



PSC FALCON® 4410/4420 Windows® CE.NET PDT IrDA Dock Driver Installation Guide

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Section I: What does the Dock Driver do?

PSC's Falcon IrDA Dock driver allows the Falcon 4410/4420 Window® CE .Net device to communicate with ActiveSync and the Host PC via the IrDA port.

Section II: Host PC System Requirements

The Falcon Dock Driver will operate with the minimum requirements listed in this section. For maximum performance, install the driver onto a computer with a higher speed processor and more memory than the minimum requirements.

Hardware:

- Processor - 450MHz
- Memory - 32MB
- Hard Disk - 10MB
- Video - VGA

Operating Systems

- Windows® XP Professional
- Windows® XP Home version
- Windows® 2000 Professional
- Windows® 2000 Server
- Windows® NT 4 (SP3 or above)

If you are using Windows® XP Server, you must be logged in as an **Administrator** on the Host PC to install the IrDA Dock Driver.



The screen captures and instructions in this Installation Guide were written using Windows® 2000. If you are using Windows® XP or NT some of the procedures may be slightly different. The software version number on the screenshots in this document will also probably differ slightly from the version you may be installing.

Section III: Supported PSC Portable Devices

The Falcon 4410/4420 Dock Driver supports the PSC Falcon 4410 and/or 4420 used in conjunction with a Falcon IrDA dock. Contact your PSC authorized reseller to obtain the required accessories.

Section IV: Order of Installation

PSC's Falcon Dock driver, IrDA Protocol driver, and ActiveSync are all required for the Falcon 4410/4420 to communicate with Host PC. The drivers must be installed in this order:

For Windows® 2000/XP Operating Systems

1. Falcon Dock driver for Windows® 2000 & XP.
2. IrDA Protocol driver.
3. Microsoft® ActiveSync.

For Windows® NT Operating Systems

1. Falcon Dock driver for Windows® NT.
2. Microsoft® ActiveSync.

Section V: IrDA Dock Driver Installation & Setup

The Falcon Dock driver, IrDA Protocol driver, and ActiveSync are all required for the PDT to communicate with Host PC.

This section provides instructions on installing the drivers and setting up the Host PC required so that the PC can communicate with the PDT and the dock.

You must be logged in as an **Administrator** on the Host PC to install the IrDA Dock Driver, IrDA Protocol Driver, and Microsoft® ActiveSync.



The IrDA dock driver does not support Windows® 95, Windows® 98 or Windows® Me. To communicate with the PDT through the dock either Windows® 2000, Windows® XP, or Windows® NT is required.

IrDA Driver for Windows 2000/XP

PSC's Falcon IrDA Dock driver is required for the Falcon to communicate with ActiveSync and the Host PC. To install the driver on a Host PC running Windows 2000 or Windows XP, complete the following steps:

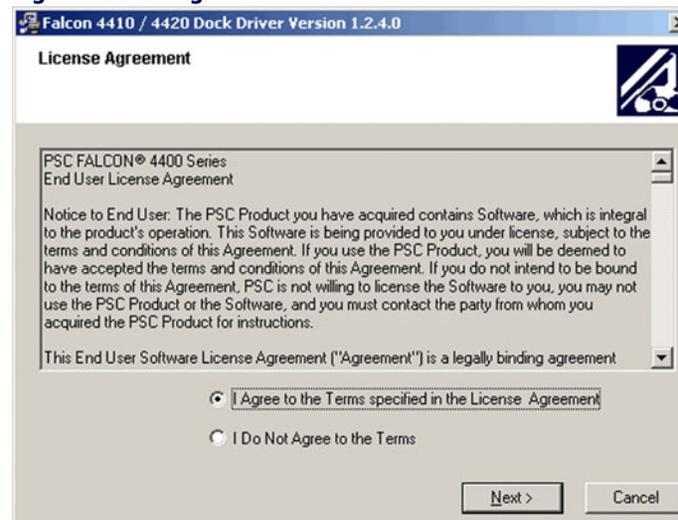
1. Place the CD ROM you received with your product into the Host PC's CD-ROM drive.

