Dokom Mobile 3.5

User Manual

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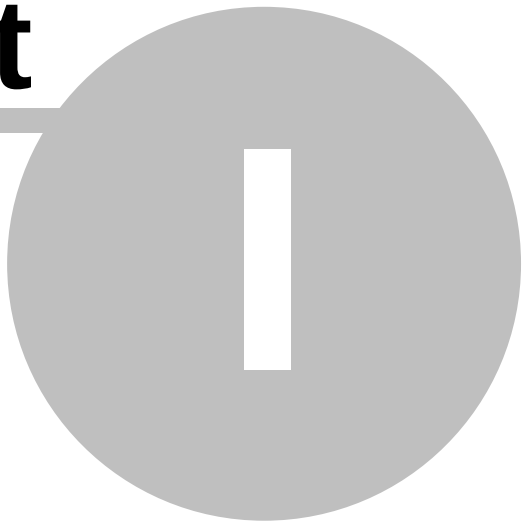

1 Installation

Last update of document: 11.4.2006

Warning
Never connect the handheld (Psion Pro) to your PC before you are asked to do so by the installation program. The installation program first has to install the drivers for the handheld computer (Workabout Pro).

The installation of the Dokom Mobile is divided into 3 basic steps.

Step 1. Installation of the handheld
This step is required mainly for working with handhelds, and it doesn't depend on whether you use the Dokom Mobile program or not. This part of the installation is described in this manual and also in your handheld's documentation. Read the manufacturer's instructions carefully before installing and connecting the handheld.
If you are using more than one handheld of the same type, do this step only for the first one.
Various problems may occur, especially when connecting the handheld to the PC. In this case, follow the instructions given in the manual.

Step 2. Installation of the Dokom Mobile on the PC
The installation of the Dokom Mobile on the PC is fully automated and controlled by the setup program. This step is simple and no problems should occur.

Step 3. Installation of the Dokom Mobile on the handheld
After the installation of the Dokom Mobile software on your PC you can install the Dokom Mobile on one or more handhelds. The installation is fully controlled by the Dokom Mobile and no problems should occur.

Warning
The installation steps must be done in order. Violation of this order can result in complications, which you won't be able to eliminate without expert assistance.

Minimum System Requirements for the DOKOM Mobile

When using Psion Workabout Pro:

- The Microsoft Windows XP operating system or Windows 2000
- Administrative privileges on the system for Windows XP and Windows 2000
- Microsoft Internet Explorer 6 or higher
- 128 megabytes of RAM (256 MB recommended)
- Super VGA monitor
- The required amount of disk space, i.e. 30 MB of free space in the target directory
- Microsoft ActiveSync software version 4 or later

When using Psion Workabout MX:

- The Microsoft Windows XP operating system or Windows 2000 or Windows 98 SE or Windows ME
- Administrative privileges on the system for Windows XP and Windows 2000
- Microsoft Internet Explorer 6 or higher if running Windows 98 or Windows ME
- 128 megabytes of RAM (256 MB recommended)
- VGA monitor
- The required amount of disk space, i.e. 30 MB of free space in the target directory

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- PsiWin software

1.1 Step 1. Handheld Installation

Supported handhelds

The Dokom Mobile software supports the following types of handhelds:
- Workabout Pro (the newer version of Workabout MX)
- Workabout MX

The installation differs depending on the type of handheld being used. Select one of the procedures in accordance with the handheld type you're using.

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1.1.1 Workabout Pro Installation

ActiveSync

Psion Workabout Pro uses the Windows operating systems, as do many other handhelds. Psion Pro uses the operating system Windows CE. The program ActiveSync controls the communication between your PC and your handhelds (e.g. Psion Pro) using the Windows operating system. This program has to be installed on the PC. It is distributed free of charge by Microsoft. Its installation program can be found in the Psion Pro package, or it can be downloaded from the Microsoft website, www.microsoft.com. When you go to this website, search for the keyword "ActiveSync".
You first need to have ActiveSync in order to install Psion Pro. Since it can be used by other PDAs and MDAs, check first to see if ActiveSync hasn't already been installed.
If you are not sure if you have ActiveSync, check the list of currently installed programs. Another easy way to check if ActiveSync is running on your PC is to observe the icons in the Windows Taskbar:

If the program ActiveSync has already been installed, check that its version is 4 or newer. If it is not, then upgrade the ActiveSync software. If the ActiveSync software has been installed and its version is 4 or higher, skip the next paragraph and go to the section "Linking a Workabout Pro to a PC".

Installation Instructions for Microsoft ActiveSync

1. Locate the ActiveSync setup software on your PC or download it from the Microsoft website.

ActiveSync language.
ActiveSync is available in many languages. Choose the one you want when downloading the setup software.

2. Select "Run" to run this program from its current location, and click OK.
3. Follow the instructions on the screen.

Check the ActiveSync installation.
After the successful installation (including the restart of your PC), the dialog "Get Connected" appears. Click "Cancel" and continue with the installation of the USB drivers for Psion Pro. **If the ActiveSync installation doesn't run successfully, abort the entire installation of Workabout Pro and contact Microsoft.**

Linking a Workabout Pro to a PC

The desktop docking station can be connected to a PC using USB cable so that you can exchange files between Workabout and the PC in the same way that you would between PC drives. A USB cable to the PC is included with your docking station.

