

Topaz Systems, Inc.
Serial Troubleshooting Guide

Topaz Systems, Inc.
650 Cochran Street, Unit 6
Simi Valley, CA, 93065
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This document is a troubleshooting guide to the setup process for a Topaz LCD serial tablet. After following the steps in this document if problems still persist contact a Topaz service representative.

TESTING THE TOPAZ PEN.

(not for use with model TL460B)

To test the pen independently, you can use any standard compact battery-operated or plug-in AM/FM radio. Follow these steps:

- aa. Turn radio on to the AM band
- bb. Move dial to about 550 (or 55, depending on radio controls)
- cc. Between stations is best, where there is static
- dd. Bring the pen up to the radio, and depress the tip directly on radio's surface, about 1-2 inches from antenna (if there is no antenna, on the speaker grill will work also).



If pen is working, the radio will emit a high-pitched interference noise. If pen is not working, or batteries are bad, nothing will happen. If pen does not function, try replacing the pen's batteries (found within the cap on the back of the pen). Battery type is 393, 1.5v "hearing aid"-type batteries. Additionally, make sure batteries are not loose in the battery chamber when installed.

Once it has been determined that both the Topaz Serial tablet and Pen are properly powered, the tablet connection to the CPU should be checked.

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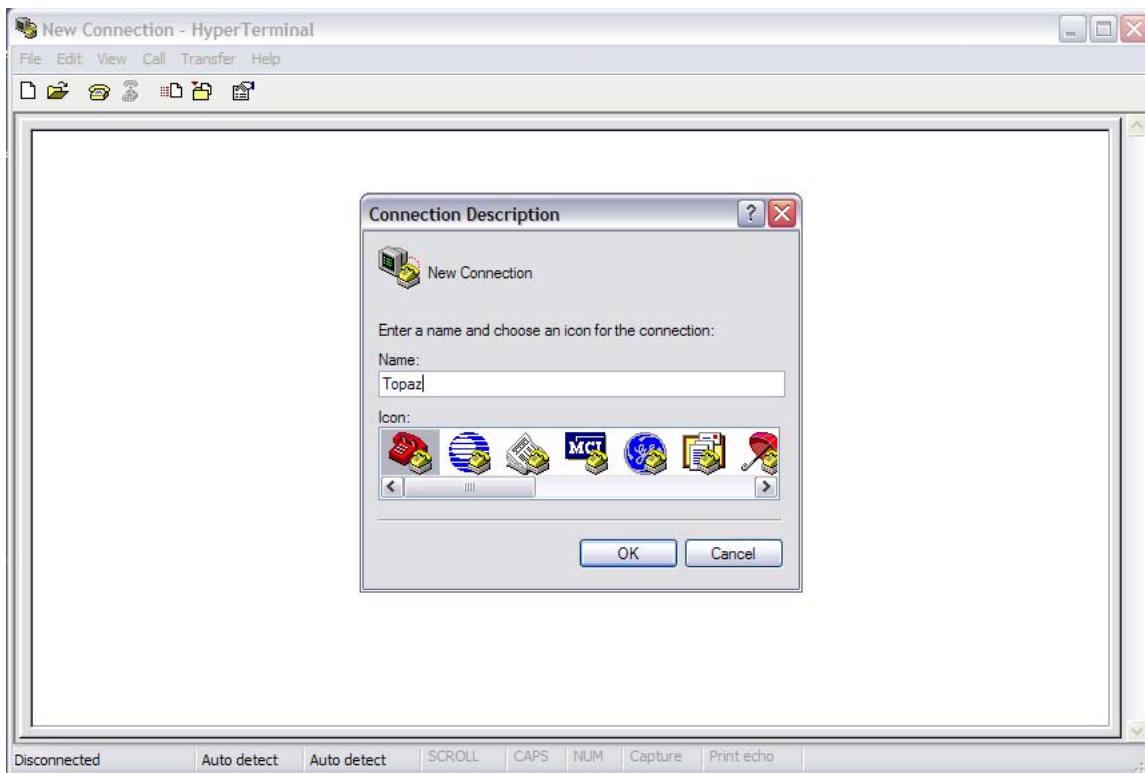
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Checking the Connection with HyperTerminal

a. Click on Start...Programs...Accessories...Communications...HyperTerminal (the icon looks like a computer with a telephone). Open HyperTerminal. (If you cannot find HyperTerminal there, you can also search for it by clicking on Start...Search(or Find)...Files or Folders, and typing in "hypertrm.exe". Click "Search(Find) Now" to look for this file. Double-click to open once found.)

b. When prompted to "Enter a Name and Choose an Icon", simply type in "topaz" and click OK