Fig 1. Welcome Window

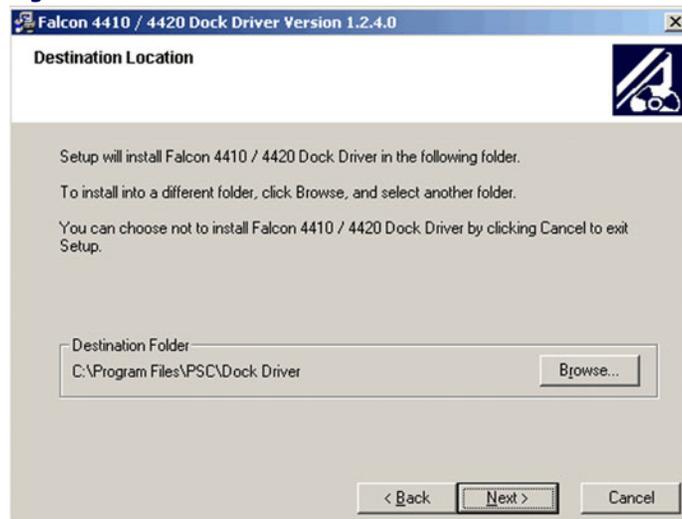


2. If the Auto-play file on the CD does not open the interface automatically, double-click on the Dock application from Windows Explorer to start the installer.
3. PSC strongly recommends that you exit all Windows® applications before starting this setup program.
 - Click the **Cancel** button to cancel at any time during the installation.
 - Click the **Next** button to continue with the setup.

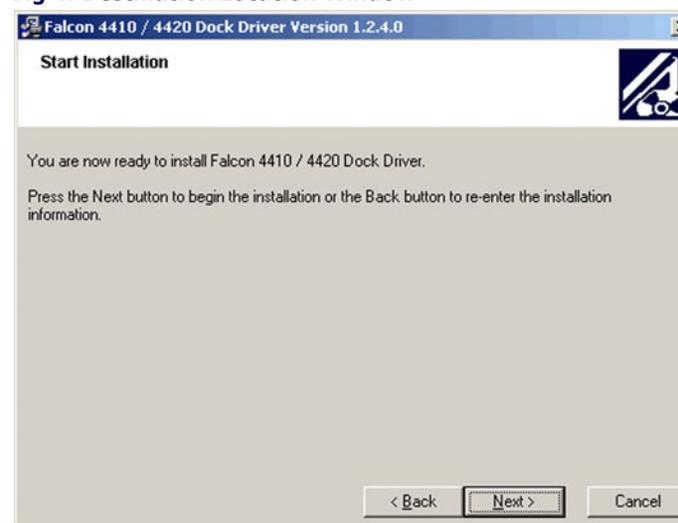
Fig 2. License Agreement Window



4. Click the **Next** button after reading the **Welcome** window.
5. Read the **License Agreement**. To continue, select the radio button labeled **I Agree to the Terms specified in the License Agreement**.

Fig 3. Destination Location Window

6. Click the **Next** button to approve the default destination folder: C:\Program Files\PSC\Falcon Dock Driver.
 - Click the **Browse** button to select a different location in which to install the Falcon Dock Driver.
 - Click the **Next** button to continue.
7. Press **Next** to install the Falcon Dock Driver. Press **Cancel** to exit the installation.

Fig 4. Destination Location Window

8. The next dialog will ask you to select a COM port. Please select the communications port that the Dock will be installed on. The software will attach only to this serial port.

Fig 5. Install Options Dialog

- When the Falcon Dock installer asks which serial port to install, make a note of your selection, so you can use the same port in [Section VIII: Setting up the IrDA Port on page 9](#).

Fig 6. Install Options Dialog



- If the serial port is in use, the selection shows that the communications port is not available to install the Dock Driver. Please remove programs that are using the serial port to use that port.
- If you select a COM port that is not available, you will receive the caution shown below.

