

MIM PDA Troubleshooting Guide

	Problem	Possible Solutions
1	PDA is locked. Message is asking for a password.	<ul style="list-style-type: none"> • Scan the password barcode • or enter password manually.
2	PDA is locked. No message asking for a password.	<ul style="list-style-type: none"> • Perform a warm boot (on the Symbol, hold red button down until you get a warm boot message; on the Trimble, hold green button until you get a warm boot message). • Enter password. • Enable Bluetooth (click on icon).
3	PDA is beeping. Message appears: “Low battery”.	Replace battery. Note: Also verify that WiFi is turned off (<i>Start > Settings > Connections > Wireless Manager</i>).
4	Message appears: “Unable to retrieve remote services. A connection error has occurred” Situation: <ul style="list-style-type: none"> • You are pairing devices. • You are trying to select a remote service 	<ul style="list-style-type: none"> • Tap on <i>OK</i> to close message. • Tap <i>Back > Select reader again > Next</i>. <p>Now you can see Serial Port Service.</p>
5	Message appears: “Unable to connect to device. Is port COM9 correct? Is the device on?” Situation: <ul style="list-style-type: none"> • You have already paired devices. • You have opened MIM PDA. • You are trying to connect to the RFID reader. 	<p><u>Scenario #1: COM9 is already in use through the Bluetooth (BT) Explorer. Must disconnect BTE Explorer from COM9.</u></p> <p>Tap on <i>Cancel</i> to close message.</p> <ul style="list-style-type: none"> • Check RFID reader – power on? • Check RFID reader – solid blue light on? (means it is connected to Bluetooth (BT) Explorer or MIM app) <p><i>Quit</i> MIM PDA.</p> <ul style="list-style-type: none"> • Invoke BTE Explorer. • Highlight device. • Tap <i>File > Disconnect</i>, or right-click (hold pen down on PDA screen for a few seconds), select <i>Disconnect > Yes</i>. <p>Go back into MIM PDA.</p> <ul style="list-style-type: none"> • Tap <i>Record/View Animals</i>. • Tap <i>Connect</i>. <p>Blue light on reader should be solid (not blinking). RFID and PDA are now connected.</p> <p><u>Scenario #2: Wrong COM Port is selected. Must select correct one.</u></p> <ul style="list-style-type: none"> • Check RFID reader – blue light blinking? (means reader is not connected yet) • Tap <i>Connect</i>. • <i>Select remote devices (DO NOT tap on device; system will try to assign a different COM Port)</i>. • Tap <i>Cancel > Cancel > Exit</i>. • Tap on <i>Menu > Reader Port > COM9</i>. • Tap <i>Record/View Animals</i>. • Tap <i>Connect</i>. <p>Blue light on reader should be solid (not blinking). RFID and PDA are now connected.</p>

	Problem	Possible Solutions
6	<p>RFID reader loses connectivity with the PDA. (Blue light is blinking on RFID Reader) No error message.</p> <p><u>Possible reasons:</u> metal objects causing interference, low or bad battery, device timed out, or device was out of read distance.</p>	<p><u>Solution #1:</u></p> <ul style="list-style-type: none"> • Tap Disconnect. • Tap Connect. • Read again (should work now). <p><u>Solution #2:</u></p> <ul style="list-style-type: none"> • Get new RFID reader (pair & connect). <p><u>Solution #3:</u></p> <ul style="list-style-type: none"> • Change battery & reconnect. <p><u>Solution #4:</u></p> <ul style="list-style-type: none"> • Warm boot, enter password, enable Bluetooth.
7	<p>Message appears: “Could not copy data to or from PDA”.</p>	<p>Scenario #1: A MIM Data database does not exist. Happens after a fresh download of software.</p> <p>Tap on <i>Cancel</i> to close message.</p> <ul style="list-style-type: none"> • To verify there is no database, tap on <i>Start > File Explorer > My Device > Built-in Storage</i>. • Get out of MIM PDA: <i>Start > MIM PDA > Quit</i>. • Open MIM PDA Manager. • Dock PDA and Sync through Active Sync. <p>Scenario #2: MIM PDA is open.</p> <ul style="list-style-type: none"> • Get out of MIM PDA: <i>Start > MIM PDA > Quit</i>. • <i>Retry</i>. <p>Scenario #3: Another instance of MIM PDA Manager is open.</p> <ul style="list-style-type: none"> • Undock PDA. • Close previous instance. • Re-dock PDA. • Open MIM PDA Manager.
8	<p>Message appears: “PDA device is not detected. Check wires & ensure PDA is firmly docked”.</p>	<ul style="list-style-type: none"> • Verify Active Sync is connected. • If PDA is not docked, dock it! • Enter password > <i>OK</i>. • <i>Retry</i>.