Installation of USB drivers for Psion Pro

The USB Setup application (PN 1000997) is used to update a Windows PC so that it can connect to a Psion Teklogix Workabout Pro.
This installation program is delivered with your Workabout. It is called "usbsetup-wapro.exe" or similar. Please contact your Workabout distributor if you cannot find this installation program in your delivery package.
The driver that controls USB communication is wceusbsh (for communication through ActiveSync with

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a device running Windows CE .NET). This driver must be updated with Workabout Pro specific information so that the Workabout Pro can be recognized by your PC.
The installation program:

- updates a copy of the device installation script wceusbsh.inf with Psion Teklogix specific information,
- sets up a USB connection between the PC and the Workabout Pro,
- installs the Workabout Pro as a device on your PC. This may require notifying the PC OS that the device should be reinstalled and then reconnecting the USB device.

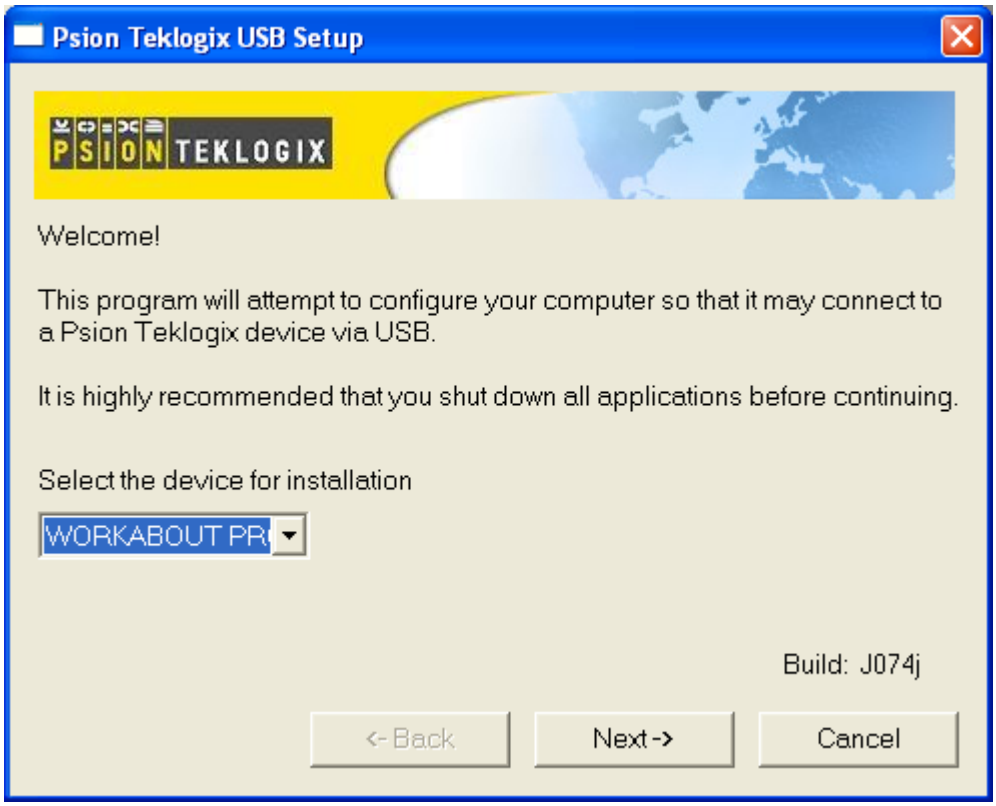
Launching The Application

Start the installation program "usbsetup-wapro.exe". The log file is initiated and the program introduction is written in it.

USB setup software language.
USB setup software is available only in English.

Pre-Installation: Updating wceusbsh.inf

1. Welcome Dialog Box:
   You can click on the "Back" and "Next" buttons to navigate between the pre-installation windows. At any time during the pre-installation process, you can click on "Cancel" to exit the program.



- Shut down all other software programs – especially ActiveSync – to avoid a restart request during installation.
- Select the device for installation. In this case, Workabout Pro.
- Click on "Next".
  The program checks that ActiveSync is installed and that it is a supported version (i.e. 4 or later). If the version installed on your PC is not supported, you'll need to exit the USB Setup application and

