

Setup and Troubleshooting of the Intermec CN3G/CN3eG PDCD General and Recommended Setting Changes

The Intermec CN3G/CN3eG PDCDs (Portable Data Collection Device) are the latest addition to DPAS approved PDCD list. The CN3G/CN3eG are over two times faster and have three times the memory than the Intermec 751G. They have a default operating system of Windows Mobile 6 compared to the less efficient 751G operating system of Win CE.net.

One of the biggest advantages is the ability to remove the battery for a long period of time, replace it, and still have all the DPAS application information. DPAS Columbus has successfully tested this for up to eight days.

Please visit our website at: <http://dpassupport.golearnportal.org/>
Navigate to Support/Hardware and Software for purchasing information.

Setting Up the Intermec CN3G/CN3eG PDCD



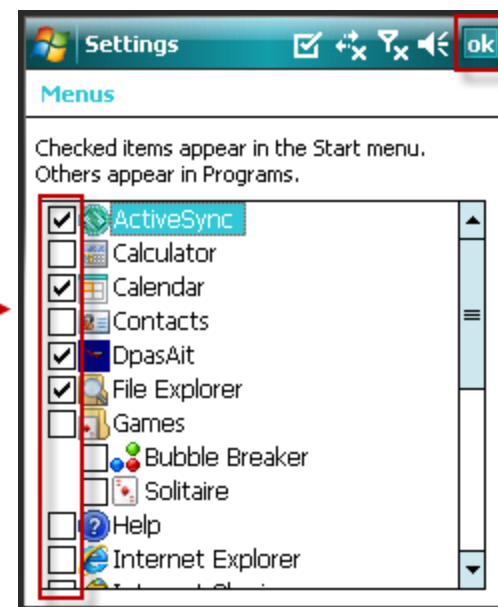
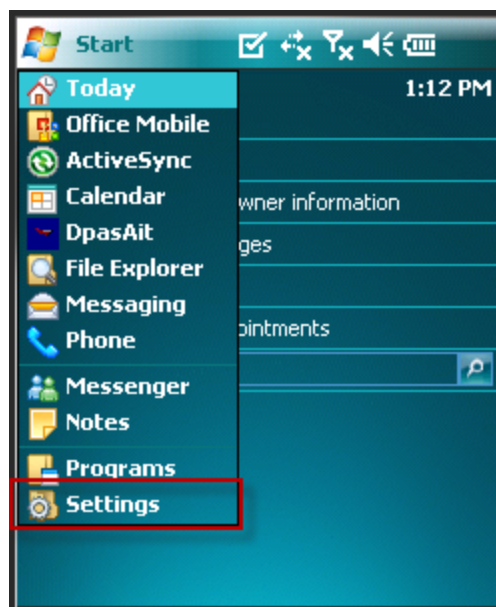
PDCD Setup

- Select Programs
- Change Button Assignment
- Provide Owner Information/Notes
- Select Backlight Settings
- Set Clock and Alarms
- Define Battery Life Settings
- Deselecting Advanced Network Functionality



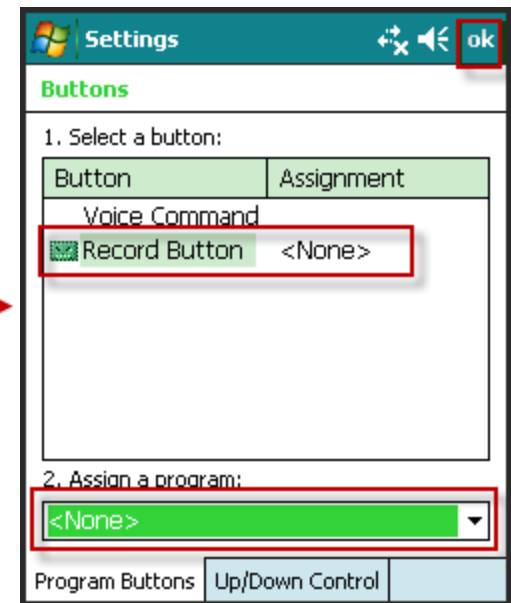
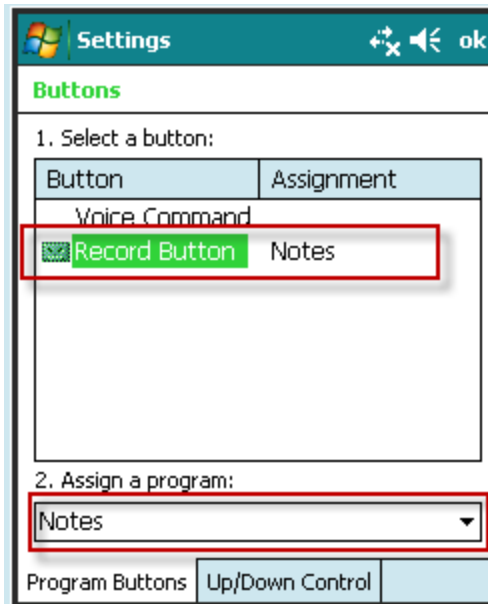
The first settings change is to select the seven programs you want to display when the Start drop-down menu is accessed. Since the CN3G/CN3eG does not have the traditional “desktop”, this drop-down can be populated with the most commonly used applications such as DpasAit. This setting can be re-visited after new applications are installed to the device. Select **OK** to save the changes.

