

JANAMCARE Troubleshooting Guide

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Some product issues can be resolved easily without sending your device in for repair. Before generating an RMA to return a product for repair, please review the following material and try troubleshooting the issue using the steps described.

1. Make sure the device is up to date with the latest ROM.

To learn what the latest ROM is for your product(s), select the Updates and Downloads link from the Resource Center page (<http://www.janam.com/handheld-resources.php>) for the correct product series (XG Series, XM Series or XP Series). If your product does not have the latest ROM loaded, login to Janam's Partnerzone to download the latest version. If you do not have a Partnerzone user account, you can request one by sending an email to partnerzone@janam.com.

2. The backlight does not come on.

The backlight can be accidentally toggled off by holding the power button down for an extended period of time. When the backlight is turned off, a unit can appear to have a dead display – even though it doesn't. You can toggle the backlight on and off by holding the power button down for 2-3 seconds.

3. The device will not scan.

Remove the battery door and perform a soft reset, using the stylus to press the reset button (bottom left corner below the battery compartment).

If the device still does not scan, try a hard reset.

IMPORTANT NOTE: IF YOU PERFORM A HARD RESET, ALL DATA AND APPLICATIONS THAT HAVE BEEN LOADED SINCE YOU RECEIVED THE DEVICE WILL BE LOST.

See the Product User Guide for how to perform a hard reset.

If the scanner still does not scan, please begin the Repair Engine RMA process to return the product for repair.

4. The device instantly shuts off after I turn it on.

- o Check that the battery is seated properly and all contacts are free from obstruction.
- o Check if the battery is faulty/does not charge properly. If the device works with another battery, you may need to purchase a replacement battery.
- o Check the battery door and safety switch. Janam's XM and XP Series handhelds feature a battery door removal detection switch. Designed to protect against data loss should the battery be removed during data collection or processing, the system will not fully operate when the battery cover is removed. As a result of this feature, the device will automatically create a safe state until the battery cover is secured, meaning a device will power-down until the battery door is closed. It will then recall and resume from the user's most recent screen when the battery door is fully in place. To check the removal detection switch, remove the battery door and look for a small brown switch in the bottom right corner below the battery compartment. If the switch appears to be broken, please begin the Repair Engine RMA process to return the product for repair.

5. The touchscreen is unresponsive.

- Perform a soft reset by removing the battery door and pressing the reset button (left corner below the battery compartment) with the stylus.
- Is there physical damage to the screen (i.e. cracks, gouges, pen marks)? If so, the touchscreen will need replacement. Begin the Repair Engine RMA process and describe the physical damage.
- If the device is an XM66, make sure the screen is not locked. If it says "Unlock" in the bottom left corner, then simply tap on the word "Unlock" to unlock it.
- Perform a hard reset on the device (see our User Guide for additional details). Keep in mind that if you perform a hard reset, all data and applications that have been loaded since you received the device will be lost.
- If none of the above works, please begin the Repair Engine RMA process to return the product for repair.

6. The device will not sync with my PC.

- If you have an XP Series device, make sure to download and install our Palm Desktop Software that will enable syncing to your computer. You can download the software [here](#). If you have Windows 7 OS on a 64-Bit PC, you must download and install both the Janam Palm Desktop 6.2 and the Janam 64-Bit Hotsync Driver Package. The download option will be available automatically at the end of the Palm Desktop 6.2 download sequence, or you can get it [here](#).
- Check the connector contacts on the bottom of your device and the connector on your charging/syncing cradle. If any of the pins are bent or damaged, the product will need to be sent in for repair. Please begin the Repair Engine RMA process to return the product for repair and note the damage in the description field.