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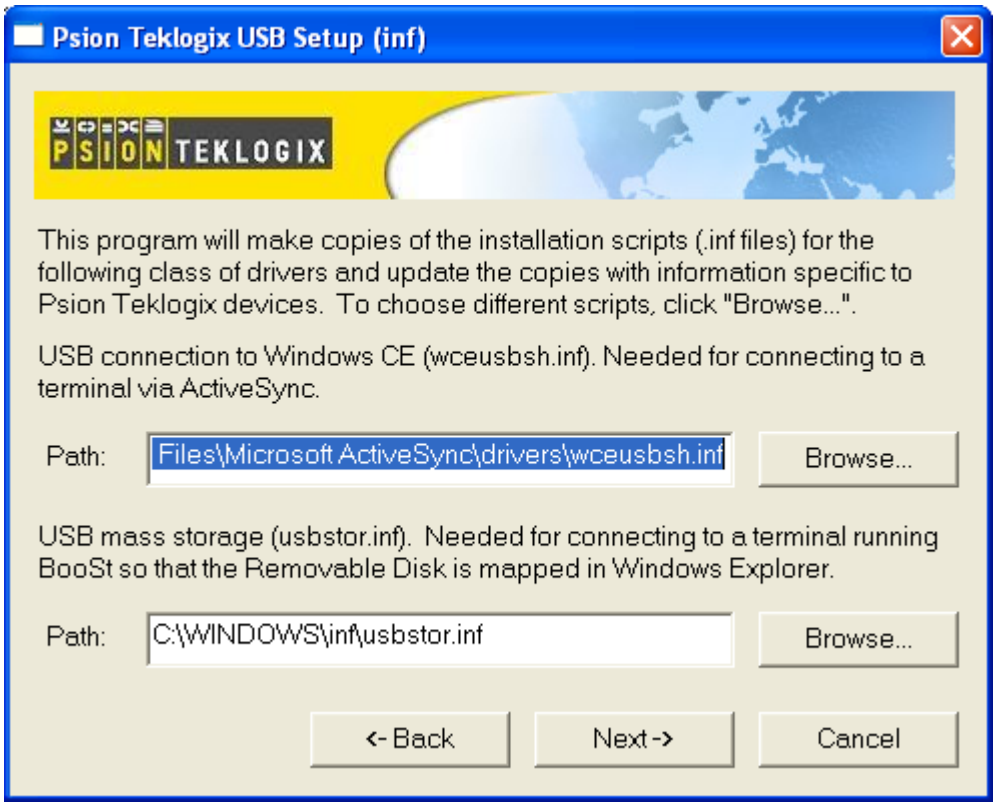
install a later version of ActiveSync.

2. Device Driver INF File Selection Dialog Box:
   This dialog box allows you to choose the paths of the appropriate inf files. Default file paths are provided in this dialog box.

- If necessary, click on the "Browse" to select different paths for the inf files.



3. Device Driver Installation Selection Dialog Box. Select only the driver USB connection to Windows CE (wceusbsh).
   You can choose to have the device drivers installed immediately by selecting the check box ( ), or you can leave the check box blank and Windows will install the Workabout Pro the next time it is connected. It is recommended that the device be installed immediately.

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- Click on "Next".

Note:
None of the drivers are updated by default. To complete the process, you must establish USB connections.

4. Device Driver Backup Selection Dialog Box:
   The USB Setup application will attempt to back up the driver .sys files before attempting the installation. It specifies which files it will try to back up and the location where it will back them up.

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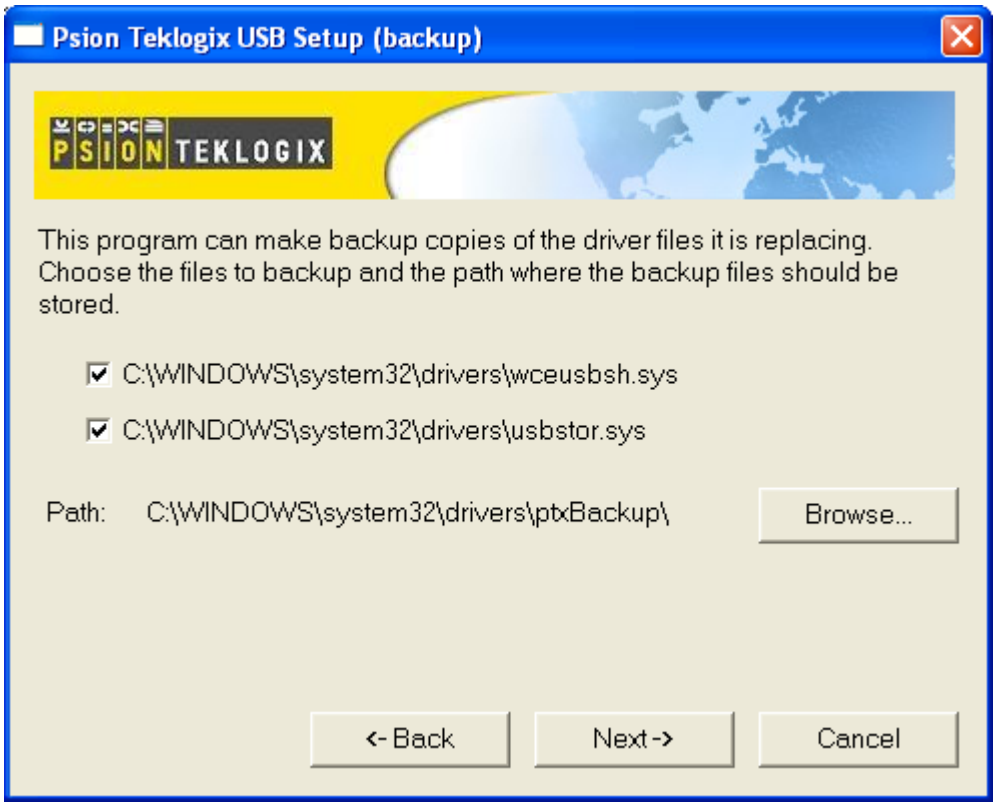

Note:
Both drivers are selected for backup by default. The backup directory is <system directory>\drivers\ptxBackup.