Fig 7. Caution: Serial Port is Not Available



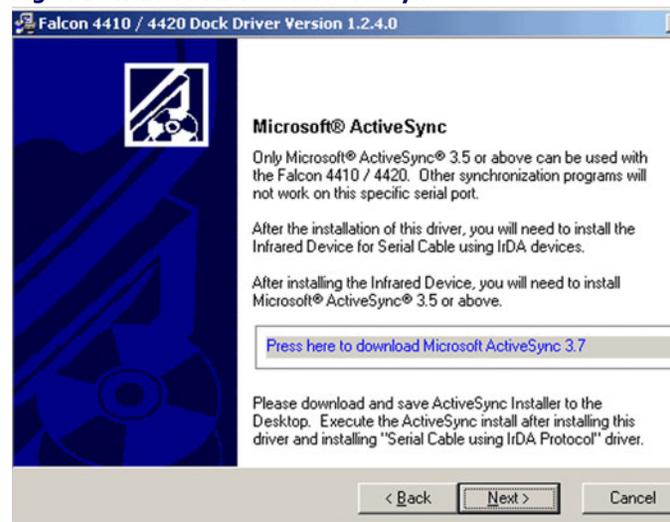
9. Press **Next** to continue the installation of the Falcon Dock Driver. Press **Cancel** to exit the installation.

Fig 8. Serial Cable IrDA Protocol Device Driver



10. Click on **Press here to download Microsoft ActiveSync** to automatically download Microsoft ActiveSync before proceeding further.
 - Or go to <http://www.microsoft.com/mobile/pocketpc/downloads/> to manually select the most recent version of ActiveSync after installing the IrDA dock driver.

Fig 9. Download Microsoft ActiveSync

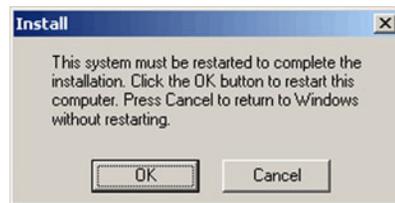


- After downloading Microsoft ActiveSync, or skipping that option, click on the **Next** button to continue.

11. Select the **Open Readme file** checkbox to open the Readme file.
12. Click on the **Finish** button to complete the installation.

Fig 10. Installation Successful

13. Please wait while the IrDA Dock Driver installs onto the host PC.
14. You must restart the host PC to complete the installation of the Falcon IrDA Dock Driver.
 - Click the **OK** button to restart the PC.
 - Press **Cancel** to return to Windows without restarting.



IrDA Driver for Windows NT

The Falcon IrDA Dock driver is required for the Falcon to communicate with ActiveSync and the Host PC. To install the driver on your PC, complete the following steps:

1. Place the CD ROM you received with your unit into the host PC's CD-ROM drive.
2. If the Auto-play file on the CD does not open automatically, double-click on the Dock application to start the installer.
3. PSC strongly recommends that you exit all Windows® applications before starting this setup program.
 - Click the **Cancel** button to cancel at any time during the installation.
 - Click the **Next** button to continue with the setup.

4. Click the **Next** button after reading the Welcome window.
5. Read the License Agreement. Select the radio button labeled **I Agree to the Terms specified in the License Agreement** to continue the installation process.
6. Click the **Next** button to approve the default destination folder: C:\Program Files\PSC\Falcon Dock Driver.
 - Click the **Browse** button to select a different installation location.
 - Click the **Next** button to continue.
7. Click the **Finish** button to complete the installation.

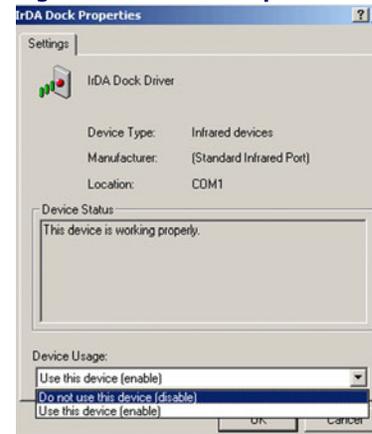
Once the installation is complete, you may need to change the Falcon Dock Driver Serial Port as described in "Setting up the IrDA Port" on page 5.

Setting up the IrDA Port

To setup the IrDA port, complete the following steps:

1. Select **Start > Settings > Control Panel > IrDA Dock** control panel to open the IrDA Dock control panel.
2. Follow the directions in the **Device Status** box; select Use this device from the **Device Usage** pull-down list at the bottom of the control panel to enable the IrDA Dock.
3. Click the **OK** button.

