iSOFT

i.nStock FAQ's

V1.0.033.0

Q: How do I reboot the PDA.

A: Warm Boot – This will perform a SOFT reset of the device and all data will
        remain on the device.

        To perform a WARM BOOT press and hold the 7 and 9 keys. While holding
        down the 7 & 9 keys, press and release the PWR button. Wait 2 seconds,
        Now remove your fingers from the 7 & 9 keys

        Cold Boot – This will perform a HARD reset of the device and ALL data will be
        ERASED.

        To perform a COLD BOOT press and hold the 1 and 9 keys. While holding
        down the 1 & 9 keys, press and release the PWR button. Wait 2 seconds,
        Now remove your fingers from the 1 & 9 keys

Q: Why do we need Microsoft Active Sync installed?

A: Microsoft Active Sync provides the IP connection to the Desktop PC via the
        USB cable. If you had Wireless Network and the PDA is WiFi enabled, then
        Microsoft Active Sync is not required.

Q: Why WONT the PDA sync with the desktop computer.

A: Make sure the PDA has established an ACTIVE SYNC session. You MUST have
        ACTIVE SYNC Installed.

 – GOOD

 – BAD
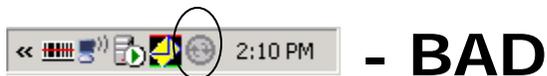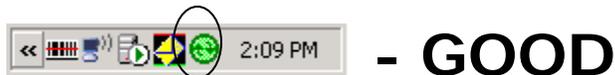
        You must also be RUNNING the iSOFT Connect Application which is used to
        send and receive data to the PDA etc. If either of these is not running or
        present then it will not work.

        PC FIREWALLS

        Please also be aware that the PC FIREWALL may also be blocking both Active
        Sync and iSOFT connect from actually working. Please check this before you
        proceed any further with any diagnostics.

Q: Why won't my MC3000 establish an active sync session?

A: If your device has NOT been synced with your PC before or you have just
         installed Microsoft Active Sync, then DO NOT plug the USB cable into your PC
         until the following screen appears.
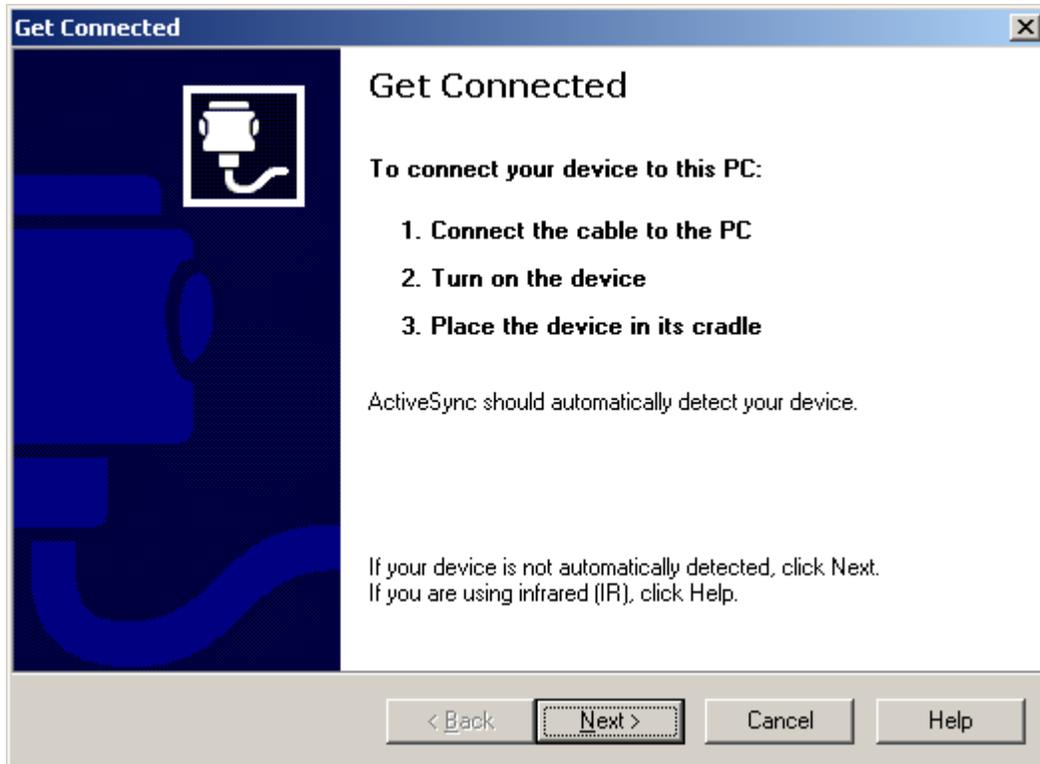
Press Next and then connect the USB cable.

