Windows 95, 98 or NT 4.0 is also assumed.

How a connection works

Periodically, PsiWin will check each of your PC's COM ports that have been ticked on the **Connection** page of the **My Psion Properties**. When the link is active on the Psion, the Psion sends a signal from its RS232 port. When PsiWin detects this signal it establishes a connection to the Psion on the relevant COM port. Most connection problems are caused by either the signal not getting through from the Psion or the wrong COM port being selected.

How PC serial ports work

Generally a PC will have two 'physical' serial ports. These are 'D' shaped and will have either 9 or 25 pins. A Psion-branded 9-to-25-pin adapter will be needed to connect the PsiWin cable to a 25 pin serial port. A PC will also have a number of 'virtual' COM ports, which can be used by devices such as an internal modem. These use certain limited PC resources such as an IRQ (Interrupt Request – a way for a device to 'grab the computer's attention') and an input/output range. There is a very limited number of IRQs available to the PC and for this reason COM ports 1 and 3 normally share IRQ 4, while COM ports 2 and 4 normally share IRQ 3, although it is possible to assign a different IRQ to each COM port.

In a typical PC, COM 1 will be assigned to serial port 1 and COM 2 will be assigned to serial port 2. From this it can be seen that a device using COM 3 can interfere with one using COM 1 and a device using COM 4 can interfere with one using COM 2.

Troubleshooting the connection

As mentioned in the previous section, most connection problems are due to either no signal being received from the Psion or the COM port being specified incorrectly. The most likely causes are:

1. An application on the Psion is using the RS232 port.
On the System screen of the Psion, press **Shift + Psion + A** (3a/3c/3mx/Siena) or **Shift + Ctrl + E** (5/5mx/7/Revo) and press **Enter** or tap the **Yes** button. This will exit all the open applications on the Psion.

- The link is not activated on the Psion.

On the System screen of the Psion, press **Psion + L** (3a/3c/3mx/Siena) or **Ctrl + L** (5/5mx/7/Revo). In the **Remote link** (3a/5/5mx/Revo), **Communications** (3c/3mx/Siena) or **Link to desktop** (7) dialog ensure that the **Remote link** (3a), **Use** (3c/3mx/Siena) or **Link** (5/5mx/7/Revo) line is set to **On** (3a), **Link cable** (3c/3mx), **Serial cable** (Siena) or **Cable** (5/5mx/7/Revo) and press **Enter** or tap the **OK** button (5/5mx/7/Revo).

- An application on the PC is using the COM port.

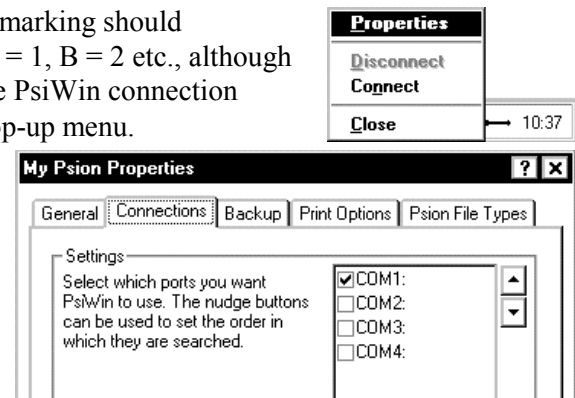
Close any open applications on the PC. While this will not help if a modem is attached to the COM port (see step 5 below), if any other application is blocking the COM port, this should solve the problem.

- The wrong COM port has been selected in **My Psion Properties** on the PC.

To check this it will be useful to know into which physical serial port you have the PsiWin cable plugged. At the back of your PC, near the port with the PsiWin cable, there may be a marking denoting the port, for example, A, B, 1 or 2. This marking should correspond to the number of the COM port, i.e. A = 1, B = 2 etc., although this will not always be the case. Right-click on the PsiWin connection server icon , and select **Properties** from the pop-up menu.

On the **Connections** page of the **My Psion Properties**, ensure that only the COM port you are using is ticked, then click the **OK** button.

Note: if you were unable to determine which COM port the PsiWin cable is connected to, you should try ticking each port in turn.



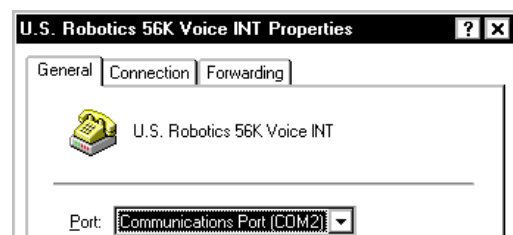
- A modem is blocking the COM port on the PC.

This is a slightly more difficult problem to troubleshoot. You will need to know whether you have an internal or external modem and possibly which COM port your modem is using.