If the dialog with the warning "Installation of software which is untested for verify its compatibility with Windows XP" ("unsigned" software) appears, continue the installation with the button "Continue Anyway".

Installation: Workabout Pro As A Device On Your PC

1. Installation Dialog Box:
   The .sys files you selected are copied to the backup directory. If an unknown error occurs during the backup, you are asked whether you'd prefer to cancel the installation or continue with the process. The wceusbsh.inf file is updated.

2. Indicate that the wceusbsh driver should be installed. The installation dialog box appears again. The USB Setup application will attempt to install the driver immediately. This will succeed only if a valid USB connection to the device that is **running Windows CE .NET** exists.

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Note:
When you see the above dialog, then it's the right moment to connect your Workabout Pro to your PC. Follow the steps in the dialog.

- If the installation fails due to an unknown error, the installation for this particular driver is aborted.
- If the installation fails because there was an inappropriate USB connection, there are two possibilities:
  - An appropriate USB connection was never established between the PC and the Workabout Pro running Windows CE .NET. In this case, when an appropriate USB connection with this device exists, Windows will automatically attempt to install the device driver.
  - An appropriate USB connection existed between the PC and the Workabout Pro running Windows CE .NET, but it has since been severed. Windows may or may not attempt to automatically install the device drivers when there is an appropriate USB connection.

Path to the ActiveSync file:
If requsted by Windows, set the **wceusbsh.sys** location of the default directory with the Microsoft ActiveSync file from the setup as C:\Program Files\Microsoft ActiveSync\Drivers**wceusbsh.sys** .

- A window is displayed where you can click on "Cancel" to abort the wceusbsh driver installation or continue. It also contains instructions to boot your device into Windows CE .NET mode and establish a USB connection between the device and the PC. When you create the appropriate connection, Windows automatically installs the device drivers. The 'Found New Hardware' wizard may appear. Your only interaction with this window is to click on "Finish".
- If this is the first appropriate connection between the device and the PC – i.e., there was no previous devnode for the device in the system – the "Continue" button is activated as soon as the connection

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is made. Where there was a devnode present in the system and it has been marked for reinstallation, the "Continue" button will not become active until Windows has completed the driver installation and the device is no longer marked for reinstallation. Only one devnode per device can be ‘unset’ when the device drivers are finally installed.

Post Installation

1. Done Dialog Box:
   This dialog box indicates the success or failure of the installation.

- To view the log file, click on "Log File".
- To exit the program, click on "Exit".

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1.1.2 Workabout MX Installation

PsiWin

The program PsiWin controls the connectivity between the PC and Workabout MX. This program has to be installed on the PC. It is distributed free of charge by Psion Teklogix. Its installation program can be found in the package Psion MX.
You first need to have PsiWin in order to install Psion MX. Check first to see if PsiWin hasn't already been installed.
If you are not sure if you have PsiWin, check the list of currently installed programs. Another easy way to check if PsiWin is running on your PC is to observe the icons in the Windows Taskbar (minus = no connection / sinus = active connection):

If the program PsiWin has already been installed, check its version. If necessary, upgrade the PsiWin software. If the PsiWin software is installed and its version is correct, skip the next paragraph and go to the section "Linking a Workabout MX to a PC".
The correct version of the program PsiWin:
- Use the version PsiWin 2.1 for the operating systems Win98 or WinME.
- Use the version PsiWin 2.3.3 for other operating systems (WinXP, Win2000).

Installation Instructions for PsiWin

1. Locate the PsiWin setup software on your PC or download it from the Psion Teklogix website.

> **PsiWin software language.**
> PsiWin is only available in English, German, Spanish and French. Choose the one you want when downloading the setup software.

2. Start the installation program.
3. Follow the instructions on the screen.

> **Check the PsiWin installation.**
> After the successful installation (including the restart of your PC), continue connecting the Psion MX to your PC. **If this installation doesn't run successfully, abort the entire installation of Workabout MX and contact Psion Teklogix**.

Linking a Workabout MX to a PC

The docking station of the Workabout MX can be connected to a PC using RS-232 (serial) cable so that you can exchange files between Workabout and the PC in the same way that you would between PC drives. A serial cable to PC is included with your docking station.

1. Insert the Psion MX into the docking station.
2. Connect the power cable of the docking station.
3. Switch the Psion MX on.
4. Check the connection settings of the Psion MX in "Systems Screen", menu "Spec" | "Remote Link". The correct settings are Remote link=On, Baud rate=19200, Port=C. Left the menu with the Psion

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key + X. Now the yellow Workabout diod should be on.

5. Connect the serial cable from the docking station to the PC. The following dialog will be appear:

Once the communications software is running on both computers you can simply copy application files from the PC to the Workabout, either to the internal disk "M:" or to an SSD in the "A:" or "B:" drives. Drives on the PC are seen as "REM::" (remote) drives by the Workabout; a PC's "C:" drive for example will be seen as "REM::C:".
See your Psion distributor for more information about Psion MX connectivity to PCs.

