Microtima Series 5 PC Programming software known issues and fixes
13/08/07
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Revised 22/05/08 reason spelling errors

Issue

When I open the software, the mask area is blacked out – I can't apply switch numbers for each day of the week.

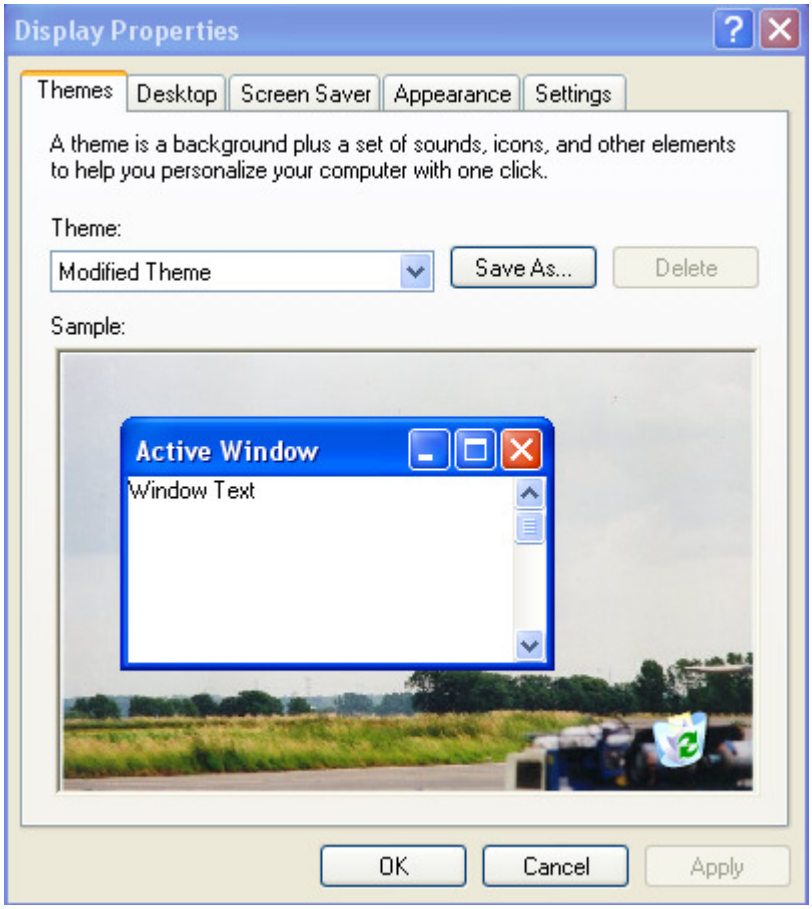
Fix

Your display settings need changing.

Right click anywhere on PC desktop.

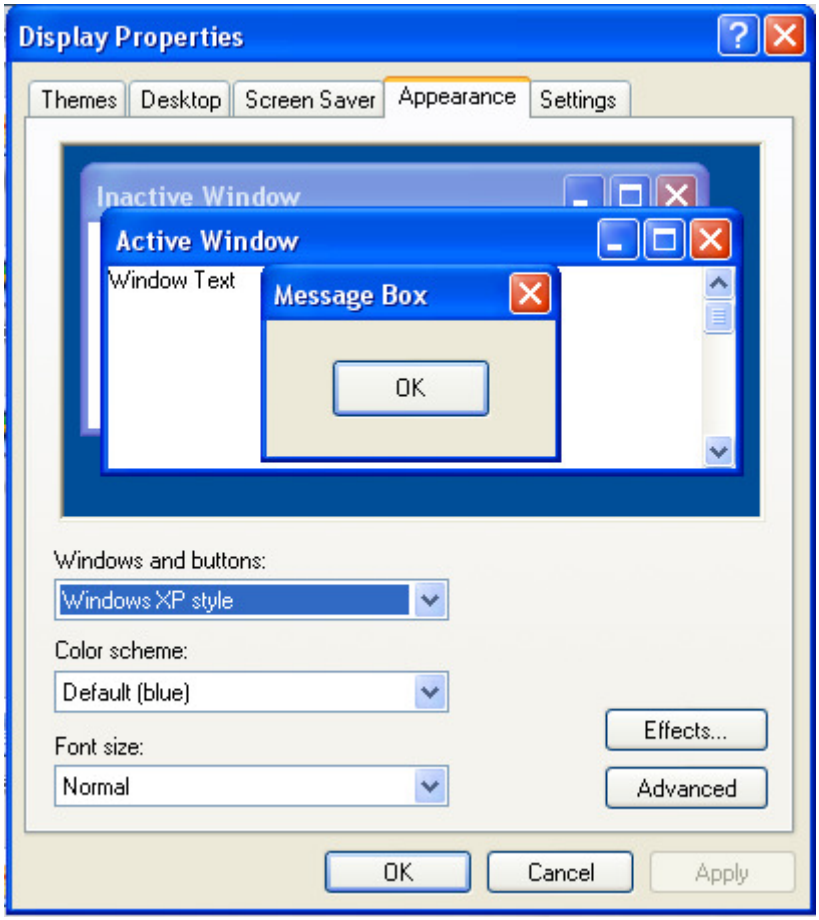
A menu box will appear, scroll down and click on properties.

