

Preparing the Palm to Synchronize

The Wireless Generation products use an application called WGSync on the Palm to manage the flow of data through the Palm. This application allows the download of Wireless Generation applications, the download of data, and the upload of test results. Access is controlled by a username and password. This same username and password is used to access results through the Internet at <http://www.mclassreading.com>

WGSync must be present on the Palm. The easiest way to add WGSync to a Palm is to beam it from a Palm that already has it. Remember, beam only WGSync and **DO NOT** beam TPRI, Tejas LEE, or any other of the Wireless Generation applications.

How to Beam WGSync from one Palm to Another

You can use the infrared port on a handheld to beam WGSync from one Palm to another. You should beam only WGSync and **DO NOT** beam TPRI, Tejas LEE, or any other of the Wireless Generation applications.

1. Turn on both Palms.

2. On the Palm with WGSync

A. From Home screen Tap on time tab



B. Select Beam

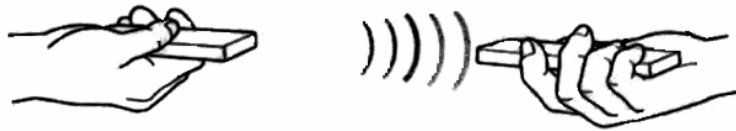


C. You will see a list of all items you can beam
Select WGSync



D. Tap Beam

Point the Infrared port on the top of your handheld at the infrared port of the receiving handheld. (The receiving handheld MUST be turned ON.)



3. On the Palm Receiving the Beam

Tap “Yes” when “Do you want to accept?” appears on the Palm receiving the beam.

Enter username and password into WGSync on the Palm.

From Home, tap on WGSync

Enter the WGSync username and password:

1. Username is FULL email address i.e. cascolese@saisd.net
2. Password is 4-digit number representing the MONTH and DAY of birth i.e 0120 would be the password if the user’s birth date was January 20th.

At this point, the Palm is ready to synchronize Wireless Generation data. The next step is to check to be sure the computer is ready to synchronize.

Preparing the Computer to Synchronize

HotSync Manager is the application installed on a computer that allows a Palm to synchronize with a computer. HotSync Manager must be running on the computer in order to synchronize the Palm

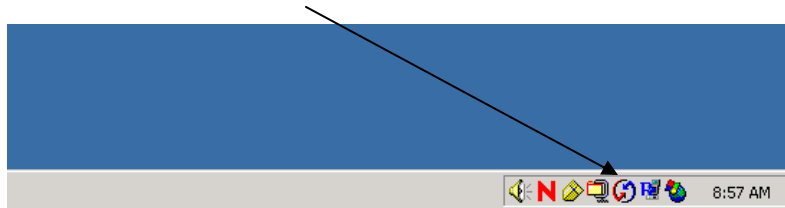
MClass Conduit is the application installed on a computer that allows the Wireless Generation applications to communicate with the servers that store the data.

In SAISD we install these two applications on several computers at a school. We call these computers “Public Sync Stations”

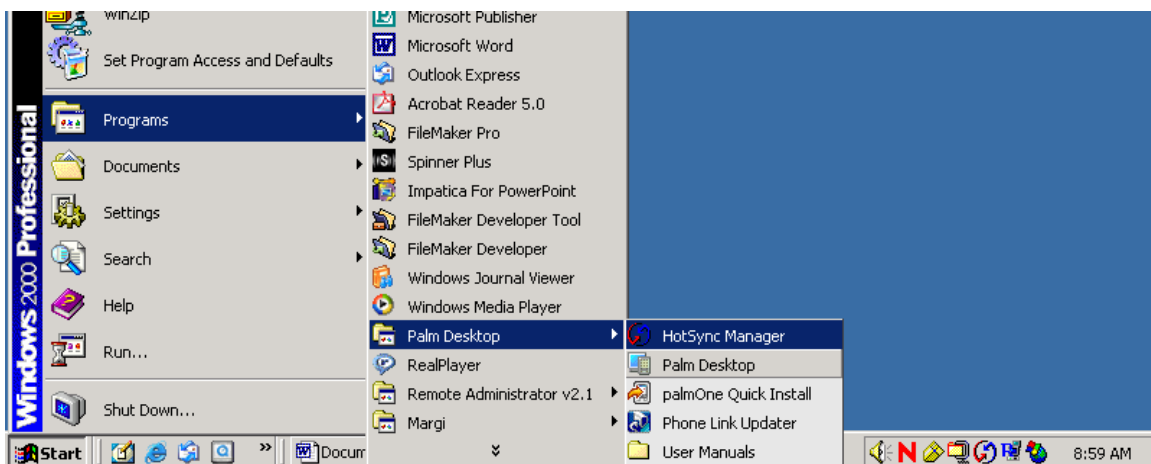
These applications are installed under a computer user or profile that has administrator rights. In order to synchronize, the user must be logged into the computer under that profile. While each campus can be different, for most, the user must be logged into the computer as “administrator” The CIC is able to provide users with the password that allows this login.