Important for later usage of the Workabout MX with the Dokom Mobile: When connecting and disconnecting a Workabout MX or docking station, you should not have the Dokom Mobile software running on the PC. You should insert the Workabout MX into the docking station and plug the serial cable into the PC before running the Dokom Mobile software, and exit the Dokom Mobile software before disconnecting the serial cable or removing Psion MX from the docking station.

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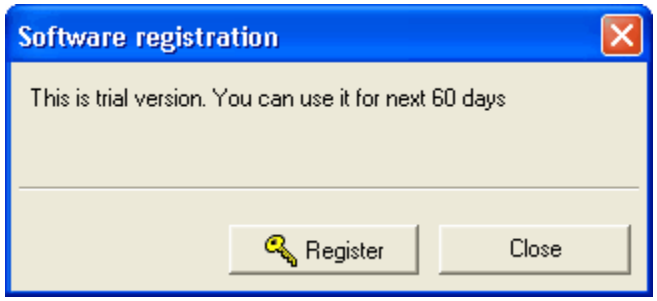
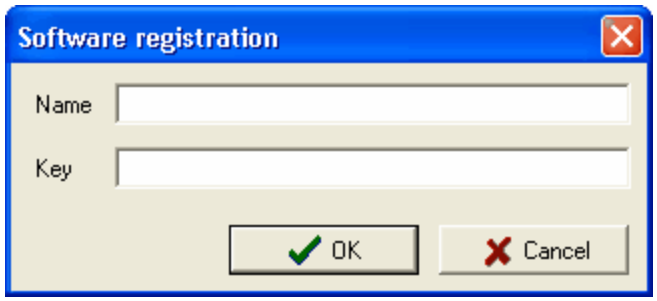
1.2 Step 2. Dokom Mobile Installation on the PC

Warning
Never continue with the installation of the Dokom Mobile before the installation of the handheld computer (Workabout Pro or Workabout MX) is fully completed.

To install the Dokom Mobile on your PC, do the following:
1. Run the file mo35XXsenwe.exe (XX is the version of the software), which you can get from SENSUS METERING SYSTEMS.
2. Follow the instructions on the screen.

The installed version is the trial version. This version can only be used for 60 days without registration. After opening the installed program, a window appears where you can register. This window will appear every time until you register with the number of remaining days.
To register, click on the button "Register" and enter your **name** and the **password** which you have received from SENSUS METERING SYSTEMS.





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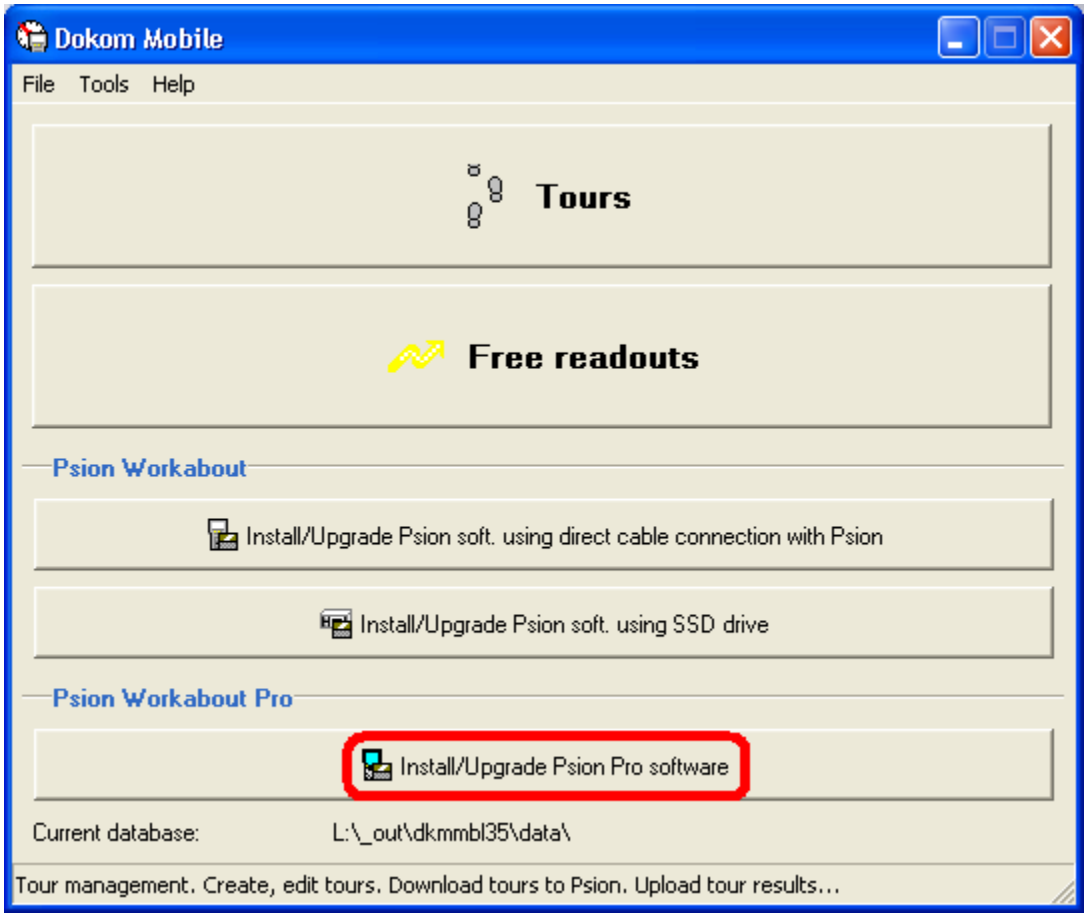
1.3 Step 3. Dokom Mobile Installation on Handheld