The display properties box will open:

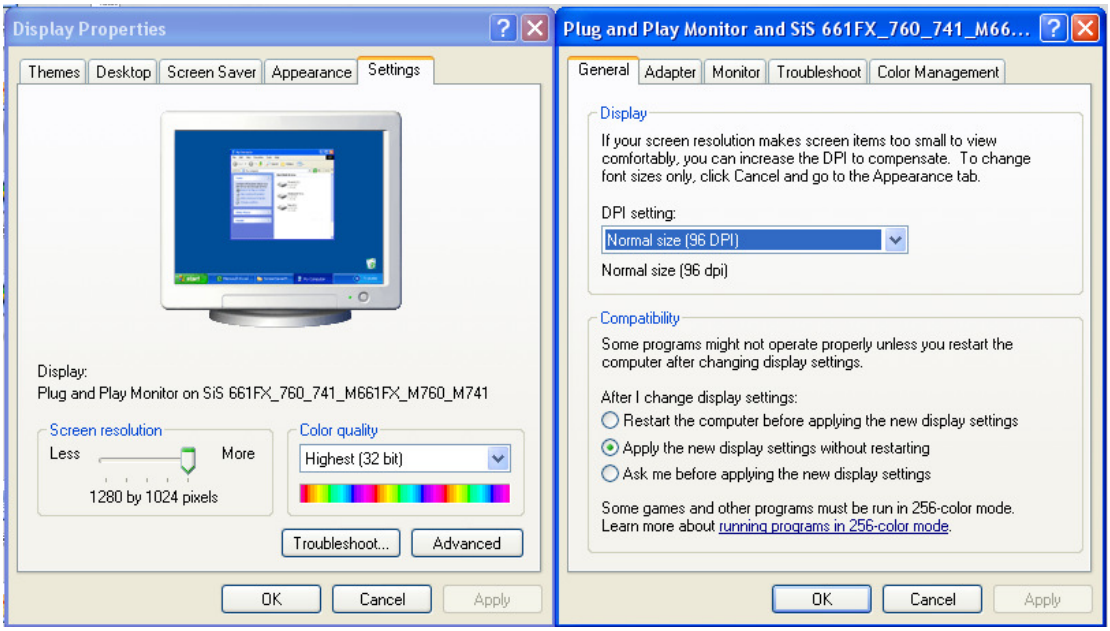


You then need to verify the following properties. If any are different on your PC, this will cause the effect reported above. You must then change the properties to the values suggested below.