If you receive the message that the device is not configured properly, information will appear in the window indicating troubleshooting steps you should take to solve the problem. Follow the directions on-screen.

Fig 11. IrDA Dock Properties Device Manager

Infrared Monitor Control Applet

The Infrared Monitor Control Applet displays and troubleshoots common Falcon Dock Driver installation problems. When the Falcon Dock Driver is enabled, it is dedicated for linking the ActiveSync to the Falcon 4410/20.

Fig 12. Control Panel List

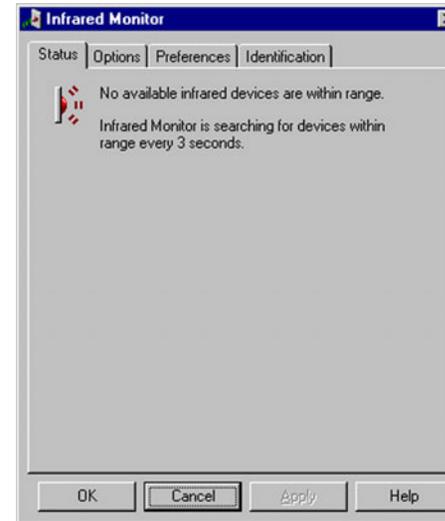


To open the applet, select **Start > Settings > Control Panel > Infrared**.

Status Tab

Select the **Status** tab to display the Infrared Device status; this indicates if there is a device connected to the dock.

Fig 13. Infrared Monitor-Status Tab

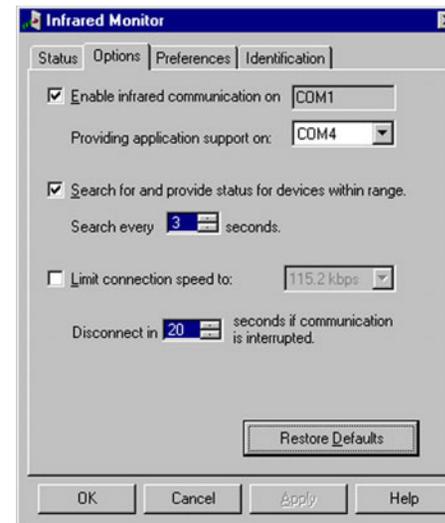


Displays the current status of the Infrared Devices.

Options Tab

Select the **Options** tab to enable and disable the infrared communications.

Fig 14. Infrared Monitor- Options Tab



When the infrared communication is disabled, the serial port is available for any application or device.

Preferences Tab

1. Enable the first checkbox to display the Infrared Monitor Icon in the system tray of the PDT.

Fig 15. Infrared Monitor- Preferences Tab

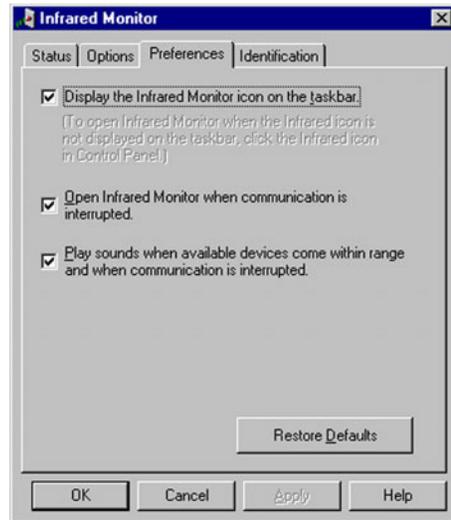
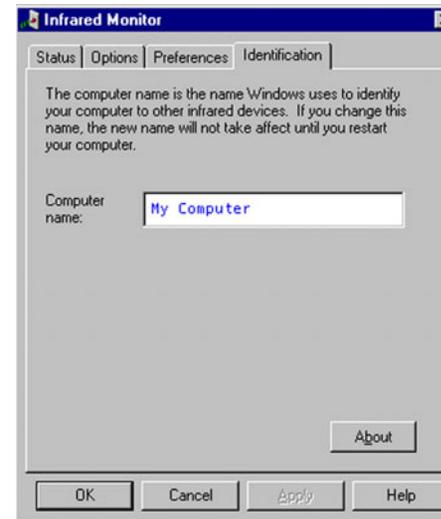


Fig 16. Infrared Monitor- Identification Tab



Section VI: ActiveSync Installation & Setup

This section provides instructions on setting up the Host PC so that the PC can communicate with the PDT and the dock.



