

# Frequently Asked Questions

## Settings and Communication



### Can I lock the screen and keyboard?

No. VIASAT GPS Systems handheld computers do not allow the user to lock the touch screen and keyboard directly through the operating system.

Yes. When using VIASAT **EZTag CE** Geospatial Data Acquisition/Maintenance software that has been designed for hands-free operation in harsh environments where the unit must be carried inside pockets, bags or pouches. To enable the lock, start the **EZTag CE** software, then click the **Lock Icon** in the status bar. To unlock, click the **Lock Icon** and follow the instructions on the screen.

### How can I calibrate the touch screen?

If the touch screen does not respond properly to your stylus taps (for example, if you have to tap an area next to an icon, not directly over it, to select it), recalibrate the touch screen. Use the **Stylus** applet in the **Control Panel** to launch the recalibration wizard. Follow the instructions on the screen to recalibrate the touch screen.



### Is the handheld computer Bluetooth enabled?

The default configuration of VIASAT GPS Systems does not include Bluetooth support. The 3000X GPS System supports Bluetooth via an SD Bluetooth adapter.

### Which version of Microsoft ActiveSync should I install?

**EZTag CE** requires **Windows CE Services** for the License Wizard to work properly. The minimal requirement is **Microsoft ActiveSync 3.5**. VIASAT recommends that you install the latest version of **Microsoft ActiveSync 3.8**.

**Note: Microsoft ActiveSync 4.0 or higher no longer supports Ethernet partnership creation. This means that with a mobile device that does not support USB connection, it is strongly recommended to use Microsoft ActiveSync 3.8.**

### How do I establish a Microsoft ActiveSync connection?

Refer to the **VIASAT GPS Systems Microsoft ActiveSync Guide** for details.

### Is it necessary to create a Microsoft ActiveSync partnership with the desktop computer?

No. **EZTag CE** does not need any **Microsoft ActiveSync** partnership to work properly. Connecting through a guest partnership is sufficient.

### Can I use a program other than Microsoft ActiveSync to transfer files to the handheld computer?

Yes. VIASAT GPS Systems allow users to communicate with a desktop computer using an Ethernet connection. A small FTP server is installed on the handheld computer that allows files to be transferred using any FTP client software on the desktop computer.

To access the mobile device using FTP client software on the desktop computer, you must know the mobile device's IP address. To find the mobile device's IP address, open the **\_Ethernet** applet in the **Control Panel**. From the desktop computer, open an anonymous FTP connection to the mobile device's address.

### Can I use a USB memory drive (USB Key) to transfer data?

Yes. VIASAT 3000X GPS Systems support USB memory sticks when using the optional USB-enabled communication cradle. Plug your USB drive into the USB port on the back of the cradle. Click the **Hard Disk** shortcut on the desktop of the mobile device to explore the USB drive.

No. The VIASAT 5000X GPS does not support any USB connectivity.

### How is memory managed in VIASAT GPS Systems?

VIASAT GPS Systems run on a Windows CE .NET Disk Based implementation. This means that all operating files are stored in the system flash storage memory to be run in volatile memory (DRAM) on demand.

An obvious advantage of running a disk-based version of Windows CE .NET is that all your files and programs, the Windows Registry and installed applications are saved in flash memory and cannot be lost if the main and backup batteries run down.

DRAM is only used to run applications and never for storage. The operating system takes about 5 MB to run its kernel code and some system library files. The rest remains to run the user's programs. Temporary data in SDRAM (data not saved in a file) are maintained by the main and backup batteries. That part of the data will be lost if the main and backup batteries run down.

### How do I manage external sensor data with the VIASAT GPS Systems devices?

VIASAT GPS Systems connect to various other devices using any of the following connection methods:

- Bluetooth wireless technology for wireless connectivity;
- Through an RS-232 serial port.

### What do I do if a file transfer from the mobile device fails?

Before transferring files from the mobile device, close **EZTag CE**. If some files are locked or remain in use after **EZTag CE** has quit, do a soft reset to release the files, then try again to copy the files to your desktop computer.