

Frequently Asked Questions

Troubleshooting



How do I reset the VIASAT GPS System handheld computer?

If your handheld computer stops responding to the stylus, or the screen goes blank, you may need to reset it. The VIASAT GPS System handheld computer supports two types of system reset: a soft reset (operating system restart) is always preferable to a hard reset (computer reset).

Soft Reset

If an application has stopped responding, the computer stops responding to the stylus and exhibits erratic behavior, or some programs become unstable, you may have to perform a soft reset.

To soft reset the handheld computer, launch the **ViaDap** shortcut on the desktop, enter the password (**6500**), then press **Soft Reset**. To toggle to the desktop while you are in a program that has stopped responding, press **CTRL+ESC** to display the desktop.

Hard Reset

If a soft reset does not work, the unit stops responding and the stylus and keyboard or the computer locks up. Hold down the hard reset sequence on the keyboard for a few seconds. You will then be prompted for a password to complete the operation. The default reset password is **6500** and the unit will reset.



F1 + 9 + 0

CE5000X

Note: Programs and files stored on the permanent storage card (non-volatile memory) are not affected by a reset.

Memory

After a hard reset has been performed, unsaved documents in main memory (volatile) may be lost. Viasat recommends using a non-volatile storage location to store programs and files. Files stored in non-volatile memory are much safer than files stored in the main memory.

Viasat handheld computers contain non-volatile storage memory. Disk capacity depends on the system option you have purchased. To check the disk space remaining on your handheld, select the **Storage Card** shortcut on the desktop, then select **Properties** in the **File** menu. The properties dialog shows the free disk space in kilobytes (KB).

What do I do if the computer becomes unstable, stops responding or locks up?

Perform a soft reset on the handheld computer.

Some areas of the touch screen do not respond to stylus taps. Can it be fixed?

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.



How do I repair my handheld computer?

Call a VIASAT GPS sales representative to get an RMA number and shipment instructions.

What do I do if the GPS receiver takes more than 5 minutes to get a valid position fix under open sky?

Turn OFF the handheld computer. Verify that the GPS antenna is connected and mounted correctly. Turn ON the handheld computer. Then start EZTag CE software to monitor the satellite tracking status. If the GPS receiver does not output a valid position fix after 5 minutes, perform a soft reset and retry this procedure.

If the problem persists, call a VIASAT GPS sales representative to get an RMA number and shipment instructions for a repair order.

GPS Antenna Connection

Connect the antenna to the GPS connector located on the top cover of the handheld computer. Tighten the locking sleeve **finger tight** only. Check the antenna cable for scratches or loose connectors.



Always connect the GPS antenna before starting EZTag CE.

GPS Antenna Mounting

Position the antenna to obtain the clearest possible view of the sky and horizon in all directions.



The GPS antenna must be a least 30 cm away from the handheld computer's screen when the system is in use.



Some program shortcuts are broken or shortcut icons are missing. How can I fix this problem?

Missing shortcut icons do not necessarily mean that the shortcut is not working. There is a known issue in **Viasat DAP Profile 1.21.811** causing shortcut icons to be lost, but the shortcut itself is still valid.

If a shortcut is broken, the most probable cause is that the target program can no longer be accessed in the disk memory. This may rarely happen after a system reset. To restore the disk memory to the last known good state, perform a system restore.

What do I do if a file cannot be copied from the handheld device?

Before trying to retrieve the file, close any running program that accesses the file. A file may become corrupted if the field computer was reset or the batteries were removed while software was logging data.

You can also try to perform a soft reset before retrieving the file using Microsoft ActiveSync.