

2010 A GUIDE TO WORKING WITH PALM OS SCANNERS

OrderMaster and the Palm Pilot type scanner: Symbol 1500/1550/1700/1800 General Notes Section

Before beginning a market, there are several steps that you should follow:

1) Check your battery meter and verify that the OM icon starts the OrderMaster program in the Palm

2) Load OrderMaster program into the Palm if it is not present (Failure to Launch Sat Forms means program must be loaded)

NOTE- You may wish to assign a physical button to start the OrderMaster program instead of using the icon - to do this go to PREF on palm home page - click on dropdown to select BUTTONS and assign the button of your choice to ORDPAD

3) Export data for the Palm one time for each time you make a change to products and/or customers

NOTE-you merely do this one time unless some one changes the data that is to go to the palm

4) Down load data to each Palm - loop thru this step until you have all Palms with current data

GENERAL NOTES:

- Failure to Load Sat Forms merely means you must Load the OM program into the scanner

- Fatal errors come from hard drops/falls, static shock, and/or placing the scanner down too roughly on hard surfaces such as marble, etc. - merely use a paper clip or the removeable end of the stylus and depress it into the RESET hole on the back of the scanner. This will correct the error and nothing should be lost

- "ERASE ALL DATA-yes or no" may occur. Attempt to answer NO. If not you will have to answer YES and you will lose data and be forced to reload the program and the data

- OrderMaster USES Palm HotSync Manager for communications. Outside companies can do so via CONDUITS. If your turn off all Microsoft Conduits the process will HotSync faster (Memo Pad, Address Book, To Do List, Date Book, Photos, Expenses, and Voice Memos). You can turn off these conduits by right clicking on the HotSync icon running minimized in SYSTRAY, clicking on CUSTOM, and the turning off the conduits. When you set the conduit to "DO NOTHING", always click on SET AS DEFAULT so it will stay this way the next time HotSync starts

- Many virus and adware/spyware packages conflict with HotSync since the package views all data transferred over the COM Port as a potential threat - you may have to work with your virus tech support to avoid conflicts here

- Finally, HotSync requires a lot of real memory. It works in the first 512 MB of Memory. Stopping unnecessary services and start-up's via MSCONFIG will make it run better

-If you have had to reload the program, you will need to "set" a Button for OrderMaster startup or just start OM from the Home Page. You can set Buttons from the Preference screen (on the Home Page). Click on Pref, then click in the upper right corner for Buttons. Set the Memo pad to start OrdPad

- NEVER REPLACE BATTERIES WITH AN ORDER IN THE SCANNER. THERE IS SUFFICIENT POWER IN THE LOW BATTERIES TO HOLD YOUR DATA FOR 1 OR MORE WEEKS AND TO DO SEVERAL HOT SYNC'S. MERELY HOT SYNC THE ORDER AND THEN REPLACE THE BATTERIES

-Janam scanners purchased prior to December 2009 may need to have their firmware (BIO) flashed. If your scanner does not work (the red light does not emit), please contact Steve Cunningham at 404.307.7106 and he will assist you in upgrading the latest firmware delivered by Janam Support Group. In the mean time please merely open the battery door in the rear of the scanner and do a "soft" rest (tap your stylus into the "reset" opening) and close the battery door. Turn the unit back on again.

- Interruptions of the hot sync process by taking the scanner out of the cradle before the hot sync completes can terminate the hot sync manager. Look to see if the hot sync manager is running in SYSTRAY (blue or gray bar on bottom of pc screen). If so click it once to see if it closes. If it closes or is not there, restart the hot sync manager by double clicking the hot sync manager icon on your desktop or by going to Programs and clicking on Palm Desktop and then clicking on Hot Sync Manager. If this does not work you may need to verify that that COM port is assigned correctly. Please see separate documentation on how to confirm COM port assignment by Windows XP/Vista/Win7. Finally if all else fails please reboot the PC. Always check your scanner screen for pending messages that must be resolved - normally by hitting an OK button or RESET button on the screen itself.