Start → Settings → Personal tab → Menus → Select Programs
→ Click OK (upper right corner)



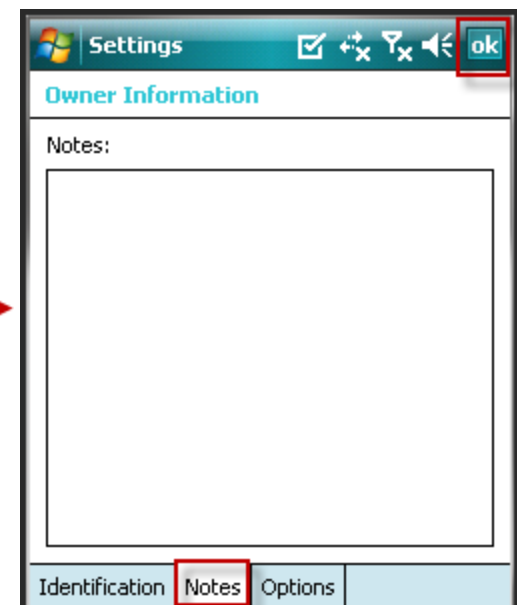
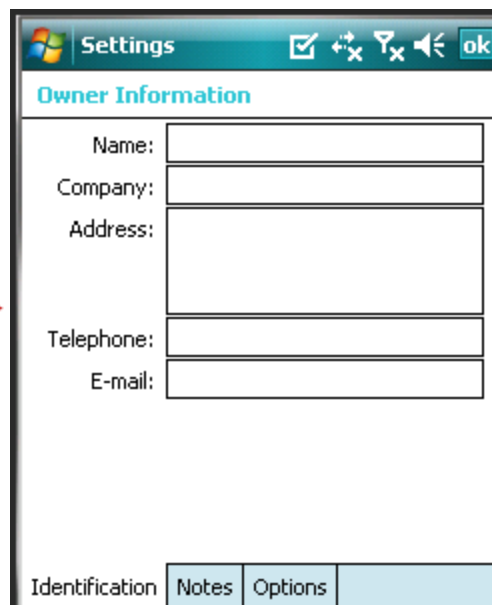
The next recommended settings change is to reassign the top button on the left side of the PDCD. Many users have reported wanting to disable this button since it is accidentally pressed instead of the button used to scan labels (the bottom left side button). Select **Record Button** and use the drop-down menu under **Assign a program** to select **<None>**. Select **OK** to save the changes. For advanced button assignment, contact the Columbus Call Center.

Start → Settings → Personal tab → Buttons → Change Assignment
→ Click OK



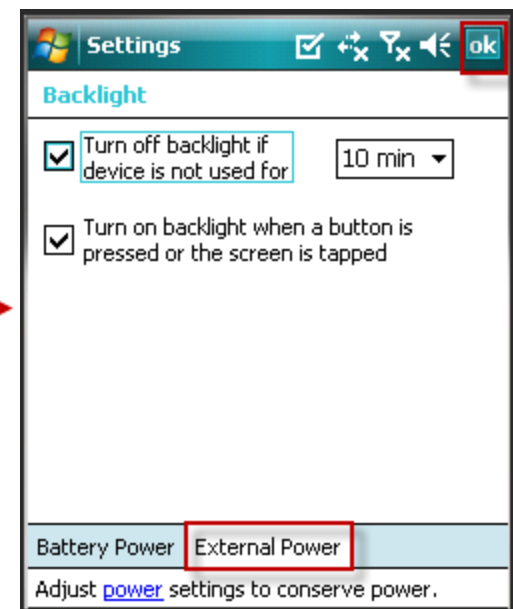
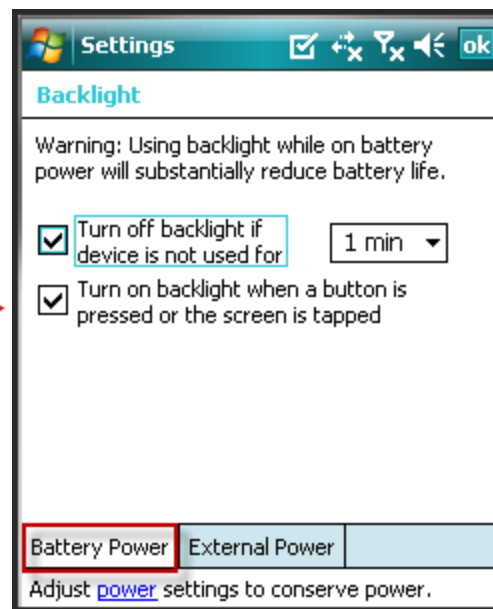
Our next step stays within the **Personal** tab. It is good business practice to provide owner information about the device in case it is lost, misplaced or mixed with other devices. The Notes tab can be used to add additional information about the PDCD or its owner. Select **OK** to save the changes.

