

Downloading Data to the Palm Section

Start the OM Switchboard icon on your desktop

Remember if you made changes to the data, re-export it or the changes will not show in the Palm

Click on the Handheld Misc button

Look in the middle of the 3 sections and click on OM Download

Choose your device type - if you forget, look at the name on the device

Place the Palm in the cradle

A window will pop up telling you to depress the HOTSYNC button on the cradle

The window on the desktop will tell you approx. how long the download will last - divide the estimate by 2 if you are using a faster device than the gray SPT1500 or SPT1700

When this is completed, loop thru doing the same with all other Palms

Suggestion - always attempt to connect the cradle USB connector directly to the computer. If you use a 4 port hub, you are sharing power coming from the pc to other devices. Attempt to attach low-draw power devices to the 4 port hub such as a mouse, charge card reader, printers, etc. If the device has its own power supply, definitely connect this type of device to the 4 port hub because it will draw zero power from the pc.

Troubleshooting - if your scanner does not connect to the pc when you hit the HotSync button, do the following:

- verify that the cable is connected to the pc
- verify that all messages on the palm device have been satisfied
- verify that HotSync is running (minimized) in SYSTRAY on the lower right side of the pc screen
- verify that the com port is set correctly in HotSync: Right click on My Computer, hit Hardware Tab, Hit Device Manager, Click on the plus sign next to COM & LPT. Note the COM port assigned to your USB cradle device (normally KeySpan or Belkin). Now right click on HotSync running in SYSTRAY. Click on SETUP. Click on LOCAL. Verify that it is set for the correct COM port. If this does not work call Tech Support.