Q: Why won't my MC3000 establish an active sync session?

A: If you have successfully been using the MC3000 and syncing without any
         issues and suddenly the MC3000 will NOT establish an active sync session,
         then simply remove the MC3000 from the cradle and try again. If this does
         not work, then right click on the active sync icon

         and select connection settings. You will be presented with the following
         screen. Uncheck "Allow USB connections" and press OK. Repeat the same
         process but check the "Allow USB connections" and press OK.

If that does not work, then the PC wil probably need to be rebooted. Microsoft are continually enhancing Active Sync and a newer version may be available that resolves this issue.

Q: How do I stop the Partnership Wizard from appearing every time I place the PDA into the cradle.

A: By default when you install iSOFT connect, this is set automatically. If however you elected NOT to install this option it can be done as follows. Create the following registry key on your PC. Needs to be a DWORD with a value of 1.

        [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows CE Services]
        "GuestOnly"=dword:00000001

Q: Why are all the menu items grayed out except the Sync Button?

A: The PDA does not have any reference data such as store locations, products etc. You need to Sync the PDA with i.Pharmacy

Q: How do I set the Date and Time on PDA.

A: You don't need to set the date and time on the PDA. The PC will send its date and time to the PDA whenever the PDA syncs with the desktop PC.

        After a COLD BOOT – The Date and time is set to 12:00 Midnight in November 2003. You need to WARM BOOT the PDA again to allow the PDA to reboot with the correct TIMEZONE. i.e. GMT+10:00.

        Once this has been done the PDA will receive the date and time from the PC next time it syncs with the PC. After the initial sync, the PDA may be 1 HOUR out as the PDA is set to automatically adjust for Daylight savings. As we have

moved the date from November 2003 to the current date (which may be NON daylight saving time), the PDA adjusts its time accordingly.

Subsequent syncs will set the TIME to the correct LOCAL time, based on the date and time in your PC.

Q: Why when I import the data into i.Pharmacy, does i.Pharmacy tell me the data I am importing is for another day?

A: The TIMEZONE is WRONG on your PDA. Version prior to V1.0.031.0 did NOT set the TIMEZONE. If you have a version prior to V1.0.031.0, contact Warp Systems for an update.

Q: Can I run my PDT3100 and MC3000 PDA's off the same i.Pharmacy PC?

A: Yes you can. See the document called "iSOFT Mixed Environment Support".

Q: Can I connect my new MC3000 PDA to any i.Pharmacy PC or does it have to stay with the same PC. What happens when I move it to a new i.Pharmacy PC.

A: Yes. The PDA can be moved to ANY i.Pharmacy PC that has iSOFT Connect installed…This feature is available from V1.0.029.0 and beyond…

Q: What is the difference between the PDT3100 and MC3000 uploading data to the PC and downloading reference data onto the PDA?

A: PDT3100 vs MC3000 - Differences

There are DIFFERENCES between PDT3100/PDT6100 devices and the new MC3000 devices.

The MC3000 device has been designed to be EASIER to use and quicker to get i.Pharmacy reference data onto the device.

DOWNLOADING REFERENCE DATA

PDT3100 Process

The PDT3100 process was EXTREMLY time consuming. Each i.Pharmacy reference file needed to be EXPORTED from within i.Pharmacy and DOWNLOADED manually to each device. This took quite some time and it was easy to forget where you were up to.