Check to see if HotSync Manager is running.

1. The red and blue circular arrows (HotSync Icon) will appear in the system tray of the computer (bottom right side of the computer) if HotSync Manager is running.



2. If it is running, the Palm can be synchronized. If not, HotSync Manager must be turned on.
3. Turn on HotSync Manager - Start / Programs / Palm Desktop / HotSync Manager



At this point, the computer is ready to synchronize.

First time Synchronizations

The first time a Palm is synchronized at a particular computer, special steps are needed in order to identify the Palm. The steps vary depending on whether the Palm has a HotSync User or not. Setting the HotSync User is like naming the Palm. It is important that each Palm on a campus have a unique HotSync User.

PLEASE NOTE: the HotSync User is separate from the WGSync user previously discussed. The HotSync User is the user that appears on the computer screen during the synchronization.

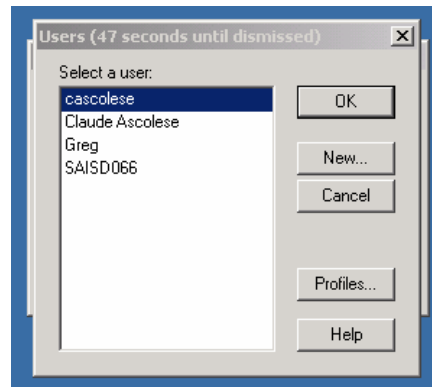
A brand new Palm, out of the box; or a Palm that has been allowed to completely discharge does not have a HotSync User.

Check for HotSync Manager user on a Palm

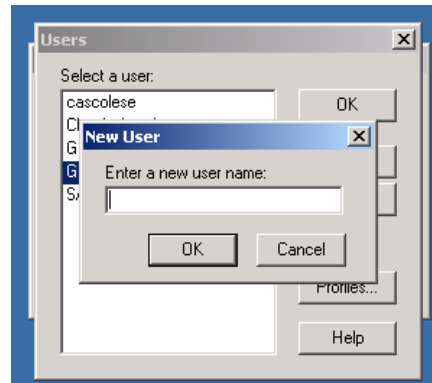
1. Open the HotSync Application on the Palm by tapping on the HotSync Icon. DO NOT Synchronize at this time.
2. If a name appears on the top right corner of the screen, the Palm has a HotSync User. If it blank, no User has been set of the HotSync Manager.

First Time Synchronizing When the Palm DOES NOT have a HotSync User

1. Initiate the synchronization
2. A dialogue box will appear on the computer. It may include a list of users for that computer. It includes a button to add a NEW user.



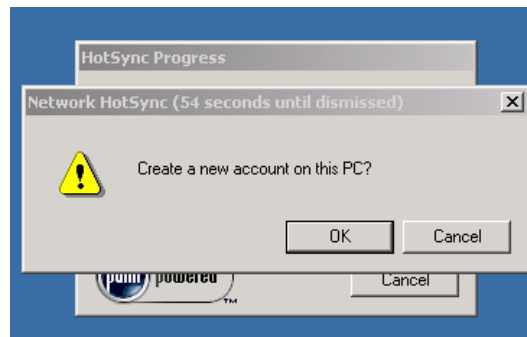
3. If the user exists on the list, choose it. If not, click on the NEW button and enter the first part of the user's email address (everything up to the @ symbol)



4. Click OK and OK (Failure to complete the above steps will result in a failed synchronization.)
5. Synchronizing will start

First Time Synchronizing When the Palm DOES have a HotSync User

1. Initiate the synchronization
2. A dialogue box will appear on the computer. It will ask if you want to create a new user on this PC. Click OK



3. Synchronizing will start. (Failure to complete the above steps will result in a failed synchronization.)

The first synchronization can take approximately 15 minutes to complete. This is because all of the appropriate applications are being downloaded to the Palm. It is important to watch both

Below is a list of potential problems; by noting what appears in the dialogue boxes both on the Palm and on the computer one can often determine how to solve the problem.