The screen shots in the manual were taken and the procedures were written using Windows® XP. If you are using Windows® 2000 or Windows® NT, appearances and procedures may be slightly different.

Identification Tab

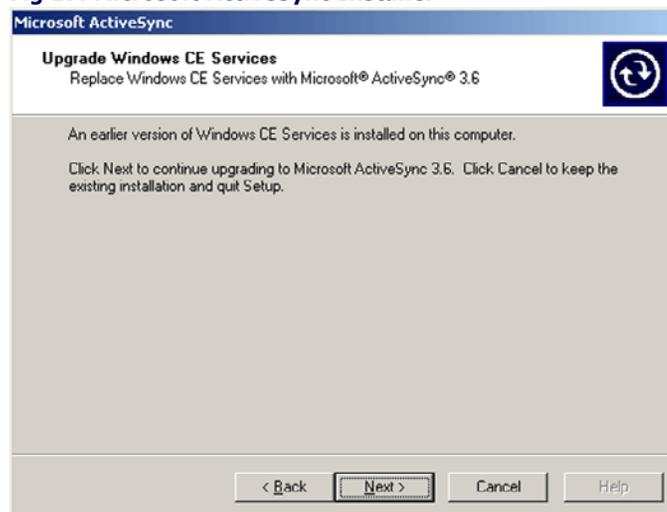
Identifies the computer to which the Infrared device is connected.

Installing Microsoft® ActiveSync

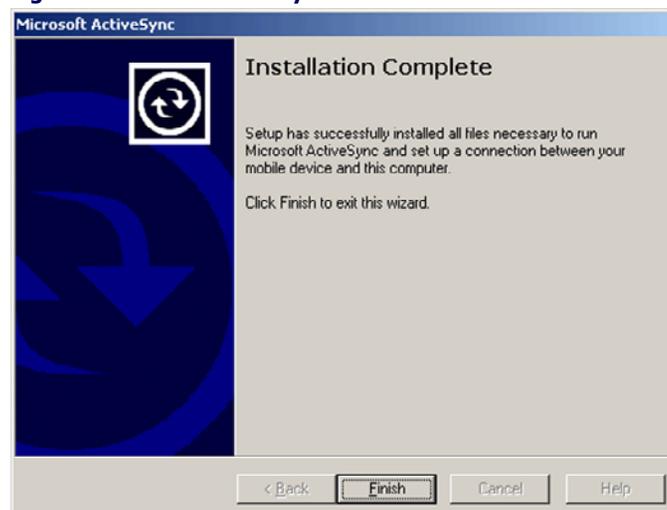
Microsoft® ActiveSync is a file transfer tool to synchronize the files on a PC with the files on your PDT. The Falcon comes from the factory with ActiveSync loaded. If you have ActiveSync already installed on your PC, make sure that you have v3.6 or higher.

To install Microsoft® ActiveSync, complete the following steps on the PC:

1. Go to the Microsoft® Windows CE .NET website and download the most current version of ActiveSync:
<http://www.microsoft.com/mobile/pocketpc/downloads/>.
2. Install the most current version of Microsoft® ActiveSync (v3.6 or higher) on the host PC (refer to Figure 17 on page 8).

Fig 17. Microsoft ActiveSync Installer

3. Click the **Next** button to continue the installation. Click **Cancel** to cancel the installation of ActiveSync.

Fig 18. Microsoft ActiveSync Installer

4. Once ActiveSync is installed, it will attempt to connect to the Falcon; allow it to fail on the first attempt.

Fig 19. ActiveSync Connection Window

5. Reboot your PC.
6. Open ActiveSync.
7. Select **File > Connection Settings** from ActiveSync's menubar.

Fig 20. Connection Settings

8. Enable the **Allow serial cable or infrared connection to this COM port** checkbox. Verify that **Infrared Port (IR)** is selected in the pull-down list below the checkbox. To close the window, click the **OK** button.
9. Remove the Falcon from the dock. Verify that the unit is turned on.
10. Insert the Falcon into the dock.