Start → Settings → Personal tab → Owner Information →
Notes tab → OK



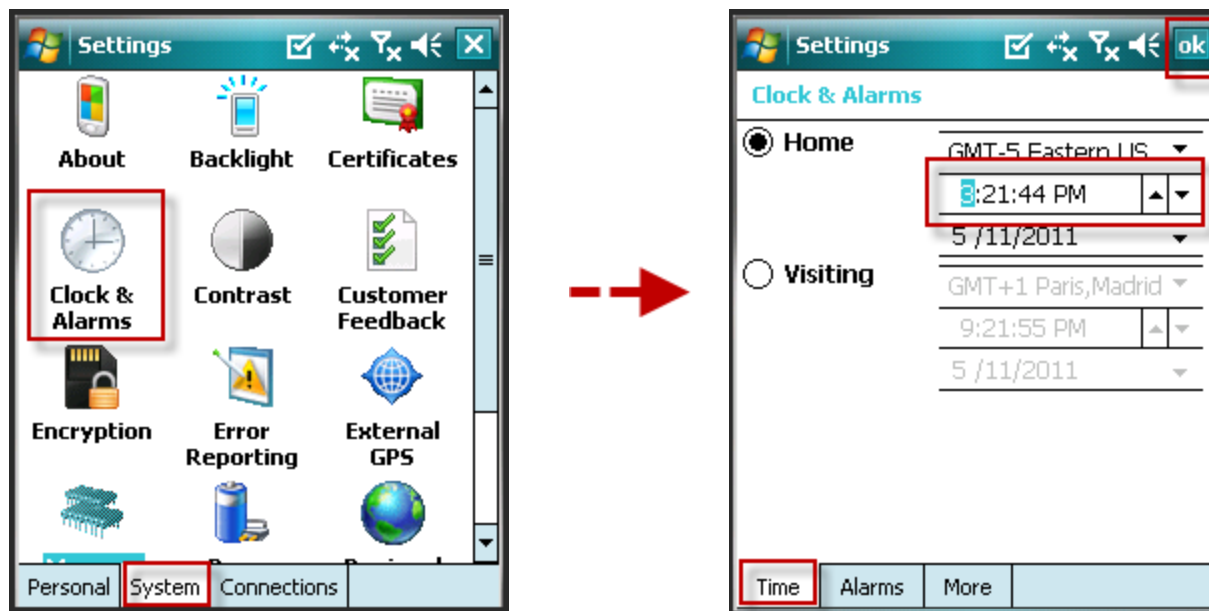
The next setting is under the System tab. **Backlight** provides you the option to select the duration on how long the light stays on when the device is inactive. It also provides the option to re-activate the device when the screen is tapped. The settings you choose will make a difference on how long the battery will last. Note that there are two tabs for backlight, Battery Power and External Power. Select **OK** to save the changes.

Start → Settings → System tab → Backlight →
External Power → OK



The **Clock and Alarms** setting is important. Web DPAS uses this time to change the status of an asset's Last Inventoried Date once the inventory is reconciled. Inaccurate dates and times will create bad data in Web DPAS.

Start → Settings → System tab → Clock & Alarms → OK



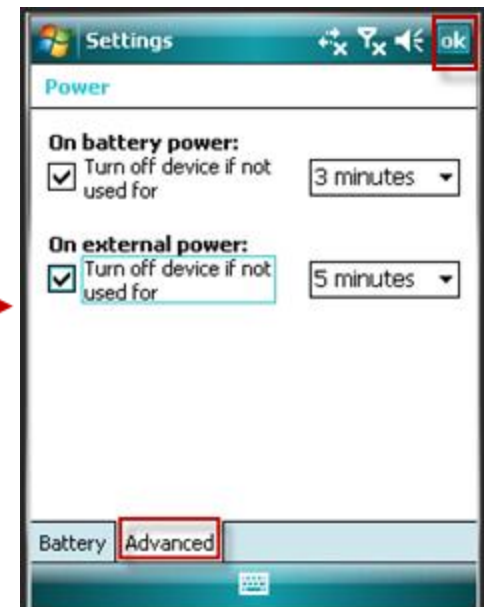
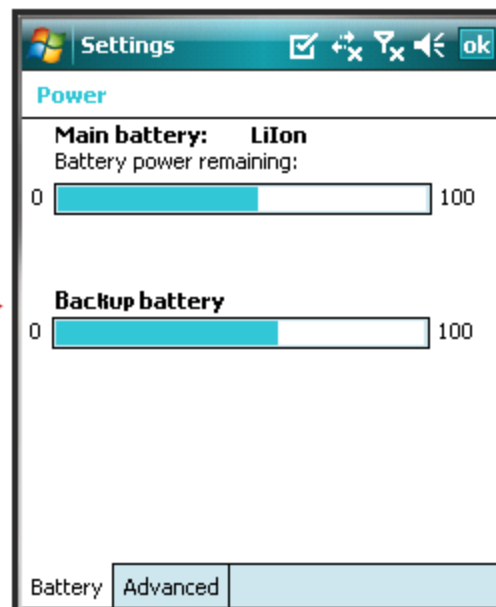
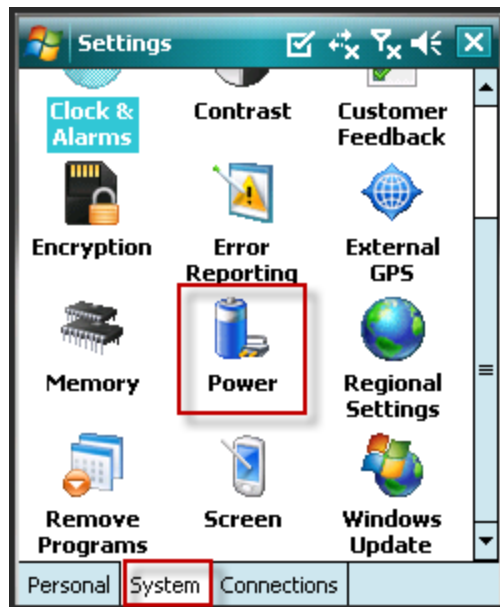
The **Power** setting combined with the Backlight setting defines the battery life when the PDCD is not in use. This is also a good place to see how much battery life the PDCD currently has left.