“HotSync operation was interrupted...” appears on the computer screen.

Failure to click OK on the computer in the step above, will cause the synchronization to time out. The message: “HotSync operation was interrupted. Some of your data was NOT backed up. For details, tap HotSync Log on the HotSync screen.” Will be displayed on the Palm, tap OK and synchronize again, this time being sure to answer the dialogue box on the computer.

Another person’s Name appears on the computer screen during synchronization.

If while you are synchronizing you see another person’s HotSync user name on the computer screen it is because the wrong name was chosen.

While it will not interfere with transmitting data for the Wireless Generation products (they use the UserName and Password set in WGSync,) it does create a situation where backups are of limited use. This situation should be fixed.

Fixing requires two steps: removing the old HotSync username from the Palm and creating a unique HotSync username. This process will cause a loss of all Palm desktop data (e.g. Date Book, Memo, Notepad, Address, etc.) It will not cause a loss of Wireless Generation product information.


Removing the corrupt Palm Desktop file from the Palm:

Tap Home.

Tap HotSync application.

Tap Find soft button (magnifying glass.)

Find dialogue box appears.

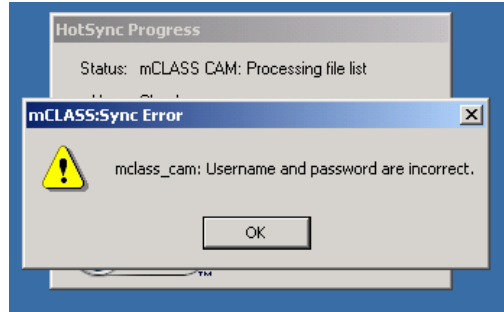
Enter  (shortcut symbol dot 5)

It should automatically disappear after it is entered. This removes the current Palm desktop user and data associated with it.

Creating a unique HotSync username:

Follow the steps above for “First Time Synchronizing When the Palm DOES NOT have a HotSync User”

mClass_cam: Username and password are incorrect



Check to see if a valid user exists in the mCLASS system.

On a computer, go to <http://www.mclassreading.com>.

Try to login using the same Username (remember to use the entire email address) and Password as set in the Palm.

If you are able to login, then check WGSync on the Palm

Tap Home.

Tap WGSync.

In User Name field – look for errors: extra spaces before or after, look for commas entered in place of periods, etc.

In Password field – reenter password click OK and then Save.

If you are unable to login, verify in Outlook the proper email address.

If using the correct email address but still cannot login, call Wireless Generation's helpdesk 1-800-823-1969 to have them check the account information.

Wireless Generation can change passwords but should not create new accounts.

If account is missing, report Teacher's name, SSN, School, and brief description of circumstances to cascolese@saisd.net at Instructional Technology.

Computer Screen Displays “Removing Mclass reading”

During the first synchronization some Palms are freezing about $\frac{3}{4}$ of the way through the synchronization. On the computer screen three messages appear:

1. “Cannot connect to the server” – Click OK
2. “Some files have not been Downloaded” – Click OK
3. “mCLASS: CAM Removing” The red and blue HotSync Arrows continue to rotate but the message never changes

This is an error relating to the number of files that are being moved onto the Palm. While there is not yet a fix, there is a way to work around the problem. Use the following steps:

1. Force HotSync Manager on the computer to stop:
 - a. Use Ctrl+Alt+Delete to End Task (on newer computers click on Task Manager)
 - b. Wait for HotSync Manager to stop – Red and Blue icon in the systray should disappear.
2. Restart HotSync Manager
 - a. Start / Programs / Palm Desktop / HotSync Manager
 - b. Wait for HotSync Manager to start - Red and Blue icon in the systray should appear.

Note: These two steps can also be accomplished by restarting the computer.

3. Reset the Palm
 - a. On the Back of the Palm is a tiny hole used to access the reset button.
On the Palm 515 - use a paper clip or unscrew the top of the stylus to push the reset button
On the Palm Zire 72 – the button may be pressed directly with the stylus.
 - b. The screen should go blank and then restart displaying the Palm logo.
4. Synchronize – At this point both the computer and the Palm are ready to synchronize again.