Dokom Mobile Installation on Workabout Pro

1. Select "Run" to run this program from its current location, and click OK.
2. Check the connection with the handheld (the ActiveSync icon in the Windows Taskbar should be green).
3. Click on the button "Install/Upgrade Psion Pro software".
4. Wait until the newly opened window with the running installation operations disappears and the Dokom Mobile icon appears on the handheld screen. With Enter you can start the program on the Workabout Pro.



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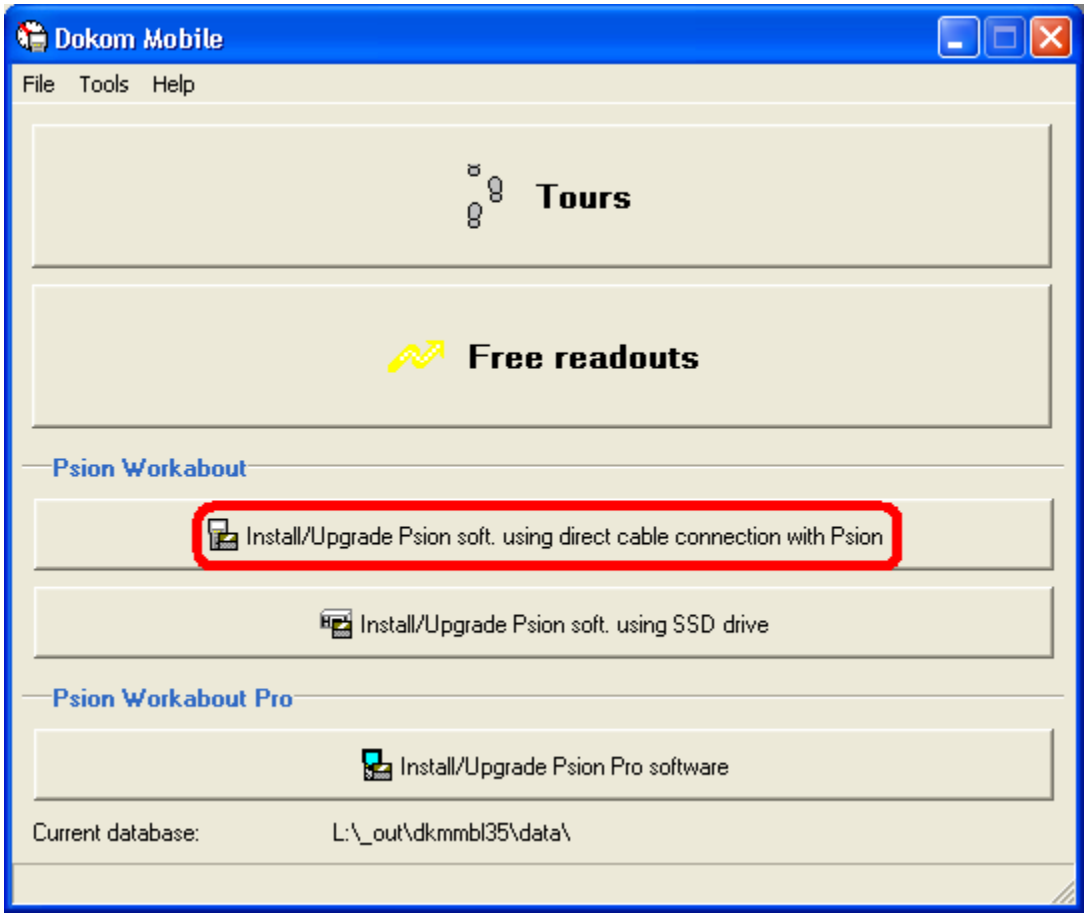
Dokom Mobile Installation on Workabout MX

1. Select "Run" to run this program from its current location, and click OK.
2. Check the connection with the handheld (the PsiWin icon should be shown).
3. Click on the button "Install/Upgrade Psion soft. using direct cable connection with Psion".
4. Wait until the newly opened window with the running installation operations disappears.



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1.4 Remote Display for Psion Pro Installation

ActiveSync Remote Display

There is a very useful tool available for Psion Pro called ActiveSync Remote Display. This tool enables you to copy the screen of your Workabout Pro to your PC Screen. Please see the following picture showing the Remote display tool running.

This tool is distributed free of charge by Microsoft. It is distributed as a part of the package called Windows Mobile Developer Power Toys.

