

FAQ Diver-Pocket

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How do I know if my Pocket-PC will work with Diver-Pocket?

Please refer to the user's manual for the full requirements. In short:

- Windows Mobile 2003 or Windows Mobile 5
- Compact Flash (CF) Type II slot with I/O function.
compatible with USB Host CF Card or RS232 CF Card (both [RATOC Systems Inc.](#))
- 64 MB of RAM or more
- screen resolution of QVGA (240 × 320) or VGA (480 × 640)

My Pocket-PC has a USB connection. Do I still need the USB Host CF Card or RS232 CF Card?

Yes, you need it. Most Pocket-PCs have a USB and/or RS232 connection to a PC. This connection enables you to synchronize PC data (e.g. Outlook) with his Pocket-PC. This connection cannot be used to connect a USB/RS232 Reading Unit, because in this case there is no host capability of the Pocket-PC. It means that the PC is the master and the Pocket-PC is the slave, which only acts upon requests of the PC. In case of Diver-Pocket the Pocket-PC is the master and the Diver the slave.

After I switched off and on the Pocket-PC no communication with the Diver is possible. What is wrong?

If you installed Diver-Pocket with the Ratoc Systems USB Host CF card driver 1.90 and higher you might have the following problem depending on the type of Pocket-PC you are using. Once you turned off and on the Pocket-PC it is impossible to communicate with the Diver. To enable communication again you need to disconnect the USB Host CF card and soft reset the Pocket-PC.

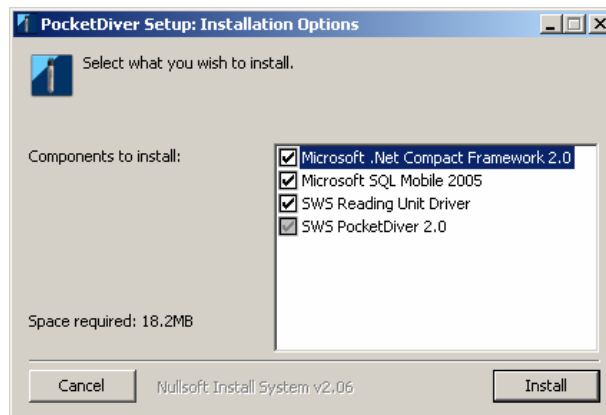
Using driver version 1.81 of USB Host CF card might resolve the issue. If you do not have this version please send me an e-mail and I will send the drivers to you.

After I installed Diver-Pocket and insert the USB host card in the Pocket-PC, I get the message "Unrecognized Card". What to do?

You did not install the driver of USB host card. The latest version of the USB Host/RS232 CF driver can be downloaded from the manufacturer's site: <http://www.ratocsystems.com/>

After I installed Diver-Pocket and insert the USB host card in the Pocket-PC and connect the USB Reading Unit I get the following error message "Unidentified USB Device". What to do?

You did not install the SWS Reading Unit Driver. Uninstall the programs you installed and run setup again. Make sure you select all the options in the installation window as shown below.



After I installed Diver-Pocket it could read settings and data from the Diver, but now it does not work any longer.

Try a soft reset of the Pocket-PC. See your owner's manual of the Pocket-PC on how to perform a soft reset.

My USB Host CF Card or RS232 CF Card does not work properly. What to do?

You probably do not have the driver for your CF card installed. The latest version of the USB Host/RS232 CF driver can be downloaded from the manufacturer's site: <http://www.ratocsystems.com/>

I use a Dell X51 or X51v and the CF Card does not work properly. What to do?

If user is using Dell X51 or X51v, he has to use the special driver of CF host adaptor card. The driver which RATOC systems provide right now is 1.93. After you extract the files, please install the driver according to the following description:

If it is Dell X51 or X51v and ROM version is A12, please run setup.exe in WM5_PPC2003\HostDriver\Polling Mode\PXA250\

(In order to know the ROM version, go to Start->Settings->System->System Information)

The blue light on my USB Reading Unit is not on. What is wrong?

You probably do not have the driver for your CF card, or driver of reading unit, or both installed. The latest version of the USB Host/RS232 CF driver can be downloaded from the manufacturer's site: <http://www.ratocsystems.com/>. The driver of reading unit is in the Diver-Pocket installation package.

The blue light on my USB Reading Unit is on, but the yellow and green communication lights on the USB Reading Unit do not flash. How do I resolve this?

Try a soft reset of the Pocket-PC. See your owner's manual of the Pocket-PC on how to perform a soft reset.

How do I prevent data loss when the battery is empty?

Every Pocket-PC will lose its data and installed applications if its battery was not charged for a long time (two weeks) or disconnected from mains.

To avoid Diver data loss it is highly recommended to store Diver data on an SD memory card. These cards will not lose their data upon battery loss.

If you do not use your Pocket-PC for a long time keep it connected to a power supply to avoid data loss.

Dell X51 and X51v have a pre-installed application named "Data Backup". You can use it to backup the whole snapshot (everything including installed applications and data) of the Pocket-PC into an SD card. Then you may restore it from SD card if you lose applications.

HP iPAQ does not have a similar program.