

Diver-Pocket 2008 FAQ

Q1: What is a Pocket PC and what is Diver-Pocket?	1
Q2: How do I know if my Pocket PC will work with Diver-Pocket?	1
Q3: My Pocket PC has a USB connection, do I still need the USB Host CF Card or RS232 CF Card?	2
Q4: After I installed Diver-Pocket, inserted the USB host card in the Pocket PC and connected the USB Reading Unit I get the following error message "Unidentified USB Device".....	2
Q5: After I installed Diver-Pocket it could read settings and data from the Diver, but now it does not work any longer.	2
Q6: When I try to import CSV files into Excel it reads all data in a single column.	2
Q7: My USB Host CF Card or RS232 CF Card does not work properly.....	3
Q8: The blue light on my USB Reading Unit is not on. What is wrong?	3
Q9: When I read settings or data from the Diver I get the message "Application error". What is wrong?	3
Q10: When I export data to a MON or CSV file the values extend the measurement range. What is wrong?.....	3
Q11: The blue light on my USB Reading Unit is on, but the yellow and green communication lights on the USB Reading Unit do not flash. How do I resolve this?	3
Q12: After using the wireless function my Pocket PC becomes very slow. How do I resolve/prevent this?.....	4

Q1: What is a Pocket PC and what is Diver-Pocket?

Answer:

A Pocket PC, also called a PDA or Handheld PC, is a hand-held computer that can be used to download the data from Divers in the field. Diver-Pocket is the software package that is supplied for a Handheld PC. The Diver-Pocket program can be installed on the Pocket PC using the program ActiveSync, which is supplied as standard with the Pocket PC. During installation you can decide whether to install a simple version, Diver-Pocket Reader (only suitable for reading out Divers), or a comprehensive version, Diver-Pocket Manager (purchase required).

Before you can start using Diver-Pocket you need a Pocket PC (PDA), a PC running on Microsoft Windows with Microsoft ActiveSync 3.6 or later installed. A USB Host or RS232 CF Card from RATOC Systems Inc. must be installed on your Pocket PC or your Pocket PC must be equipped with a host USB port.

Diver-Pocket was tested on the following rugged Pocket PCs:

- [Archer](#) from [Juniper Systems](#)
- [TDS Recon](#) with Windows Mobile 5 and a Ratoc host USB card

Diver-Pocket was tested on the following office Pocket PCs:

- Dell X50 416MHz 64MB Ram/64MB Rom Windows Mobile 2003 2nd edition
- HP iPAQ 2110 312MHz 64MB Ram/64MB Rom Windows Mobile 2003 2nd edition
- Dell X51 520MHz 64MB Ram/128MB Rom Windows Mobile 5
- HP iPAQ 2490 520MHz 64MB Ram/128MB Rom Windows Mobile 5

with a USB and RS232 reading unit (and both CF cards).

Q2: How do I know if my Pocket PC will work with Diver-Pocket?

Answer:

Check the Diver-Pocket User's Manual for the full requirements. In short:

- Windows Mobile 2002 or 2003 or Windows Mobile 5
- Compact Flash (CF) Type II slot with I/O function.

compatible with USB Host CF Card or RS232 CF Card (both RATOC Systems Inc.) or

- 64 MB of RAM or more
- screen resolution of 240 × 320

IMPORTANT The Ratoc USB Host CF Card does not work with Windows Mobile 6

Diver-Pocket works on Windows Mobile 6:

- a host USB port on the Pocket PC is required to communicate to a Diver through a USB Reading Unit.
 - with the Diver-DXD (wireless communication)
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Q3: My Pocket PC has a USB connection, do I still need the USB Host CF Card or RS232 CF Card?

Answer 1:

Yes, you need it. Most Pocket PCs have a USB and/or RS232 connection to a PC. This connection enables you to synchronize PC data, e.g., Outlook, with a Pocket PC. This connection cannot be used to connect a USB/RS232 Reading Unit, because there is no host capability of the Pocket PC. It means that the PC is the master and the Pocket PC is the slave, which only acts upon requests of the PC. In case of Diver-Pocket the Pocket PC is the master and the Diver the slave.

Answer 2:

No, you do not need it if the USB port has host functionality. Please check the specifications of the Pocket PC to verify if it has a host USB port.

Q4: After I installed Diver-Pocket, inserted the USB host card in the Pocket PC and connected the USB Reading Unit I get the following error message "Unidentified USB Device".

Answer:

You did not install the SWS Reading Unit Driver. Uninstall the programs you installed and run setup again. Make sure you select all the options in the installation window.

Q5: After I installed Diver-Pocket it could read settings and data from the Diver, but now it does not work any longer.

Answer:

Try a soft reset of the Pocket PC. See your owner's manual of the Pocket PC on how to perform a soft reset.

Q6: When I try to import CSV files into Excel it reads all data in a single column.

Answer:

This is a known problem due to different decimal and column separator characters on the your PC and Pocket PC.

There are two solutions:

- Set the Regional Settings of both your PC and Pocket PC to the same region.
 - Use the MON file format to export data and read the MON files with Excel
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Q7: My USB Host CF Card or RS232 CF Card does not work properly.

Answer:

You probably do not have the driver for your CF card installed. The latest version of the USB Host/RS232 CF driver can be downloaded from the manufacturer's site: <http://www.ratocsystems.com/>. Please ensure all incorrect drivers have been removed before reinstalling the latest version. Also, make sure that the Host USB card is compatible with Windows Mobile 6.

Q8: The blue light on my USB Reading Unit is not on. What is wrong?

Answer:

You probably do not have the driver for your CF card installed. The latest version of the USB Host/RS232 CF driver can be downloaded from the manufacturer's site: <http://www.ratocsystems.com/>

Q9: When I read settings or data from the Diver I get the message "Application error". What is wrong?

Answer:

This problem was solved Diver-Pocket version 3.0 and 2008. Please upgrade your current version of Diver-Pocket or the decimal symbol in the Regional Settings must be set to a decimal point "." and not another symbol, e.g., a comma ",".

Q10: When I export data to a MON or CSV file the values extend the measurement range. What is wrong?

Answer:

This problem was solved in Diver-Pocket version 3.0 and 2008. Please upgrade your current version of Diver-Pocket or the decimal symbol in the Regional Settings must be set to a decimal point "." and not another symbol, e.g., a comma ",".

Q11: The blue light on my USB Reading Unit is on, but the yellow and green communication lights on the USB Reading Unit do not flash. How do I resolve this?

Answer:

Try a soft reset of the Pocket PC. See your owner's manual of the Pocket PC on how to perform a soft reset.

Q12: After using the wireless function my Pocket PC becomes very slow. How do I resolve/prevent this?

Answer:

If the wireless function in Diver-Pocket is not properly shut down by the user and the Pocket PC is turned off or automatically powers down, upon switching the Pocket PC on it will become very slow and a soft reset is required to start working in a normal way.

Use the "DXD Off" button or close Diver-Pocket to properly shut down the wireless functionality.