Installation of the tool ActiveSync Remote Display on your PC

Download the installation program for the Windows Mobile Developer Power Toys package. You can download it from the Microsoft website, www.microsoft.com. When you go to this website, search for the keyword "Mobile Developer Power Toys".
Or, you can try to access its web page directly:
http://www.microsoft.com/downloads/details.aspx?familyid=74473fd6-1dcc-47aa-ab28-6a2b006edfe9&displaylang=en.
In the Download section there are two files for downloading, "EmuASConfig.msi" and "WindowsMobilePowerToys.msi". Download ONLY the second file, "WindowsMobilePowerToys.msi".

Run the downloaded file "WindowsMobilePowerToys.msi".
Follow the instructions on the screen.

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Once the tool is installed you can start it from the Start menu of Windows (Start | All Programs | ActiveSync Remote Display).

Using Remote Display
When connecting and disconnecting a Workabout Pro, you should not have the Remote Display software running on the PC. You should connect the Workabout Pro before running the Remote Display software, and exit the Remote Display software before disconnecting the Psion Pro.

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1.5 Solving problems

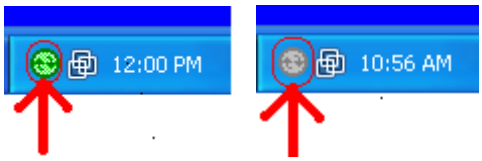
Psion Pro is plugged in to the PC, but there is no connection

Symptoms

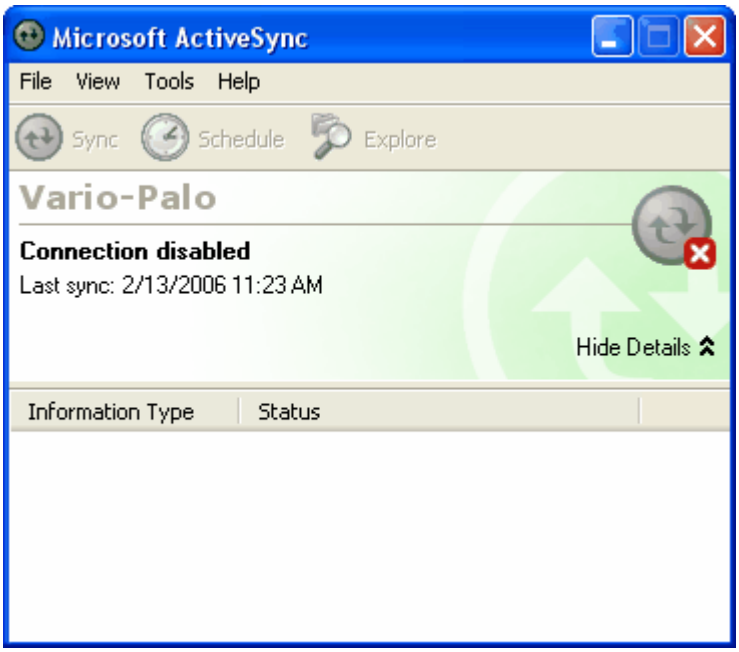
After plugging Psion Pro in to the PC, nothing happens. There is no connection between the devices. ActiveSync may activate, but it detects no device.

Recommended procedure

1. Check if ActiveSync is running. The easiest way to do this is by observing the icons in the Windows Taskbar:



2. If ActiveSync isn't running, run it with the command from the Windows main menu: Start | All Programs | Microsoft ActiveSync.
3. Check the connection settings of ActiveSync. View the main window of ActiveSync:



4. Select the command File | Connection Settings.

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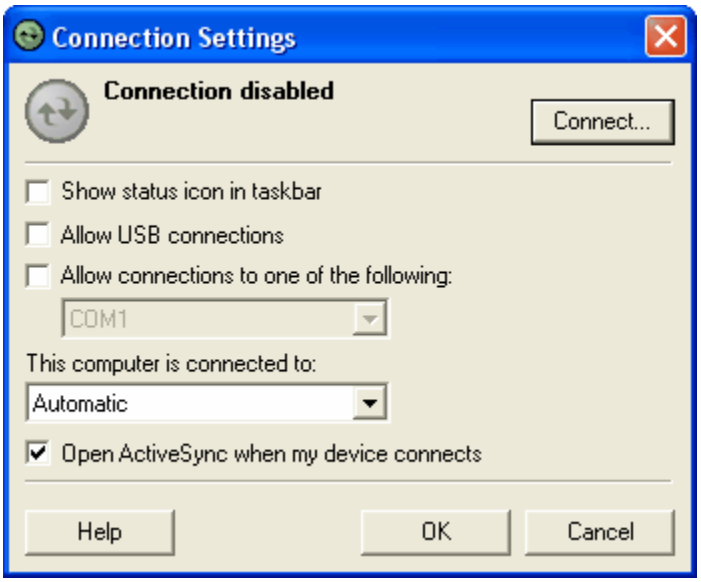
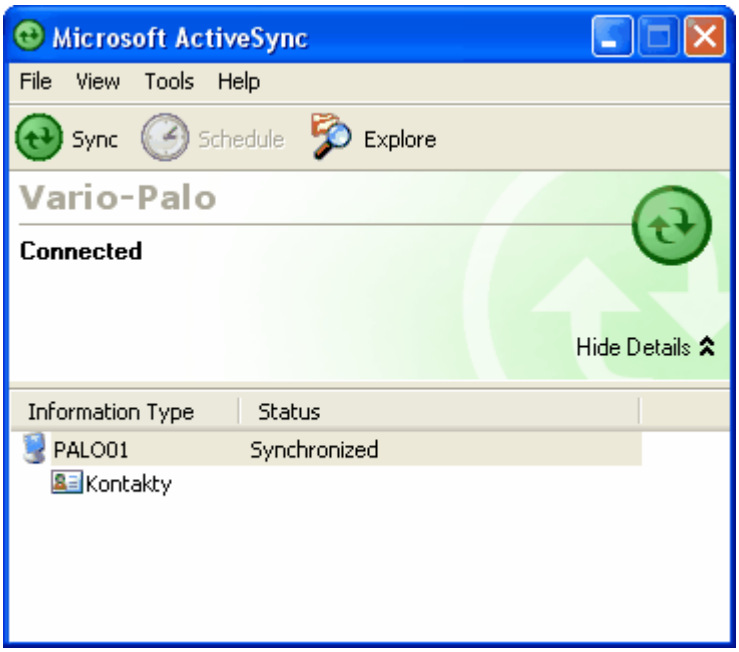