Appearance



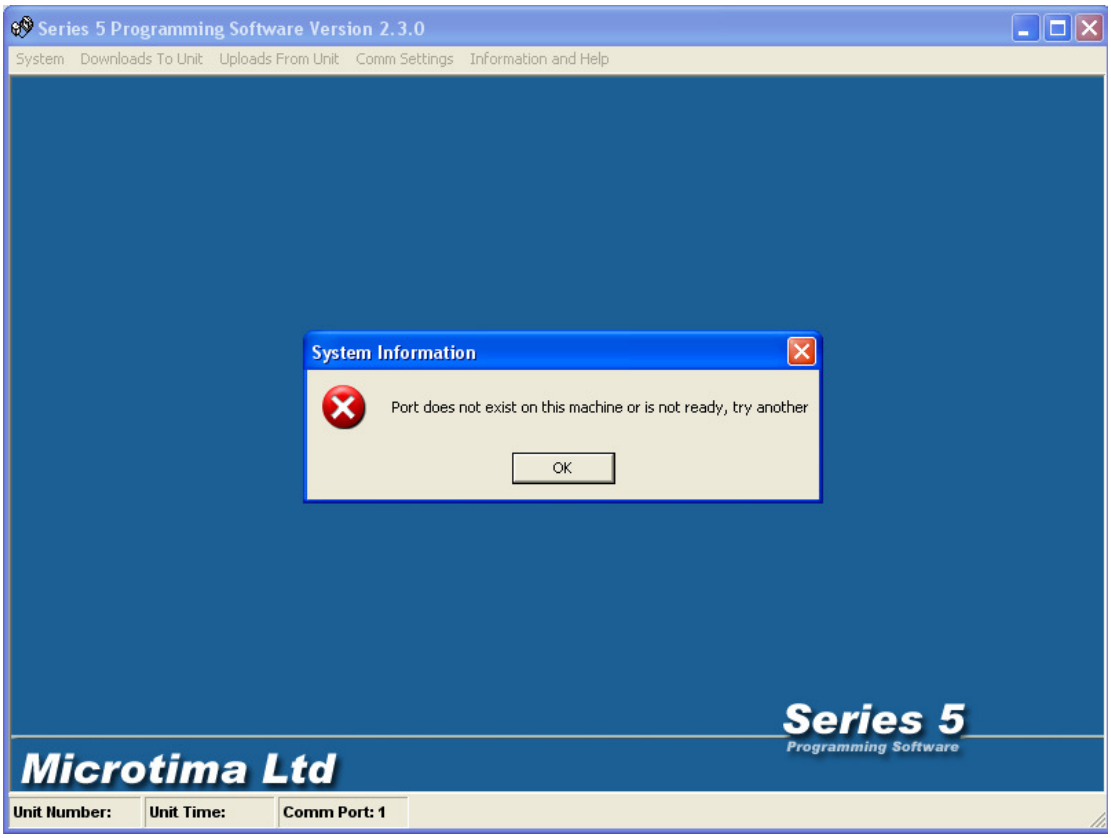
Settings



After verifying/changing your PC properties as applicable, you will find the mask box has been cleared of the blacked out squares and each individual box contains a number, as it should.

Issue

When I open the Series 5 PC software, I get the following message:



This can be down to a number of reasons.

The most common reason is that you have accidentally opened two copies of the software and both copies are trying to access the serial port simultaneously, which is an illegal operation.

Opening two copies of the software is very easy to do on a laptop with a touch pad instead of a PC mouse!

Another reason for getting this message is that you already have a third-party program running that uses the serial port on the PC. The third party application will not release the serial port and so the Series 5 software cannot communicate with a Series 5 timer.

Note that the Series 5 software can still be used to create/edit datafiles in this mode; it just won't be able to connect to a timer.

Another reason for getting this message is that the Series 5 software opens with a default serial port number of COM1. Some PCs do not have COM1 available, either through user setup choices or due to the fact that the COM port has been damaged and is no longer serviceable.

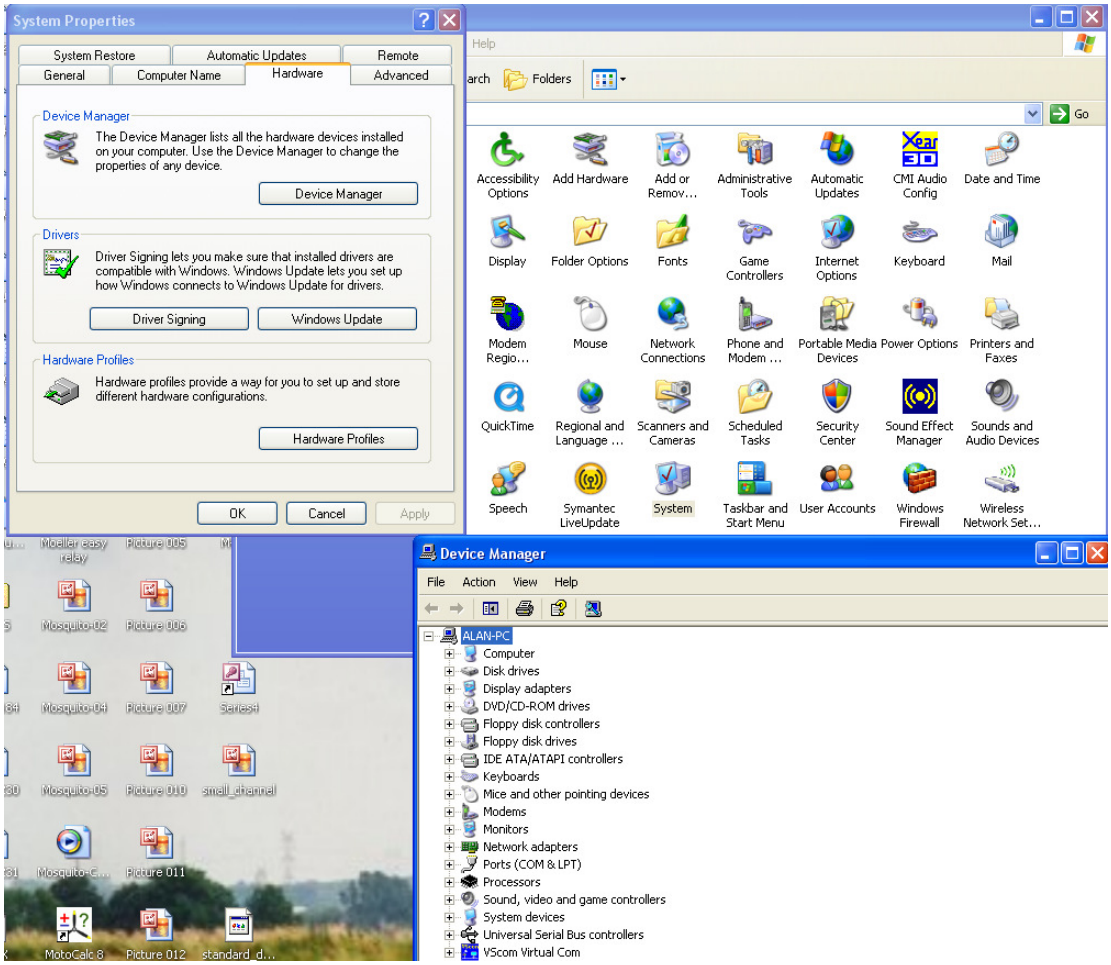
Fix(es)