- The **Infrared Device Indicator** in the host PC's system tray will appear and indicate that it has discovered a new device.
- Within a minute, the ActiveSync window should appear, attempting to connect to a new device.

Fig 21. Checking COM Ports Window

11. If ActiveSync does not connect within two minutes, try the following:
 - Open the **ActiveSync** window if not already open.
 - Remove the Falcon from the dock and then reinsert it.
 - After the **Infrared Device** indicator has recognized the new device, go to the **ActiveSync** window.
12. Select **File > Get Connected** and ActiveSync looks for a mobile device.
13. Proceed to the section in the Networking chapter called “Using ActiveSync” in the *Falcon 4410/4420 Product Reference Guide*.

Section VII: Installing the Falcon Dock Driver

PSC's Falcon IrDA Dock driver is required for the Falcon to communicate with ActiveSync and the Host PC. To install the driver on your PC, complete the following steps:

1. Place the Falcon 4410/4420 CD into the host PC's CD-ROM drive.
2. If the Auto-play file on the CD does not open automatically, double-click on the Falcon 4410/4420 Dock application to start the installer.
3. PSC strongly recommends that you exit all Windows® applications before starting this setup program.

- Click the **Cancel** button to cancel at any time during the installation.
 - Click the **Next** button to continue with the setup.
4. Click the **Next** button after reading the Welcome window.
 5. Read the License Agreement. You must select the radio-button labeled **I Agree to the Terms specified in the License Agreement** to continue the installation process.
 6. When the Falcon Dock installer asks which serial port to install, make a note of it as you will need to use the same port in [Section VIII: Setting up the IrDA Port on page 9](#).
 7. Click the **Next** button to approve the default destination folder: C:\Program Files\PSC\Falcon Dock Driver. Click the **Browse** button to select a different installation location.
 - Click the **Next** button to continue.
 8. Click the **Finish** button to complete the installation.

Once the installation is complete, you may need to change the Falcon Dock Driver Serial Port as described in "Section VII: Installing the Falcon Dock Driver " on page 9.

Section VIII: Setting up the IrDA Port

Select the appropriate section below for the Microsoft® operating system installed on the host PC:

Windows® XP OS

1. Select **Start > Control Panel > Add Hardware** to open the hardware wizard. Click the **Next** button.
2. The wizard begins searching for hardware that has been connected to your computer recently but has not yet been installed. Click the **Next** button when it becomes available.
3. Another dialog opens asking if the hardware is connected. Select **Yes, I have already connected the hardware**. Click the **Next** button.
4. In the **Installed hardware** list box select Add a new hardware device from the bottom of the list. Click the **Next** button.
5. The next dialog asks what do you want the wizard to do. Select **Install the hardware that I manually select from a list (Advanced)**. Click the **Next** button.
6. In the **Common hardware types** list box, select Infrared devices. Click the **Next** button.
7. On the Select Infrared Device dialog select the following items:
 - In the **Manufacturers list** select Standard Infrared Port.
 - In the **Infrared Device** list select Serial Cable using IrDA Protocol.

- Click the **Next** button.
8. Click the **Next** button to begin installing the hardware. The system will take a little time to load the drivers.
 9. Reboot the computer to allow ActiveSync to recognize the IrDA driver.

Windows® 2000 OS

1. Select **Start > Settings > Control Panel > Add/Remove Hardware** control panel to open the hardware wizard. Click the **Next** button.
2. Select the **Add/Troubleshoot a device** radio-button and click **Next**.
3. The PC will search for **Plug and Play** devices on your machine. Wait for this search to complete.
4. After searching, the **Choose a Hardware Device** dialog is displayed.
5. In the **Devices** list box select Add a new device. Click the **Next** button.
6. Select the radio button labeled **No, I would like to select the hardware from a list**. Click on the **Next** button.
 - In the **Hardware types** list select Infrared devices. Click on the **Next** button.
 - In the **Manufacturers list** select Standard Infrared Port.
 - In the **Infrared Device** list select Serial Cable using IrDA Protocol.
 - Click on the **Next** button then click on it again.
7. In the **Serial Port** list, select the communications port you selected in "Section VIII: Setting up the IrDA Port " on page 9 . Click the **Next** button.
 - The system will take a little time to load the drivers.
 - Click on the **Finish** button.
8. Reboot the computer to allow ActiveSync to recognize the IrDA driver.