The recommended settings are:

On battery power: Turn off device if not used for 3 minutes

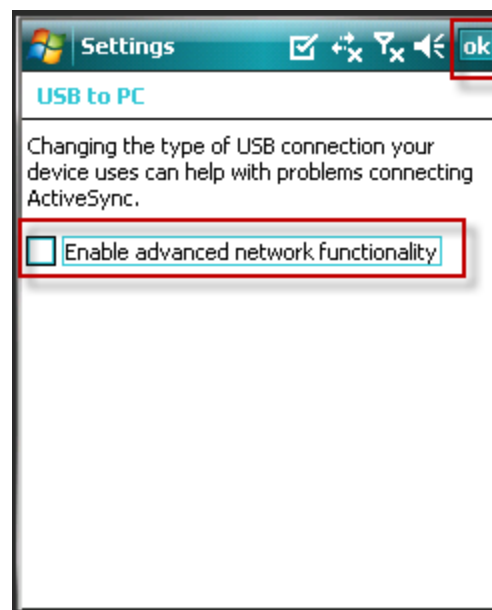
On external power. : Turn off device if not used for 5 minutes

Start → Settings → System tab → Power → Advanced tab → OK



Another important setting is the **USB to PC**. To be able to connect to Web DPAS, the “Enable advanced network functionality” box needs to be **UNCHECKED**. Select **OK** to save the change.

Start → Settings → Connections tab → USB to PC →
Verify box is unchecked → OK



Installing the DpasAit Software



The following steps walk you through installing the DpasAIT software onto the CN3G/CN3eG.

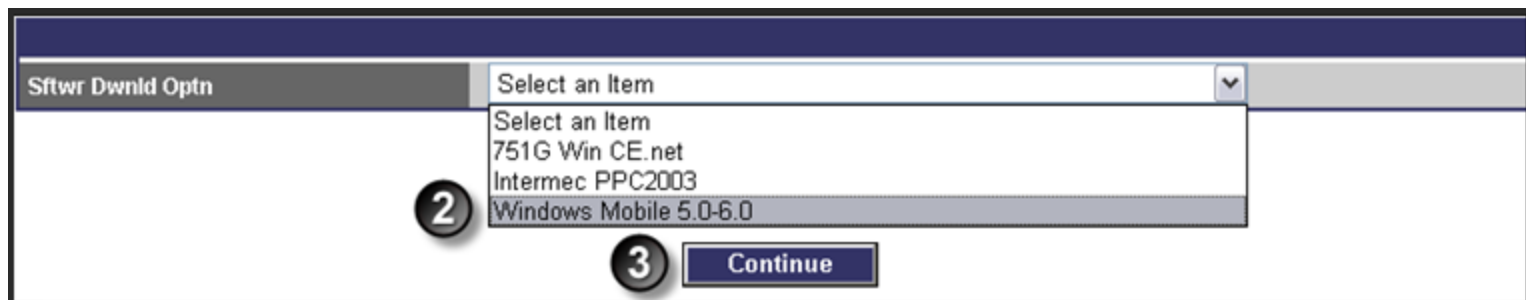
Step 1

Open Web DPAS

1. Navigate to **AIT > PDCD Sftwr Install**.



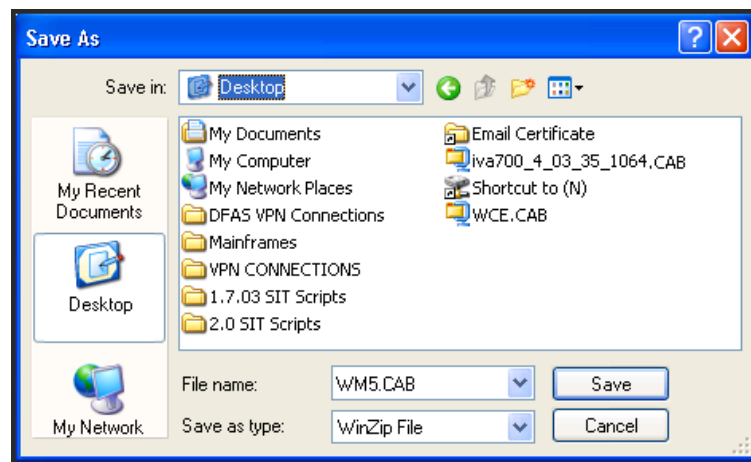
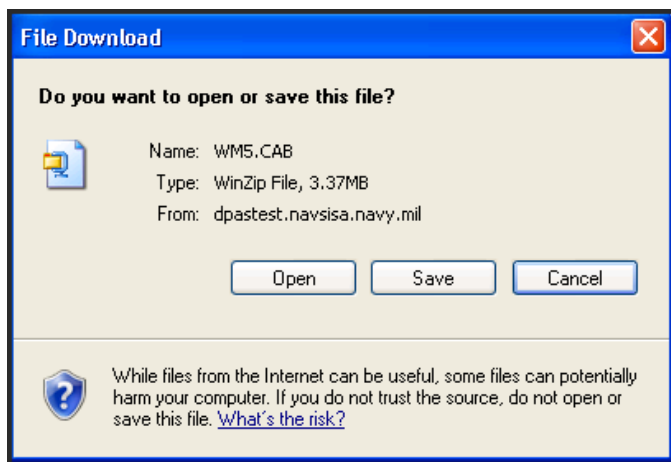
2. Select **Windows Mobile 5.0-6.0**.
3. Select the **Continue** button.