Check to see if you have two copies of the Series 5 software open. If you do, simply close one of them and carry on.

Check to see that there are no other third-party programs running that use the serial port. You will have to use your knowledge of the PC and applications you have installed on it. Microtima can't advise on any likely programs that may use the serial port.
Again, if you find you have any third party programs running that are using the serial port, simply shut them down and carry on using the Series 5 software.

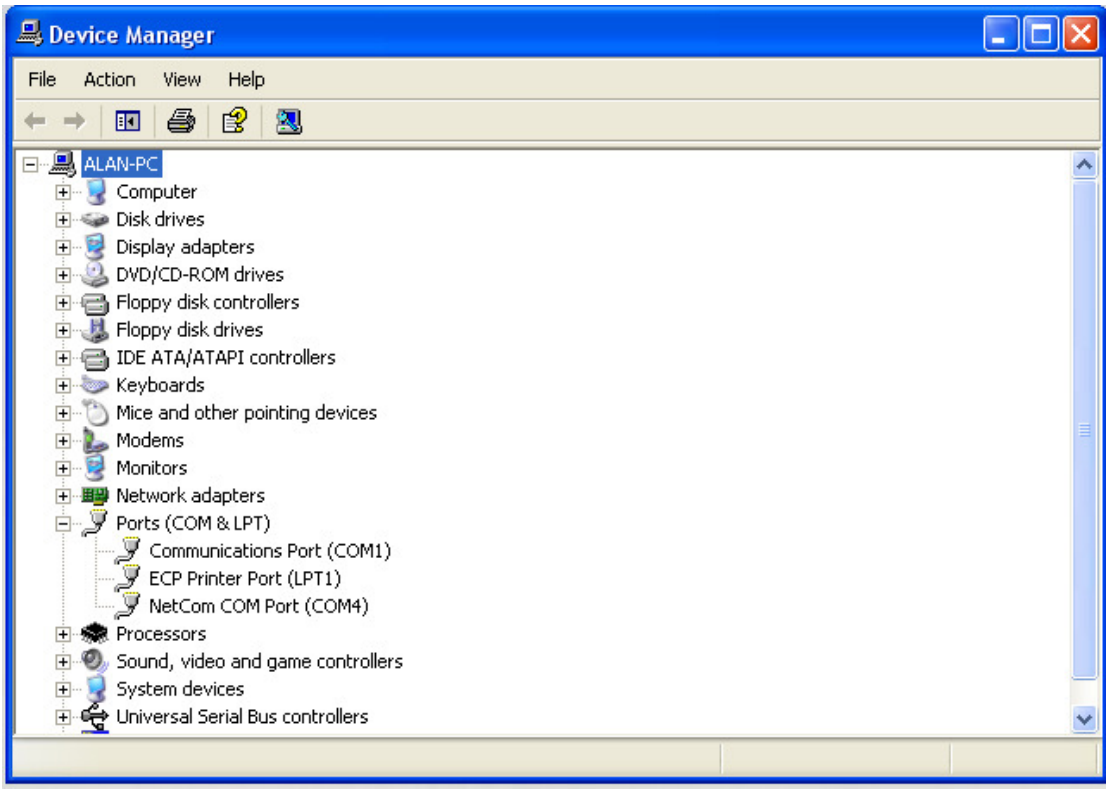
To check which COM ports you have active and available on your PC, follow this process:

-Go to the Start Menu, then Control Panel, then System, then Device Manager (see picture below):



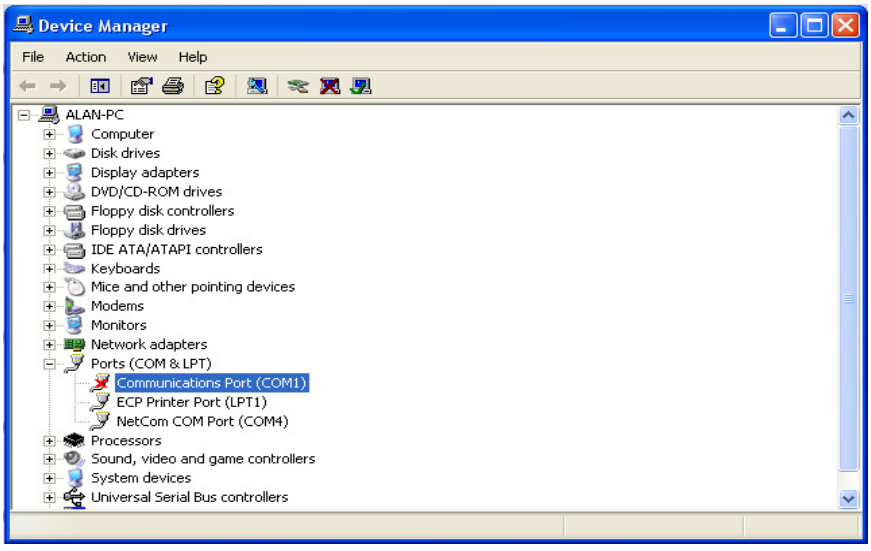
A list of devices attached to the PC will appear as above. Look down the list until you find "Ports (COM & LPT). Get more details by clicking on the + symbol next to "Ports".

You will the get a list of available ports on your PC:



In the view above, there are two COM ports as you can see. One is the genuine PC COM port (COM1) that would be available to programs such as the series 5 software, the other (COM4) is a COM port for a specific hardware device connected to this PC. It would not be available for applications such as the series 5 software and can be disregarded.

Look again at the icon for COM1. In the picture above it can be seen that the icon is a cable with a plug on the end. This icon denotes that the COM port is present and is working correctly. Should the COM port be disabled or broken it will look as below:



It is suggested that in a case like this that the PC is checked to ensure the COM port has been manually disabled (this is perfectly possible). If it has not, then the COM port can be considered faulty and there are two options:

1. If an alternative (working) COM port is available in the list above, the Series 5 software is able to be configured to use it.
2. If there are no alternative COM ports available, then there is no choice but to use a new PC.

Please refer to the Series 5 Installation & User manual Issue 3 p60 for details of configuring the Series 5 software to use alternative COM ports.

Microtima
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PDA Programming software

Issue:

When using the software to program Bluetooth enabled Series 5 timers, when I go to "Comm Settings" – "Select Bluetooth Port" I don't see the Bluetooth Manager pop-up with a list of all the paired Series 5 timers.

Instead, the Series 5 programming software screen remains visible, with the lamp test button now visible (it would have been invisible before) and the Transfer button ungreyed (it would have been greyed before)

Fix(es)

There are two known causes for this issue:

1. Your PDA has had some third party software installed that takes control of the Bluetooth serial port and will not release it to the Series 5 Programming Software. Software such as TOM TOMtm or other GPS navigator applications which use Bluetooth to communicate with the GPS device are common problems. In this case, the two pieces of software cannot work on the same PDA.
2. When choosing a paired Series 5 timer from the paired devices list, the user has accidentally checked the "Always use this device" box. This means that on the next attempt at programming a Series 5 timer, the Bluetooth manager will not attempt to search for a list of paired devices.
   Instead, it will have interpreted the accidental checking of the box above as the user only ever wishing to connect to one Series 5 timer.

   This issue can be solved by going the IPAQ wireless manager, then tapping the Bluetooth Settings button. Select the grey tab called services and tap the "Serial Port" icon from the list that pops up.
   The "Serial Port" icon will turn blue. Tap the "Advanced" button and a new screen will open giving the COM PORT numbers for incoming and outgoing data.
   Just underneath this information will be a checkbox with the message: "Default device for outgoing serial connections: XXXXX. Display the device selection screen the next time an outgoing serial connection is attempted.

   (XXXXX is the Series 5 Bluetooth ID).

   Simply check the check box and exit this screen – the problem will now be fixed and the PDA will be able to communicate with any previously paired Series 5 timer.