

Troubleshooting Pen-PC Communications

If you are having trouble establishing Pen – PC Communications:

1. Make sure you are an administrator on the computer you are using.
2. Unplug any devices that sync data between the device and your PC, ie PDAs or digital cameras.
3. Close any programs that may be running, especially any devices that sync data between the device and your computer, such as PDAs or digital camera. This may also include closing programs such as printer software and anti-virus software. You can see which programs are currently running by looking in the notification area of the windows taskbar (the bottom right of your PC screen, next to the clock).
4. Make sure the cable jack is pushed all the way into the pen. It is common for the last little 'click' not to be engaged on a new pen.
5. You should have installed the Prolific USB-to-Serial cable from the online CD or from the CD you received with your product. If you have not installed it, please do so now using the following links. Do not connect the USB cable to the PC until after you have completed the driver installation.

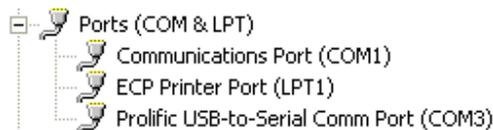
USB Driver (98/2000/XP):

<http://www.wizcomtech.com/galleries/downloads/Downloads/PL-2303%20Driver%20Installer.exe>

USB Driver (Vista/Win7):

http://www.wizcomtech.com/galleries/downloads/Downloads/WizcomDriverInstaller_v10518.exe

6. Once the installation is complete, connect the USB cable to the PC and check that the prolific driver has been installed correctly.
 - If it has been installed correctly, the “**Prolific USB-to-Serial Comm Port**” should appear under Ports in the Device Manager (Control Panel/System;/Hardware) when the cable is connected to the PC. If the cable isn't connected, it won't appear.



- If you can't see the driver in the Device Manager, reinstall the driver. If at any stage you are requested to restart the computer, do so before continuing the installation.
7. Double-click on the “Prolific USB-to-Serial Comm Port” option in the Device Manager and go to Port Settings. Make sure the Port Setting is set to 115,200.

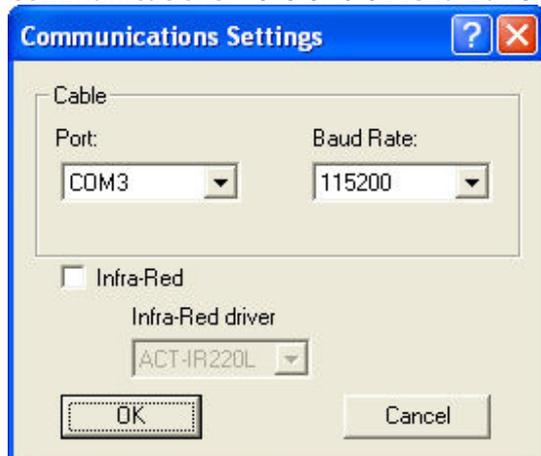
Note: If you have a laptop, the speed in Port-Settings may have to be modified to a lower number in order for communications to work. Try establishing communications when the setting in the Device Manager is 115200 (the same as on the Pen and in the Desktop application) and if, after following all the steps in this troubleshooting document, you are unable to establish communications, try modifying the speed to a lower number. Please do not change the settings on the Pen and Desktop application, these should remain at 115200.

8. **Make sure you have installed the Desktop application from the online CD** (found at www.wizcomtech.com under the downloads tab, listed under **Product Installation**) **or from the CD you received with your product**. The Desktop installation can be found by clicking on the “Install Product on PC” button in the main menu of the CD or online CD.

You will need to check that the Desktop is configured correctly for Pen-PC Communications:

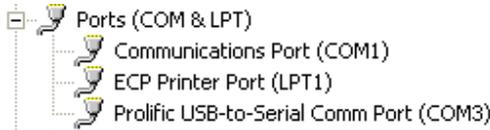
On the Desktop:

To view the Desktop application communications settings select **Communications Settings** from the **Pen Communications** menu on the **Menu Bar** of the Desktop application.



The correct settings (when using the USB cable) should be as follows:

- a. The **Port** should correspond to the COM port being used by the Pen. To find out whether the port is correct do the following:
 - i. On your computer go to **Start/Settings/Control Panel** and select **System**.
 - ii. Click on the **Hardware** tab and then click on the **Device Manager**.
 - iii. Scroll down to **Ports (COM & LPT)** and open the drop-down list of ports.
 - iv. Find the "Prolific USB-to-Serial Comm Port" and note the corresponding COM port number.



- v. Go back to the **Communications Settings** dialog box and modify the **Port** option accordingly.
- b. The **Baud Rate** should be set to 115,200.
- c. Click **OK**.

*Note: If the "Prolific USB-to-Serial Comm Port" is not listed under **Ports (COM & LPT)** it means that the USB driver has not been installed correctly. Re-run the driver installation from the links above (#5). If at any stage you are requested to restart your computer, please do so.*

9. Please check the communication setting on your Pen:
 - a. Turn the Pen on, scroll down to **Preferences** (may also be called **Settings**) in the **Pen Main Menu** and press ENT.
 - b. Scroll down to **Communications Settings** and press ENT.
 - c. The **Connection Device** submenu appears. Press ENT.
 - d. Select **Cable** and press ENT.
 - e. Scroll down to **Baud Rate** and press ENT.
 - f. The **Baud Rate** should be set to 115,200. Scroll down until you see 115200 on screen and press ENT.
 - g. Press ESC twice to return to the **Pen Main Menu**.

Once this is complete, run the **Communications Wizard** to establish communications between your Pen and the PC. The **Communications Wizard** can be accessed from the **Help** menu on the **Menu Bar** of the **Wizcom Desktop**.

If you are still having trouble, try the following:

1. Replace the Pen batteries with fresh, new batteries
2. Try inserting the USB cable into a different USB port on your PC.