If you have an external modem and you are unplugging it to connect the PsiWin cable, this will not work, as Windows will reserve the port for the modem. If you have a serial mouse using the other serial port and you have an unused PS/2 mouse port, the easiest solution is to get a PS/2 mouse and connect the PsiWin cable to the vacated port. If you have something else connected to the other port, then the only solutions are to either use an internal modem or install a card containing extra serial ports.

If you have an internal modem, you will need to find out which COM port it is using. To do this, click the **Start** button and select **Settings**, then **Control Panel**. In the Control Panel, double-click the **Modems** icon.

If you are using Windows 95 or 98, click the **Properties** button. This should show you which COM port the modem is using. If you are using Windows NT 4.0 you should see the COM port listed in the **Attached to** column. If you find that it is the same as the COM port used by PsiWin, you should either move PsiWin to a free COM port as described above, or change the COM port used by the modem. See the documentation for Windows or your modem for details on how to do this.



- A low quality serial port controller in your PC.

While this is not really an issue with recent PCs, some older PCs can have problems connecting at 115200 baud, which is the default connection speed with a Series 3mx, 5, 5mx, 7 and Revo. Try lowering the baud rate in the **Remote link** (3a/5/5mx/Revo), **Communications** (3c/3mx/Siena) or **Link to desktop** (7) dialog.

- The RS232 port on the Psion is blocked.

First, try deactivating and reactivating the link (Series 5/5mx/7/Revo only). On the System screen of the Psion, press **Ctrl + L**. In the **Remote link** (5/5mx/Revo) or **Link to desktop** (7) dialog ensure that the **Link** line is set to **Off** and press **Enter** or tap the **OK** button. Then follow step 2 above to reactivate the link.

If this doesn't work, try a soft reset as explained in the User guide, ensuring that you have exited all open applications first, as detailed in step 1 above. You may need to reactivate the link on the Psion after doing this.

- The baud rate is set too low in the **My Psion Properties**.

Right-click the PsiWin connection server icon as described in step 4 above and select

Baud rate. Use 'Maximum attainable' speed unless you are experiencing connection difficulties. Maximum attainable

Properties. On the **Connection** page, make sure that the **Baud rate** is set to **Maximum attainable**. Use the down arrow  to change this if necessary.

If you have a laptop

Eject any PC Cards you may have inserted and restart your laptop. Most laptops have only one serial port, generally COM 1, so try selecting this port on the **Connection** page of the **My Psion Properties**. Many laptops also have power saving features which disable the COM ports. Try turning these features off. If your laptop has an infrared port, it is likely that this uses COM 1. If this is the case, disable the infrared port and enable the serial port. Refer to your laptop's documentation for information on how to do this.

Other possible reasons for connection problems

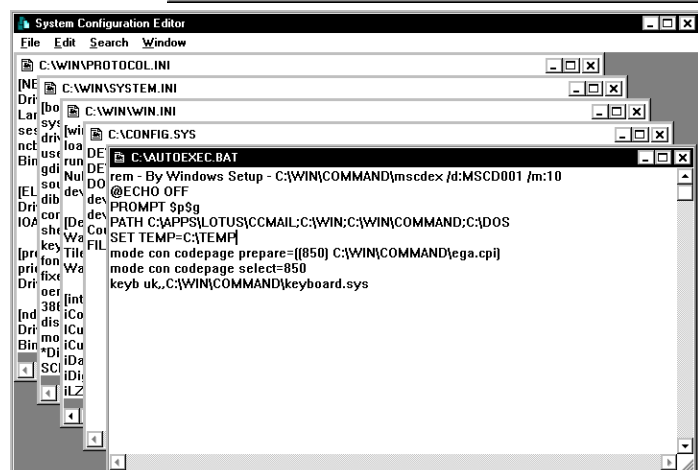
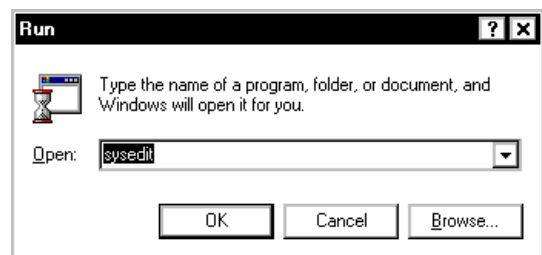
Operating System Update Betas

Beta versions of any PC Operating System upgrades (such as Microsoft IE4 beta) cannot be guaranteed to work with PsiWin 2.x.