Each PDT3100/PDT6100 required 6 or 7 files and may have taken anywhere from 10 – 30 minutes per device to load and get updated with the latest reference data.

MC3000 Process

The MC3000 process has been streamlined. iSOFT Connect is a small application that basically takes any data exported from within i.Pharmacy (at

any time of the day irrespective of a device being connected to the i.Pharmacy PC or not) and prepares the data to be sent to the MC3000's.

You only need to export the data once (usually after changes have been made within i.Pharmacy). iSOFT Connect will then DISTRIBUTE the reference data to each MC3000 that requests reference data. This saves considerable time in ensuring the MC3000 devices have the latest reference data on them. The downloading of reference data can be done unattended and typically in about 2 – 4 minutes depending on the amount of data exported from i.Pharmacy.

Remember that you can EXPORT the i.Pharmacy reference data at any time of the day. The MC3000 can request the data at any time from iSOFT Connect. It does not need to be exported from i.Pharmacy for each device.

The DEFAULT setting for iSOFT connect should be left as they are. This is the MOST EFFICIENT configuration.

Note: Due to site differences the folder locations MUST be customized to local requirements.

UPLOADING PDA DATA TO i.Pharmacy PC

The process of uploading data to the i.Pharmacy PC has changed slightly as well between the PDT3100 and MC3000 devices.

PDT3100

When using the PDT3100, the process was as follows – From the i.Pharmacy Main Menu, Select Tools->Upload->Upload PDE. You then went back to the PDT3100 and pressed send.

i.Pharmacy, would receive the data from the PDE.

You would then Click import Data.

MC3000

The process for the MC3000 has changed. iSOFT did not want to change any screens in i.Pharmacy so to allow the NEW device to connect and send data the process changed slightly. When the Upload PDE button is pressed you see the following message
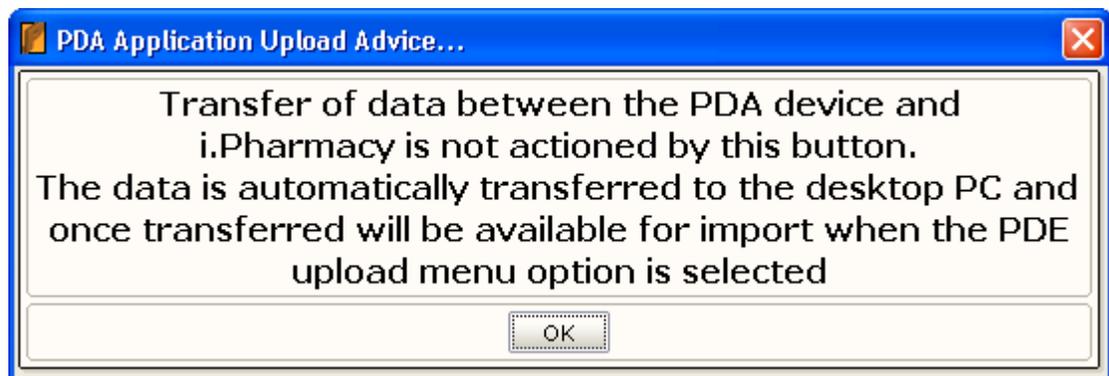
In other words, there is no need to press Upload PDE as when you press SEND on the PDA, the file is automatically created in the appropriate folder locations (as determined by iSOFT Connect Configuration), ready for i.Pharmacy to import.

Because we have bypassed a step in i.Pharmacy (i.e. not used the i.Pharmacy Upload PDE button), when you press the Import Button, i.Pharmacy checks to see if there is a file in the appropriate folder and issues the following message.

```
Query                                                              [X]

  ?    Data from the previous upload has not been processed.
       Do you wish to import the previous data?
       Selecting No will cause the previous data to be erased. (C:\PDE\Receive\goodrecp.txt)

              [   Yes   ]      [   No   ]      [  Cancel  ]
```

You should answer YES to this message as it is your intention to IMPORT this data that you have just uploaded into i.Pharmacy.