

## Connecting with your Companion iPAQ Communication Issues

### Introduction

This application note describes how to resolve communication problems that may occur when making a connection from an HP iPAQ 2210 or 2215 running PocketPC 2003 to the CombiFlash® Companion™ (Figure 1).

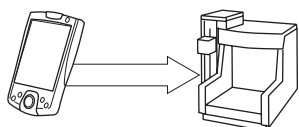


Figure 1: iPAQ Connection

These instructions assume that the Companion is using the latest software release. Software updates are available from <http://www.isco.com/companion/>. These instructions also assume that the iPAQ from which you intend to control the Companion has been successfully started and set up according to the manufacturer's instructions.

Also, note that the Companion will not communicate with any device until after the system successfully completes its start-up diagnostic routine. Both green LEDs will illuminate when the Companion is ready to communicate with a controlling device.

Refer to Technical Note 3 if you are experiencing direct connection problems between the Companion and a PC, or Technical Note 4 if you are experiencing network connection problems.

### System Requirements

Some problems arise because system components do not meet the minimum or recommended system requirements. Network connections require the following:

- CombiFlash Companion
- iPAQ USB connect cable (Isco P/N 480-9999-05)
- HP iPAQ 2210 or 2215 Pocket PC, powered by Microsoft Windows Pocket PC 2003.

### Troubleshooting

Cannot Connect to Download Software

**Cable Problems** — Ensure that cable 480-9999-05 connecting the Companion's USB port is connected correctly to the iPAQ. This cable should show no signs of damage, especially at the connector ends.

**Connection Settings Problems** — The default settings on the iPAQ do not support a connection to the Companion. Perform the following to configure the iPAQ.

1. When the Power and Ready LEDs are both on, connect the iPAQ to the USB cable.
2. Turn on the iPAQ and view the "Today" screen. At the bottom-right corner of the iPAQ display there should be an Active Connection icon (☎). This icon is present whenever the iPAQ recognizes a live USB connection. If it is not present, refer to *Cable Problems*, above, or disconnect and re-seat the cable connection to the iPAQ.
3. Start Internet Explorer. Enter the Companion Address. The default is "http://192.168.1.151/ipaq". If the address has been changed, use the new one instead.
4. The iPAQ informs you that it cannot connect. Tap the Settings link to configure the proxy. The iPAQ opens the Connections window.
5. Select the Advanced tab.
6. Tap the Network Card button. Change "My network card connects to: The Internet."
7. Tap the OK button in the top-right corner of the window to accept the change.
8. Tap the OK button close the connections window.
9. Refresh the Internet Explorer window by tapping the Refresh button at the bottom of the window. The iPAQ will connect to the Companion.

### iPAQ Won't Stay Connected Long Enough to Download Software

Before downloading software, USB connection time is limited. To save time, perform the following step before connecting the USB cable.

1. From the iPAQ's Start Menu, open Notes.
2. Type or write the full address of the Companion.
3. Highlight the address and copy it.

Then, start Internet Explorer and paste the address into the address bar, saving time. After downloading software, the USB connection to the Companion will be stable.

### iPAQ Never Finishes the Download

The software can take a few minutes to download. Downloading activity is indicated by the spinning Globe on the corner of the iPAQ's Internet Explorer display.

If the download has lasted longer than five minutes, it is likely that the file has downloaded but the installation did not automatically start. If you are certain that the download has been running for over five minutes:

1. Close Internet Explorer.
2. Open the File Explorer.

3. Browse to My Documents\My Device\Temp.
4. Tap the file named "evb".

This will install the PeakTrak software on the iPAQ. The evb file is automatically deleted when the installation is complete.

iPAQ displays "No connection is made with the Companion please disconnect cable, reconnect and try again."

PeakTrak displays this error message when a live USB connection is not detected. To remedy this:

1. View the "Today" screen on the iPAQ.
2. Locate the Active Connection icon in the lower right corner of the window. If present, restart PeakTrak. If not present, reconnect the USB cable and look for the icon.

If reconnecting the cable does not cause the icon to display, check the cable and connections to determine if it is faulty. A successful ActiveSync will verify that the iPAQ's USB connection is working correctly.

### iPAQ Is Slow to Respond to Commands

The iPAQ may seem to be slow, especially when compared to PCs. Remember that the iPAQ has a processor speed of 400 MHz, and less operating RAM than that of today's PCs.

Slowness may be most apparent when performing very long runs. If you frequently perform very long runs, a Windows PC controller is recommended.

### PeakTrak Is No Longer on the iPAQ

This may happen when the iPAQ is reset. Resets often occur after a complete discharge of the iPAQ's battery, resulting in memory loss.

If the iPAQ has been reset, PeakTrak must be re-installed. Follow the steps in *Connection Settings Problems* to re-install PeakTrak.

### Assistance Available

If, after going through this troubleshooting list a connection is still not made please contact Isco Technical Service. ☎

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