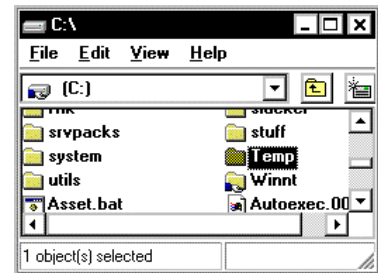
Temp folder

The PsiWin connection can be affected if your Temp folder has not been specified or has been incorrectly specified.

- To specify this, click the **Start** button and select **Run**. Type **sysedit** in the **Run** dialog and click the **OK** button.
- You will see a screen with multiple windows. Click on the title bar that says **AUTOEXEC.BAT** and 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**. Then close the window and click the **Yes** button when asked if you want to save the changes.



3. Next, create a folder on the root of your C drive and call it **Temp**.
4. Finally, restart your PC.



Using HyperTerminal to troubleshoot a connection problem

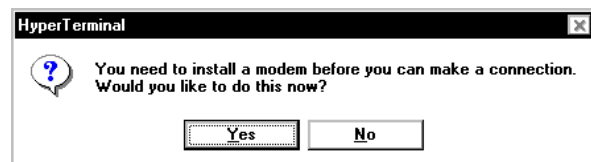
HyperTerminal is a basic communications program that comes as part of Windows 95, 98 and NT 4.0.

1. Before using HyperTerminal, right-click on the PsiWin Connection Server icon,  or , and select **Close** from the pop-up menu. HyperTerminal is started by clicking the **Start** button, selecting **Programs**, then **Accessories**, and then **HyperTerminal**. You should then see an icon named either **Hypertrm** or **Hypertrm.exe**. Double-click this icon.

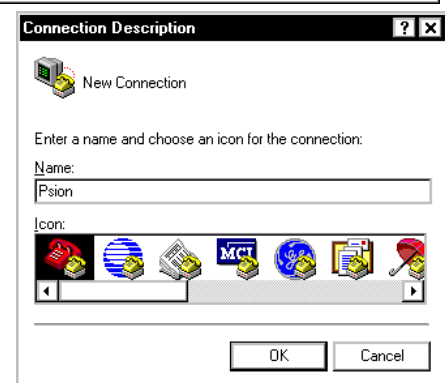
Note that this is slightly different in NT 4.0 - click the **Start** button, select **Programs**, then **Accessories**, then **HyperTerminal** and finally, **HyperTerminal** again.

If you do not have the option of HyperTerminal, you will need to install it from your Windows CD-ROM.

2. If you then get a dialog asking whether you would like to install a modem, click the **No** button.



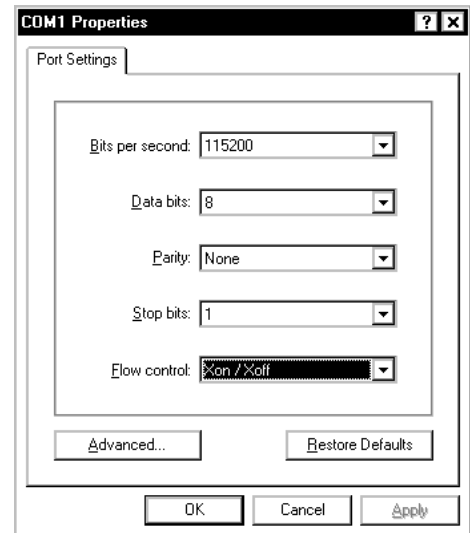
3. In the **Connection Description** dialog, type in a name for the HyperTerminal session (this can be anything you want), then click the **OK** button.



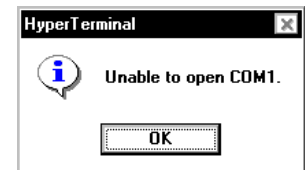
4. In the **Phone Number** dialog, click on the  button on the **Connect using** line and select the COM port that you have the PsiWin cable connected to, then click the **OK** button.



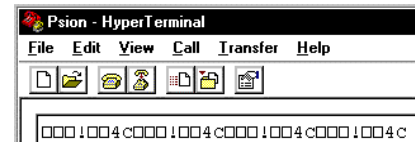
5. In the next dialog, click the  button on the **Bits per second** line and select the baud rate you have set on the Psion. In the same way, change **Data bits** to **8**, **Parity** to **None**, **Stop bits** to **1** and **Flow control** to **Xon/Xoff**. Then click the **OK** button.



6. 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.



7. If you get a series of characters repeating across the screen at regular intervals, this means that a signal is coming through from the Psion. In this case, you should try re-installing PsiWin. See the **Installing and Uninstalling PsiWin 2.x** support document for more details.



8. If you get just a flashing cursor in the corner of the screen, this means that there is no signal getting through from the Psion. Try a soft reset on the Psion. 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 Psion.