JanamCare Troubleshooting: XP Series Syncing Issues

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Issue
XP device fails to sync with PC.

Resolution
Perform the following troubleshooting steps to isolate the issue.

1. Make sure Palm Desktop is installed correctly on your computer. Janam Palm Desktop 4.1 is required for synchronization. If you are running Windows 7 on a 64-Bit PC, you will also need the Janam 64-Bit Hotsync Driver Package. Both software packages are available for download at: http://www.janam.com/support/updates-downloads/palm-desktop-software-for-windows.

2. Check for physical damage on both the contacts on the bottom connector of the XP 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 XP 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.)

3. 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 **XP20** requires the use of the CKT-P1-001U single-slot cradle or CKT-P4-001C four-slot cradle. This housing excludes the cradle cup adapters as shown in the example below. The two empty slots indicate where the cradle cup adapters have been removed to accommodate the XP20.
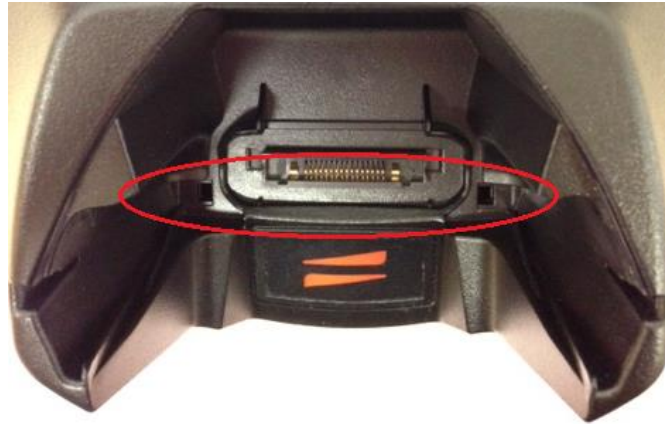
The **XP30** requires the use of the CKT-P1-002U single-slot cradle or CKT-P4-002C four-slot cradle. This housing includes the cradle cup adapters as shown in the example below. The two arrows indicate where the cradle cup adapters have been inserted to accommodate the XP30.
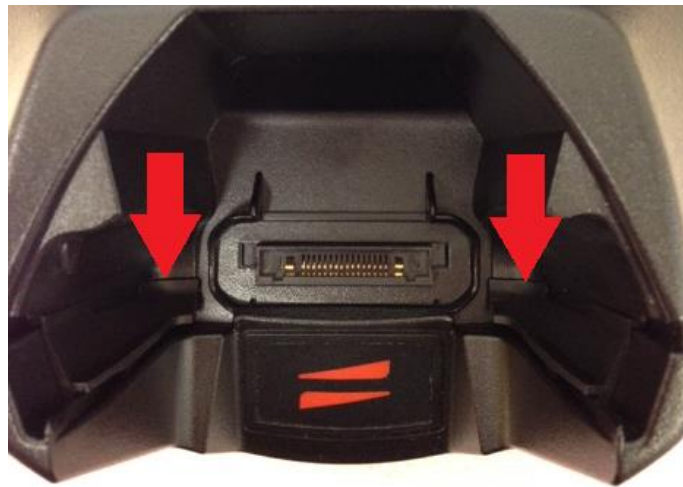
4. If an error message of "USB Not Recognized," try to move the USB cable to a different port on the computer. If another PC is available, try to sync on another desktop.

5. 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 XP 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 on/off switch, use the stylus to tap the reset button. Continue to hold on/off switch at the end of the line.
c. After the reset has occurred and the Palm logo appears on the screen, release the on/off switch, and the following message will appear: "Erase all data?" To answer YES*: use "up" or down" arrows, or NO: use any other button.

*Note: If you select yes, all data and installed applications will be erased but factory settings remain.

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