Windows® NT OS

If the Falcon Dock Driver was already installed you may need to change the installed serial port. To change the installed serial port, complete the following steps:

1. Select **Start > Settings > Control Panel > Add/Remove Programs** applet.
2. Select the Falcon IrDA Dock Driver and remove the driver.
3. Reboot the PC.
4. Follow the instructions in "Section VII: Installing the Falcon Dock Driver " on page 9 selecting the correct serial port.

Section IX: Installing Microsoft ActiveSync

Microsoft® ActiveSync is a file transfer tool to synchronize the files on a PC with the files on your Falcon 4410/4420. It requires a driver on both the Falcon and the Host PC. The Falcon comes from the factory with Microsoft® ActiveSync loaded. If you have Microsoft® ActiveSync already installed on your PC, make sure that you have Microsoft® ActiveSync v3.6 or higher.

To install Microsoft® ActiveSync, complete the following steps on the host PC:

1. Go to the Microsoft® WindowsCE .Net website and download the most current version of ActiveSync: <http://www.microsoft.com/mobile/pocketpc/downloads/>.
2. Connect the Falcon Dock serial cable to the Host PC. Use the same serial port you specified during "Section VII: Installing the Falcon Dock Driver " on page 9 and "Section VIII: Setting up the IrDA Port " on page 9.
3. Connect the Falcon Dock power adapter to the dock and to the wall outlet. Make sure that the power indicator light on the dock is lit.
4. Power on the Falcon but remove it from the Dock.
5. Install the most current version of Microsoft® ActiveSync (v3.6 or higher) on the host PC.
6. Click the **Next** button to continue the installation.
7. When the Microsoft® ActiveSync is just starting to connect, insert the Falcon quickly into the dock. This will start the communications between the PDT and the Host PC.
 - If this fails, remove the PDT and repeat step 7.
 - If this succeeds, assign the partnership with the Falcon 4410/4420.
8. Enable or disable the applications you wish to share between the Host computer and the Falcon 4410/4420 if you want to set up a partnership.

Section X: IrDA Dock Control Panel Applet

To open the applet, select **Start > Settings > Control Panel > IrDA Dock**.

IrDA Control Panel Features

- Displays the current status of the Falcon Dock Driver and the IrDA driver.
- Displays most Falcon Dock Driver installation problems.
- Use to enable and disable the Falcon Dock Driver and the IrDA driver. When the Falcon Dock Driver is disabled, the serial port is available for any application or

device. When the Falcon Dock Driver is enabled, it is dedicated for linking the ActiveSync to the Falcon 4410/4420.

Section XI: Changing Dock Driver Serial Port

If the Falcon Dock Driver was already installed you may need to change the installed serial port. To change the installed serial port, complete the following steps:

1. Select **Start > Settings > Control Panel > System** applet.
2. Select the **Hardware** tab; press the **Device Manager** button.
3. Expand **Infrared Devices**, and select **Serial Cable using IrDA Protocol**.
4. Open the **Action** menu and select **Properties**.
5. Select the **IrDA Settings** tab.
6. Select the desired port in the **Communications Port** list.
7. Press the **OK** button.
8. Close all the control and device panel windows.
9. Follow the instructions in "Section VII: Installing the Falcon Dock Driver " on page 9 using the desired serial port.

Section XII: Uninstalling the Drivers

Uninstall the drivers in the reverse order of the installation. Uninstalling Microsoft® ActiveSync is optional. Skip to the "IrDA Uninstall " on page 11 if you wish to keep Microsoft® ActiveSync.