5. Select the checkbox "Show status icon in taskbar", and "Allow USB connections".
   Don't select the checkbox "Allow connections to one of the following".
   Then select the checkbox "Open ActiveSync when my device connects".
   Click on "OK" to confirm.



6. Unplug Psion Pro.
7. Plug Psion Pro back in to the PC.

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Psion Pro drivers missing

Symptoms

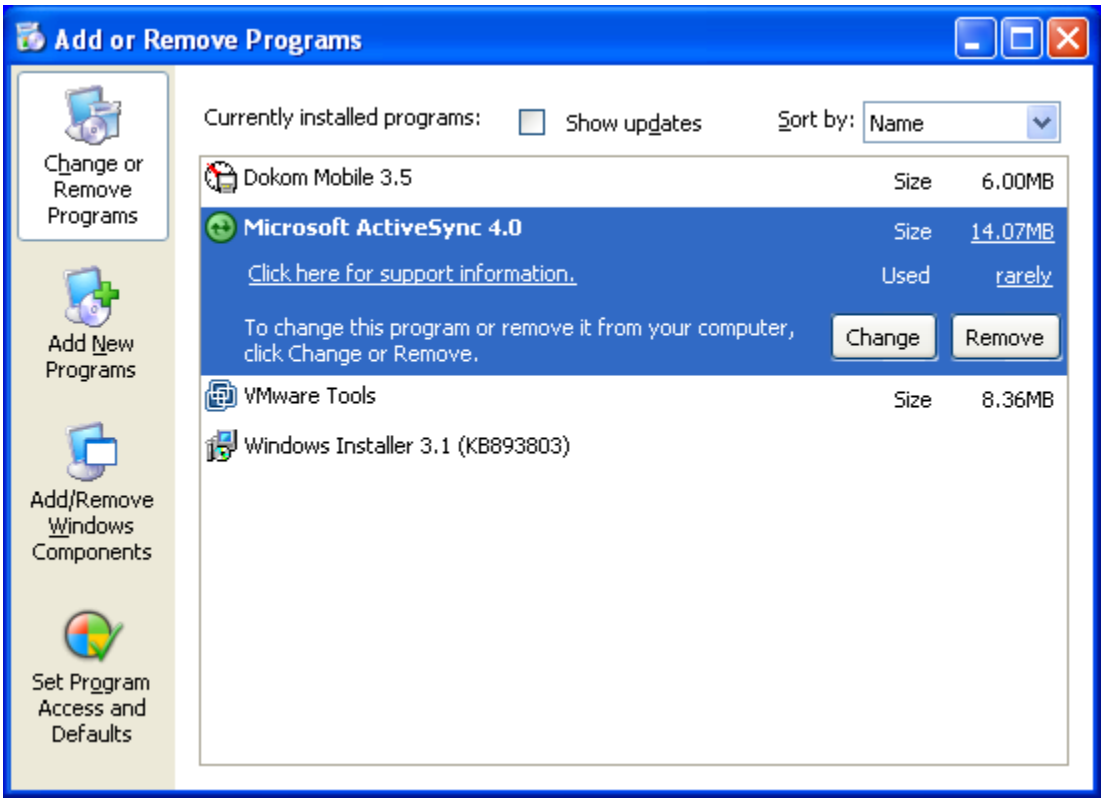
Psion Pro has been detected by ActiveSync, but the drivers weren't found and Psion Pro behaves like an unknown device. These problems might occur if the step "Installation of USB drivers for Psion Pro" was not finished successfully.

Recommended procedure

1. Disconnect Psion Pro from the PC.
2. Repeat the "Installation of USB drivers for Psion Pro".

If installation problems persist, we recommend repeating the whole installation from the very beginning:

1. Disconnect Psion Pro from the PC.
2. Remove the program Microsoft ActiveSync 4.0.



3. Remove the program Dokom Mobile (if already installed).
4. Start the installation with Step 1. Handheld installation.

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