4. Make sure the Disable "Take a Pctr" is CHECKED.
5. Select the **Download** button.



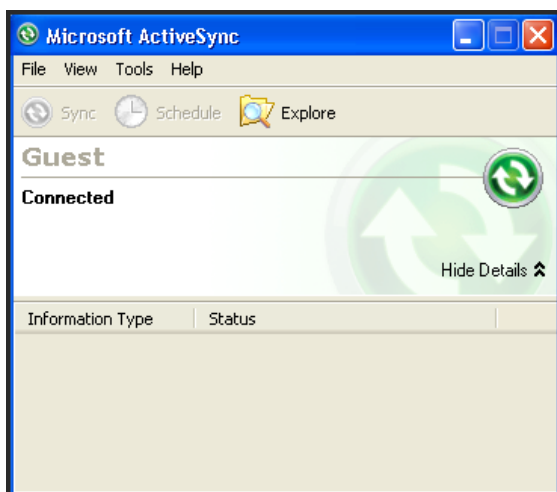
6. Select the **Save** button. Save to a location that you can find the file after it is downloaded. The Desktop is recommended.



Step 2

ActiveSync

If you are running Windows XP, you will need to get Microsoft ActiveSync installed on your PC. ActiveSync is the “bridge” between the PC and the CN3G/CN3eG. If you are running Windows Vista or Windows 7, Windows Mobile Device Center has replaced ActiveSync.

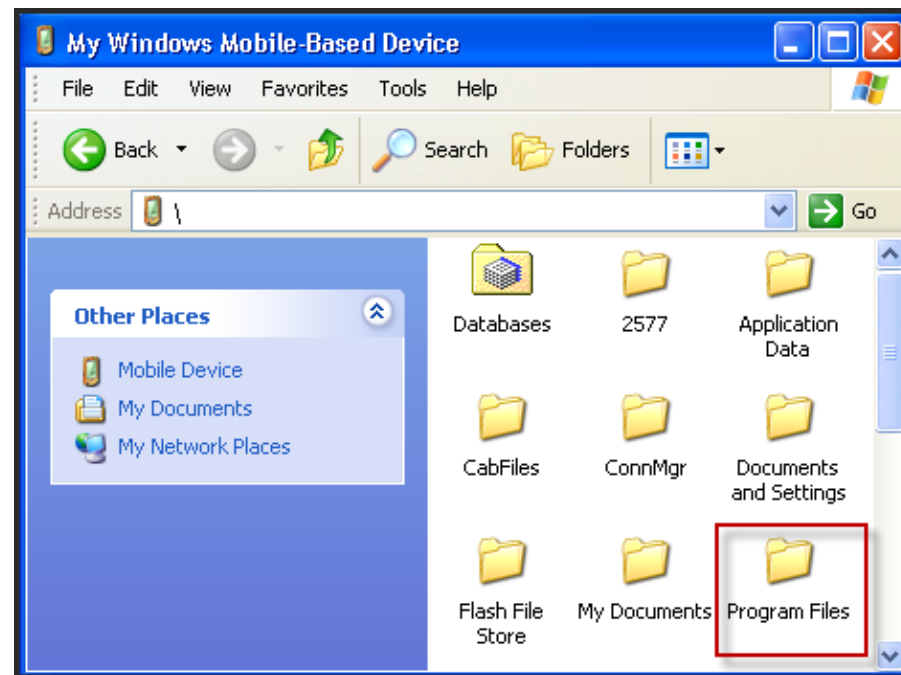
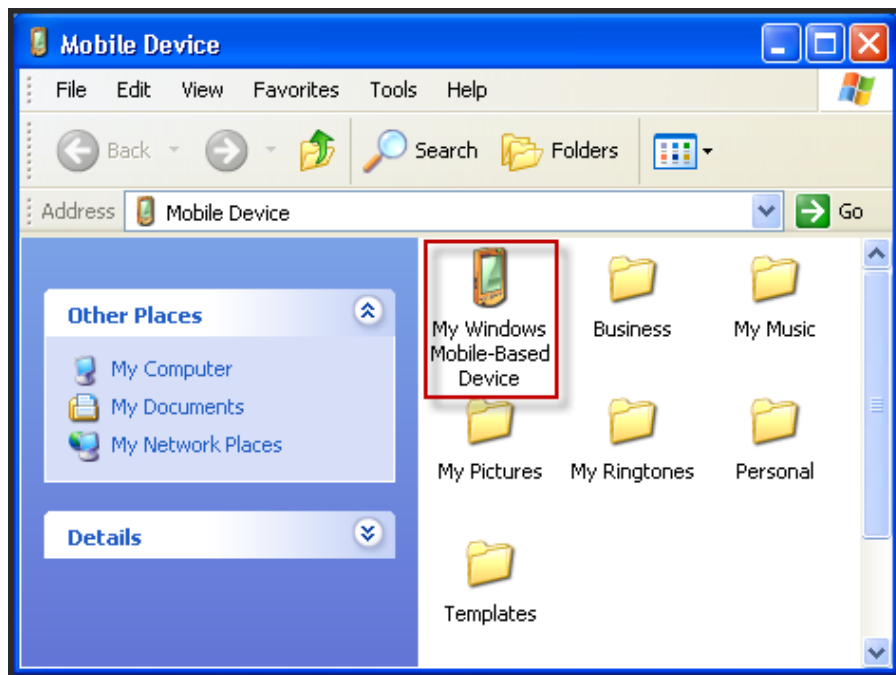