Microsoft® ActiveSync Uninstall

1. Select **Start > Settings > Control Panel > Add/Remove Programs**.
2. At the **Add/Remove Programs** window, select **Change or Remove Programs** along the left side of the window.
3. Scroll down the screen until you locate Microsoft® ActiveSync and select it by clicking on it with your mouse.
4. Press **Change/Remove** to initiate the program removal process.
5. Close the **Add/Remove Programs** window.

IrDA Uninstall

1. Select **Start > Settings > Control Panel > Add/Remove Hardware**.

2. Press the **Next** button in the **Add/Remove Hardware Wizard** window.
3. Select the **Uninstall/Unplug a device** radio-button and press the **Next** button.
4. Select the **Uninstall a device** to permanently uninstall a device.
5. Select only the **Serial Cable using IrDA Protocol** device, and press the **Next** button.
6. Select the radio-button labeled **Yes, I want to uninstall this device** and press the **Next** button. This may take several seconds; a window appears indicating the **Completing the Add/Remove Hardware Wizard**.
7. Press the **Finish** button to complete the uninstall process.

Falcon 4410/4420 Dock Driver Uninstall

1. Select **Start > Settings > Control Panel > Add/Remove Programs**.
2. At the **Add/Remove Programs** window, select **Change or Remove Programs** along the left side of the window.
3. Scroll down the screen until you locate **Falcon Dock Driver** and select it by clicking on it with your mouse.
4. Press **Change/Remove** to initiate the program removal process.
5. Close the **Add/Remove Programs** window.

Section XIII: Troubleshooting Guide

After installing the IrDA dock driver (Serial Cable using IrDA Protocol), you must reboot the host computer for ActiveSync to recognize the new IrDA driver. Select **Start > Settings > Control Panel > IrDA Dock**. This applet indicates if the driver was installed correctly or not. Make sure that **Device Status** indicates that device is working properly.

1. Repeat the installation instructions.
2. Check the cable's connection to ensure a good connection. Make sure that the LED power indicator on the Falcon Dock is lit and the correct power supply is being used.
3. Check the serial cable and serial port. Try switching the Host serial connector to make sure you have the correct connector.
4. Make sure that no other program is using this serial port.
5. Select **Start > Settings > Control Panel > IrDA Dock** to open the applet. If the IrDA Dock Properties dialog indicates the following:
 - **This device is not configured properly.** Please attach your IrDA driver to COM1. Refer to "Section VIII: Setting up the IrDA Port " on page 9.
 - This means that the Falcon Dock Driver is installed on a different serial port than the IrDA driver or is not installed at all.

- If the IrDA driver is already installed, to correct the problem, change the IrDA serial port setting or re-install the Falcon Dock Driver on the same serial port on which the IrDA driver is installed. Refer to "Section XI: Changing Dock Driver Serial Port " on page [11](#) for more information.
 - If the IrDA driver is not already installed, to correct the problem, refer to "Section VIII: Setting up the IrDA Port " on page [9](#).
6. If **IrDA Dock Properties** dialog indicates the following:
 - This device is not installed properly. Consult the *Product Reference Guide* for troubleshooting information.
 - This means that the Falcon Dock Driver was removed. Refer to "Section VII: Installing the Falcon Dock Driver " on page [9](#) to reinstall the driver.
 7. Reinstall the COM port.



COM1 is not available because the Infrared Port uses it.

Section XIV: Technical Support

PSC Website Support

The PSC website (www.pscnet.com) is the complete source for technical support and information for PSC products. The site offers the PSC TekForum, product support, product registration, warranty information, product manuals, product tech notes, software updates, demos, and instructions for returning products for repair.

PSC Website TekForum

Search for information on the TekForum by clicking on the Support link on the PSC home page. Browse the TekForum to find answers to your questions about common technical issues. Register with TekForum to submit a question to the PSC Technical Support Staff. Receive a solution to your question posted on TekForum within two working days.

Reseller Technical Support

An excellent source for technical assistance and information is an authorized PSC reseller. A reseller is acquainted with specific types of businesses, application software, and computer systems and can provide individualized assistance.

Telephone Technical Support

If you do not have internet or email access, you may contact PSC technical support at (541) 349-8281.