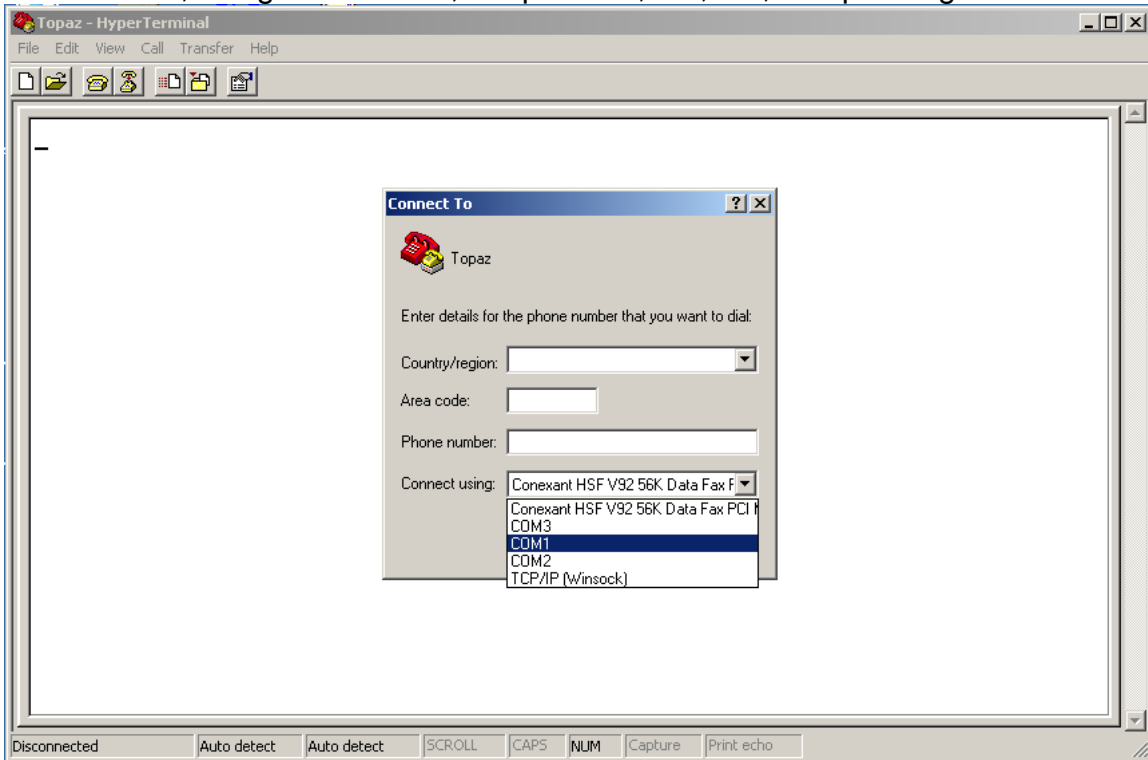


c. In the next window, locate "Connect Using", the fourth option. Using the arrow on the right, change this value to the COM port that the tablet is connected to (for example, COM1), and click OK (If you're not sure of the com port number, try COM1 first)

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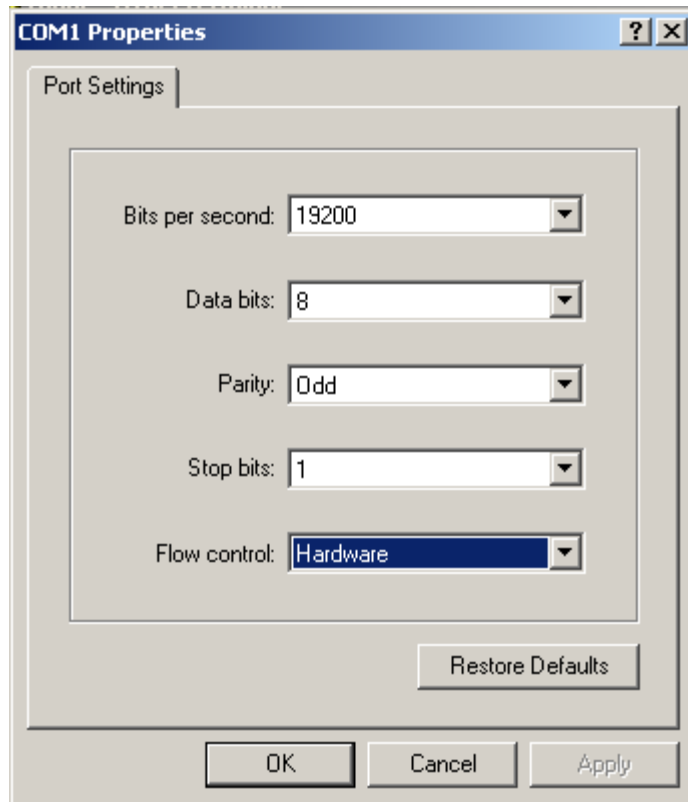
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d. In the next window, change the "Bits Per Second" to 19200, then change the Parity to "Odd". The values should be as follows:

Bits per second: 19200
Data bits: 8
Parity: Odd
Stop bits: 1
Flow control: Doesn't matter...leave default value

e. Click OK -- (If it says "Unable to Open Com", then com port is already being used by another program...this will have to be resolved first.)