Step 3

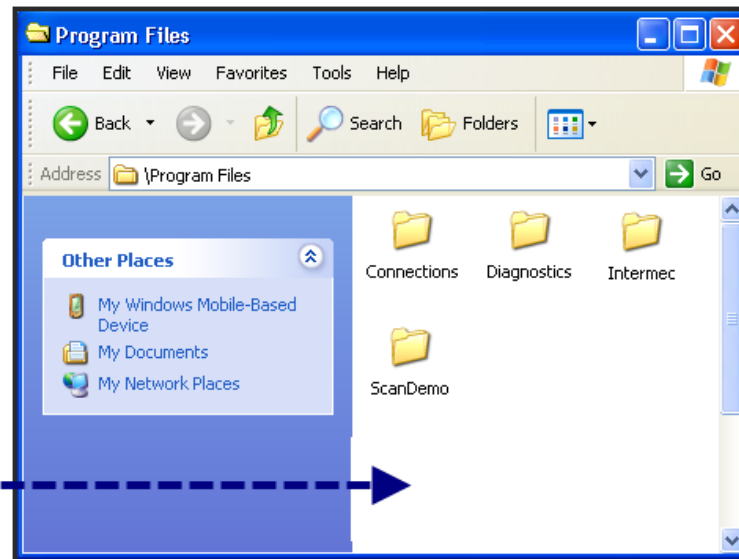
Transfer Cab file to PDCD

1. PDCD must be in cradle and ActiveSync/Windows Mobile Device Center is running.
2. From your PC, go to ActiveSync → Explore (this opens the files on the PDCD) --or-- From your PC, go to Mobile Device Center → Select Connect without setting up your device.

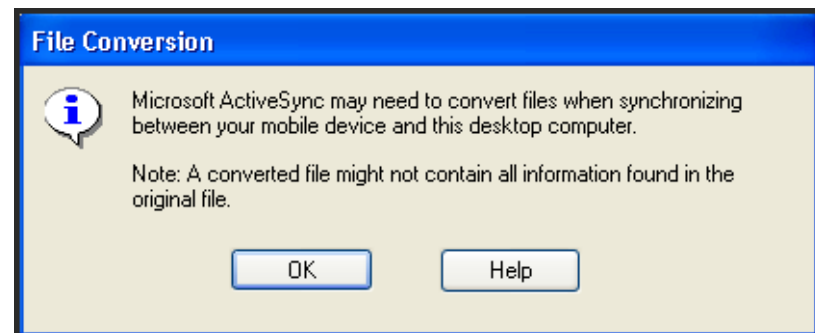
3. From Mobile Device → My Windows Mobile-Based Device → Program Files.



4. Locate the **WM5.CAB** file.
5. Click and drag -or- right-click, copy and paste the WM5.CAB file from your PC to the Program Files folder on the mobile device using ActiveSync.



