

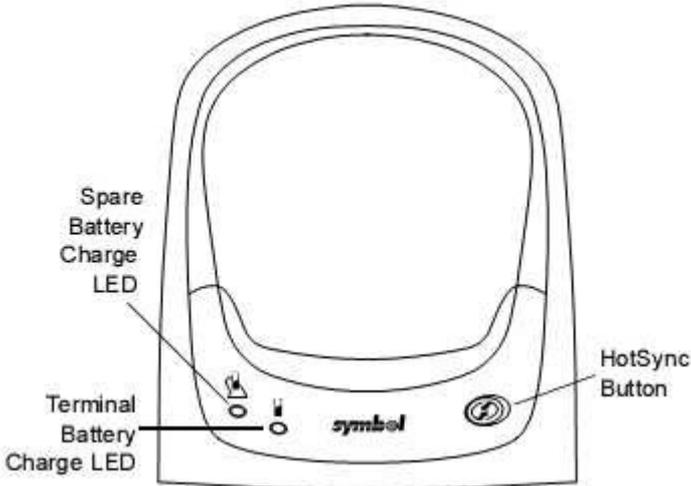
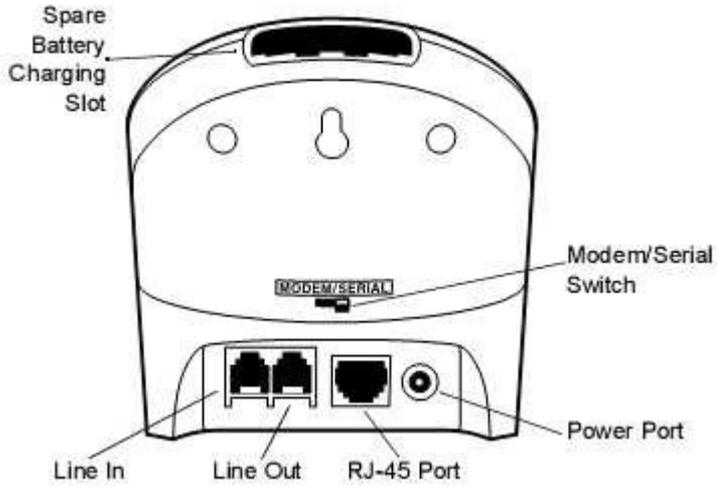
## Symbol Modem Cradle

### Setting up your modem cradle

The cradle is similar to the desktop cradle but has additional options at the back of the unit.

Ensure that the device is set to Modem and that the phone line is connected to Line in. You can download a copy of this manual from our website by clicking <http://www.e-ms.ie/download/crd1700-100.pdf>

### Parts of the CRD 1700-1000M-1



## Setting Up the SPT Terminal for International Modem HotSync

1. Complete Steps 1-4 in the previous section, [Setting Up the SPT Terminal for US/Canada Modem HotSync on page 5](#).
2. On the HotSync screen, tap the  icon. A pull-down menu displays the Modem Setup options.
3. Tap the Connection Setup option with the stylus to display the Connection Preferences screen.
4. On the Connection Preferences screen, tap the down arrow next to each of the setup choices to display a pull-down menu.
  - a. For port, select *Cradle*.
  - b. For speed, select *57,600 bps*.
  - c. Under Flow Control, select *Automatic*.
  - d. Tap the *Modem* box.
  - e. Set the speaker volume to the desired level.
  - f. Under String, enter "AT+GCI=xx;Z" where xx is the country code for your country, as defined by the values in the following table.
  - g. Tap the *TouchTone* box.

**Tip:** Note that after entering the String information, the Name field displays a *Custom* option.

Value	Meaning
B5	USA, Canada
C8	Austria, Denmark, Germany, Greece, Ireland, Italy, Iceland, Luxembourg, Netherlands, Norway, Portugal, Spain, and Sweden.
C9	Belgium, UK
CA	Finland, France, Switzerland
09	Australia (Note: Australia specific hardware is necessary in the cradle identified as CRD 1700-10MA-1)

5. Tap Done with the stylus. The HotSync screen redisplay.
6. Tap on the pull-down menu for name, and select the custom option you just created.

**Tip:** To switch back to North American/Canadian modem usage, reenter the String information on the Connections Preferences screen, selecting the USA value code of *B5*.

## Troubleshooting

If you require more information on the HotSync process, please refer to the HotSync chapter in your *SPT Product Reference Guide*.

Symptom	Cause	Suggested Action
LEDs do not light when the cradle is plugged in.	Cradle is not receiving power.	Make sure the power supply is securely connected and the cradle is receiving power.
LED does not light when the cradle is connected.	Terminal is not seated firmly in the cradle.	Reseat the terminal in the cradle.
Attempt by the cradle to HotSync the terminal failed.	Terminal was removed from the cradle while the HotSync was in progress.	Replace the terminal in the cradle. This allows the cradle to attempt another HotSync.
	Terminal's battery is dead.	Wait 2 minutes. The battery needs to recharge before it can perform a HotSync.
	Active Error dialog box on terminal.	Error dialog box must be cleared in the terminal. Use the stylus to press "OK" on the terminal's touchscreen.
	Modem or telephone lines being operated in an electrically noisy environment.	Modify init string in US/Canada to "AT&F\N5" forcing MNP error correction or "AT&F+MS=V32B" forcing V32bis (14,400 bps) connection. For International operation use "AT&F\N5;+GCI=xx;" forcing MNP error correction or "AT&F+MS=V32B;+GCI=xx;" forcing V32bis (14,400 bps) connection, respectively. (See page 7 for xx values.)
<b>Note:</b> This product may experience difficulty in the presence of EFTs (Electrical Fast Transients).		

### Other Considerations

#### Modem Cradle Check List

This check list will help you resolve the issue with your modem cradle and the hotsync operation. Please confirm each of the questions even if they appear obvious, the fault is often caught in this basic check list.

##### At the Drivers End

1. Is the modem Cradle Connected to a Phone Line ?
2. Is the phone cable plugged into the wall ?
3. Is the Cable connected to the Phone In Socket at the back of the cradle ?
4. Is the switch at the back of the cradle set to Modem ?
5. Can the user make a call on the landline ?
6. Has the user configured the palm device to Sync using modem ?
7. Has the user set the modem configuration to Standard or Hayes UK compatible ?
8. Is the phone number the driver has entered the correct number and dialling code ?
9. Has the user connected to the office before

##### At the Office

1. Is the modem connected to the phone line ?
2. If you connect a phone to the line can you make a call ?

3. If you dial the phone number do you hear a ringing tone ?
4. Is the modem connected to the PC
5. Is the Hotsync manager turned off and visible in the system tray ?
6. Is the hotsync configuration set to use the correct com port on the PC
7. Is the power connected to the modem - Lights on the front panel ?
8. When the call begins can you hear the line ringing on the modem ?
9. Do you get the connection squelch sound when the modem answers the phone ?
10. Does the hotsync answer the call and start the sync process ?
11. Have you installed [masc](#) on the handheld that is trying to sync ?
12. Have you started the [masc](#) sync process, selected the route and clicked proceed ?
13. Does the Sync process start in [MASC](#) ?
14. Does the sync process complete in [MASC](#) ?

If you have answered yes to all these questions then the sync process is working. If not please note where the process failed and any error message and let us know what the issue is.