JanamCare Troubleshooting: XM Syncing Issues

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Issue
XM device fails to sync with PC.

Resolution
Perform the following troubleshooting steps to isolate the issue.

1. Make sure you have the latest version of ActiveSync (Windows XP) or Windows Mobile Device Center (Windows Vista and Windows 7) installed on your computer.

2. Make sure no previous copies of Activesync are installed on PC.

3. If you are using Windows 7, install the appropriate device drivers, available for download at Microsoft.com:

System Type	Download
32-bit	http://www.microsoft.com/downloads/details.aspx?FamilyId=46F72DF1-E46A-4A5F-A791-09F07AAA1914&displaylang=en
64-bit	http://www.microsoft.com/downloads/details.aspx?FamilyId=4F68EB56-7825-43B2-AC89-2030ED98ED95&displaylang=en

   More information about these drivers can also be found here:
   http://support.microsoft.com/kb/931937.

4. If after loading the Microsoft driver and the device still fails to sync, place the device in a charging/syncing cradle. Be sure it is powered. Press the orange Sync button on the base of the cradle. This should initiate a "plug and play" event to start the synchronization process.

5. If you receive an unrecognized device error, try the following:
   a. Janam XM66: From the home page on the XM66, go to Start > Settings > System > XM66 Panel > USB and Sync tab. Change USB Connection mode from Serial to RNDIS. Click No when restart prompt appears, then switch back to Serial. Click Yes when restart prompt appears after final switch back to Serial. The device should then sync again.
   b. Janam XM60+: From the home page on the XM60+, go to Start > Settings > Control Panel. Tap PC Connection to open and edit properties. To reset the protocol, tap Change Connection. Select infrared from the drop down then tap OK. Tap Change Connection again and select USB from the drop down then tap OK.

6. Reinstall the USB Controller in Windows Device Manager:
   a. Open Control Panel > System > Device Manager.
   b. Expand out the device tree under USB Controllers (/Devices?).
   c. Plug XM device into cradle.
   d. Look at the Device Manager – one of the USB controllers briefly pops up if syncing is attempted.
   e. Delete that individual USB controller

f. Remove the XM device from the cradle
g. Reinsert the handset into the cradle. Windows should now be able to detect the XM66 and install it successfully.

Please Note: This step could potentially render the mouse and keyboard useless. User may need to hold power button on PC to initiate a "hard shutdown" and reboot.

7. Check for physical damage on both the contacts on the bottom connector of the XM device as well as the connectors (pins) on the base of the charging/syncing cradle, if using one. If contacts or pins are bent/damaged in any way, it can hinder performance. Please contact the service center for repair.

The sync/charge connector on the base of the XM device should be free of dust, corrosion and/or debris like the photo example below.

Example: Connector Damage

The pins on the cradle base should appear evenly aligned and free of dust, corrosion and/or debris as in the examples below.

Example: Cradle Damage

To help mitigate damage to the cradle pins, Janam introduced guide posts into the latest production of Janam cradle kits. These built-in guide posts align the Janam mobile computer when seated in the cradle, helping to prevent users from accidently damaging the pins. While new production will have this latest pin assembly, a cradle retrofit for older products is available for a flat rate fee through the JanamCare Service Center. (Note: Please contact JanamCare for an RMA number before shipping to the service center.)

8. Check the cradle housing for proper fit. Janam's single-slot and four-slot cradles accommodate the slight differences in housings with two configurations (noted by the suffix -001 or -002).

   The **XM66** requires the use of the CKT-P1-<u>002</u>U single-slot cradle or CKT-P4-<u>002</u>C four-slot cradle. This housing includes the cradle cup adapters as shown in the example below. The two arrows indicate where the cradle cup adapters have been inserted to accommodate the XM66.

   If your housing excludes the cradle cup adapters as shown in the example below, please contact the JanamCare Service Center for replacement.

9. If an error message of "USB Not Recognized," try to move the USB cable to a different port on the computer. If another PC is available, try to sync on another desktop.

10. Try performing a reset on the device:
    > *To soft reset*
    > In most situations, a soft reset will not impact data that has been stored on the device. However, any data that has not been saved will be lost during a soft reset. To perform a soft reset, do the following:
    > a. Remove the battery door from the back of the unit.
    > b. Using the stylus, tap the reset button (beneath the battery compartment).
    > c. Replace the battery door and let the unit boot completely before attempting to use.

To hard reset

A hard reset returns the XM device to factory settings, removing ALL applications and data from the device (including the Hotsync ID name). Be sure that all data is backed up before performing a hard reset. To perform a hard reset, do the following:

    a.   Remove the battery door from the back of the unit.

    b.   While holding down the "up" arrow key, use the stylus to tap the reset button (beneath the battery compartment). Continue to hold the "up" arrow key.

    c.   After the reset has occurred, the Janam logo appears on the screen. Release the arrow key and the unit will boot.

If none of the above helps resolve your issue, we advise you to send the product to the service center for evaluation and possible repair. Contact janamcare@janam.com to request an RMA (Return Merchandise Authorization).