6. If you encounter this File Conversion message, select **OK** to continue.

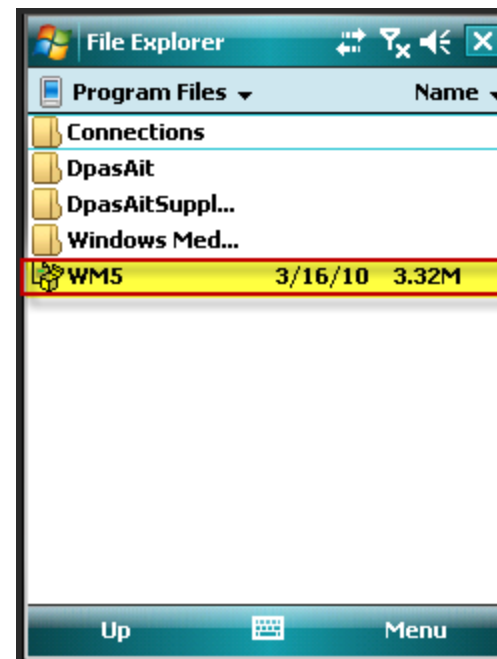
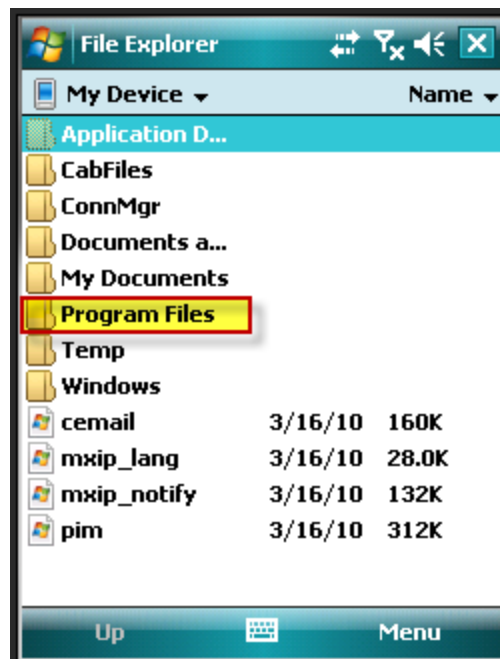


Step 4:

Installing the Software

On the PDCD:

1. Start Menu → Programs → File Explore → Show Tab → My Device → Program Files .
2. Double-tap on **WM5**.file.
3. Files will install.



DpasAit is now installed. Go to **Start** and select **DpasAit**.



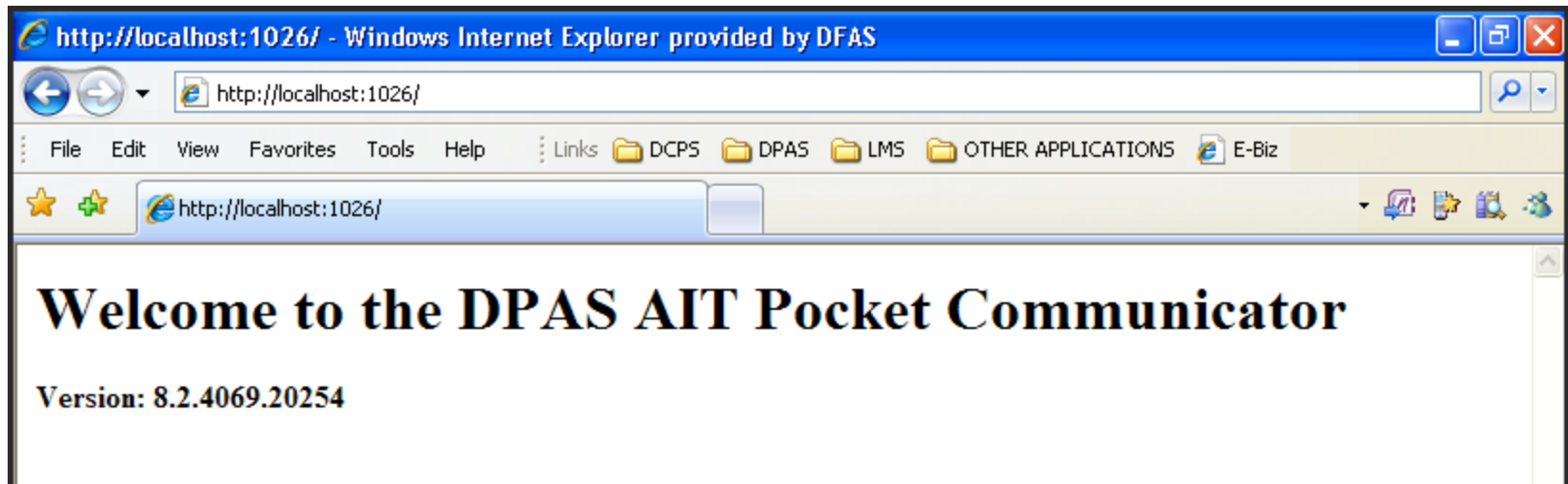
Troubleshooting the PDCD



If you have trouble getting your PDCD to connect to Web DPAS, verify the following:

The CN3G/CN3eG connects to Web DPAS by using local port 1026. This port is used to download and upload inventories to and from the application.

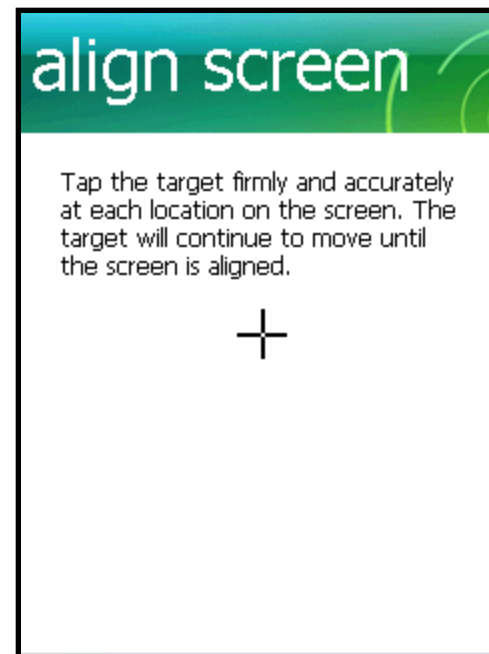
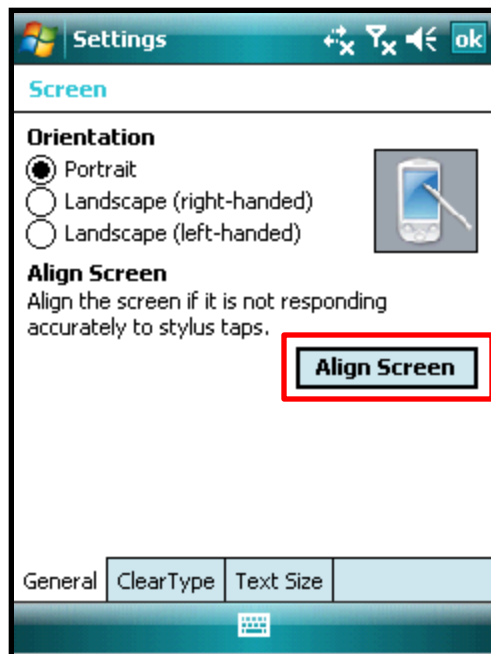
1. Ensure the PDCD is in the cradle, ActiveSync or Mobile Device Center is connected, and the DpasAit application is running on the PDCD.
2. Open Internet Explorer.
3. Type <http://localhost:1026/> into the address bar.
4. Select **GO** or press the **Enter** button. If you see the message below, the PDCD is successfully connected.



If you feel the screen does not respond correctly to where you tap, you can recalibrate the PDCD.

On the PDCD:

1. Start Menu → Settings → System Tab → Screen.
2. Select the **Align Screen** button.
3. Tap on the target firmly and accurately as it moves around the screen.
4. Once you are returned to the main screen, tap **OK** in the upper-right corner.



In the unlikely event the PDCD freezes up, it will need to be re-booted. There are three ways to do this. Warm Boot, Cold Boot and Clean Booting. It is recommended to try Warm Booting first.



To Warm Boot:

This process will restart your PDCD. You would use this process if your PDCD freezes up.

1. Hold in the power button for about ten seconds until the screen turns blue , and says Intermec.
2. This will restart the PDCD.

You would use this process if Warm Booting did not unlock the PDCD. Cold booting the 751G would “reload” the operating system and all information would be lost. Doing the same thing on the CN3G/CN3eG does not clear information from the PDCD.



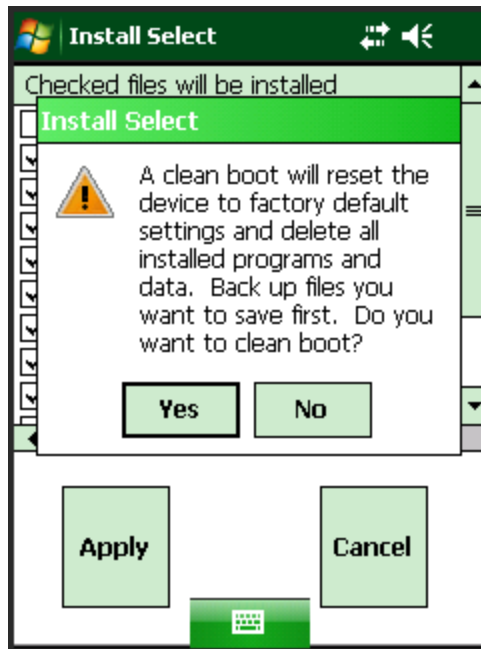
To Cold Boot:

This process will restart your PDCD.

1. Press the Power button to suspend the CN3G/CN3eG.
2. Remove the battery pack, press and hold in the reset button for about 10 seconds (The Reset button is a soft circle located towards the right of the battery compartment).
3. Replace the battery and allow the CN3G/CN3eG to continue rebooting.

Clean booting the CN3G/CN3eG will completely reset the PDCD back to its factory settings and delete all user-installed applications and data.

Method 1:



To Clean Boot:

1. On the PDCD, from the **Start** menu, select the **Programs** icon.
2. Select **File Explorer** icon.
3. Choose **My Device** from the drop-down and select the **Windows** folder.
4. From the **Windows** folder, choose **InstallSelect**.
5. Verify the *Caution* message and select the **OK** button.
6. Select the **Apply** button.
7. Read Warning message and select the **Yes** button.
5. The PDCD will re-boot.
6. PDCD software is back to factory defaults.

Clean booting the CN3G/CN3eG will completely reset the PDCD back to its factory settings and delete all user-installed applications and data.

Method 2:



Note: The picture is of a CN3G. The Power button on the CN3eG is located on the bottom center of the keyboard.

To Clean Boot:

1. Take out battery and hold reset button for 10 seconds (The Reset button is a soft circle located towards the right of the battery compartment).
2. After you hold the reset button in for ten seconds, put the battery back in.
3. Quickly hold the two buttons in on the left side of the PDCD along with the Power button on the front. Hold them in until you get a warning screen on the PDCD. Press a right side button to continue the clean boot process or press a left button to abort.
4. Follow the prompts on the PDCD.
5. The PDCD will re-boot.
6. PDCD software is back to factory defaults.