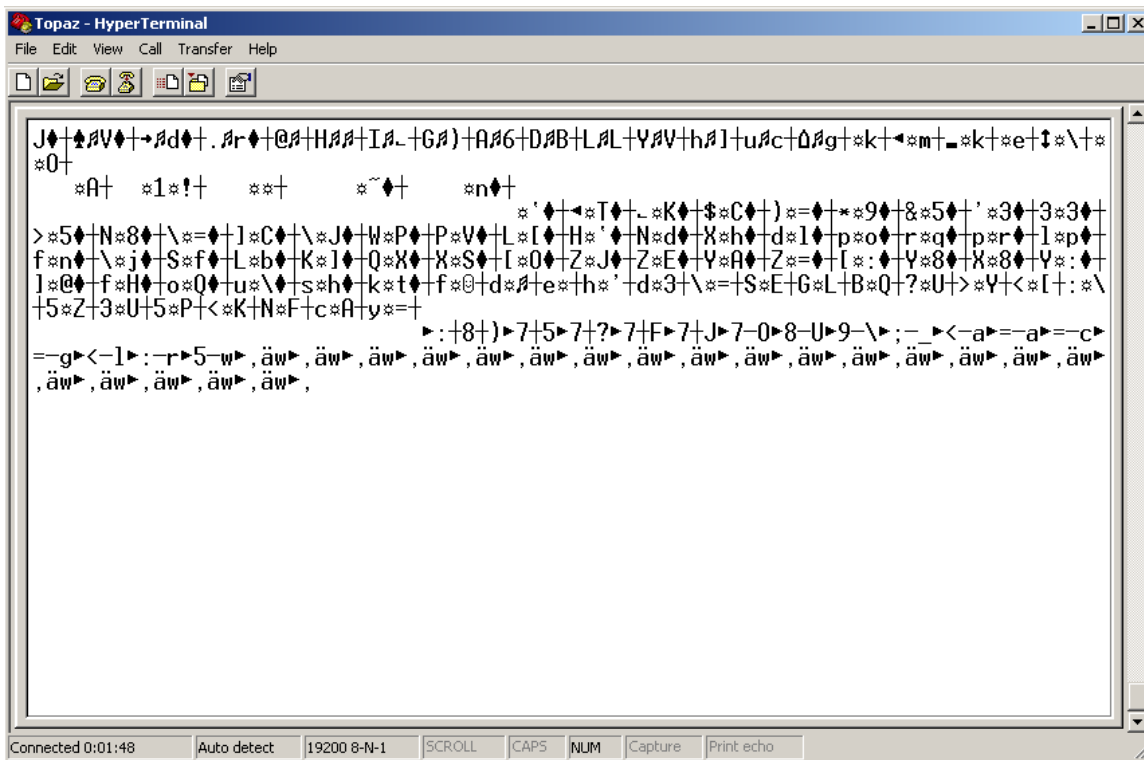
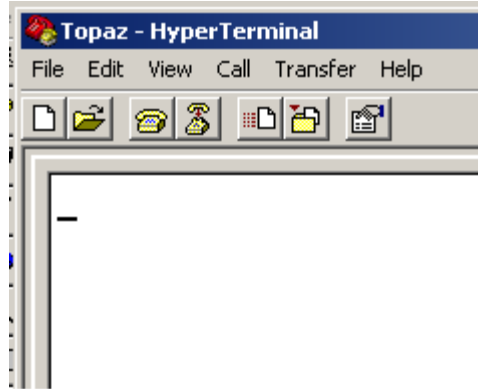


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f. You should get a cursor blinking on a white background. Draw on the tablet, and see if the raw data is displayed as you draw--it will look like a series of random characters moving up and down the screen. If so, tablet is ok--close HyperTerminal.



If there is no raw data being shown, or HyperTerminal could not open the port then check your computer. If you have another 9-pin COM port on the back of the computer, try physically plugging the Y-cable into this COM port instead, then draw on the tablet again. Do you now see the series of characters displayed as you draw? If so, tablet is ok--close HyperTerminal. If not, continue with h. below.

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h. Close HyperTerminal using the X in the upper-right corner. (Choose Yes to "Disconnect Now", and No to "Save Session")

i. Repeat steps a through g. For step c., choose a different COM port (ie, COM2) instead.

UNBLOCKING AN IN-USE COM PORT

If the "Unable to open Com1" message appears, you can try to open the port with the following steps:

- a. Click on Start...Settings...Control Panel
- b. Open the System icon.
- c. Click on the Hardware tab.
- d. Click on the Device Manager button.



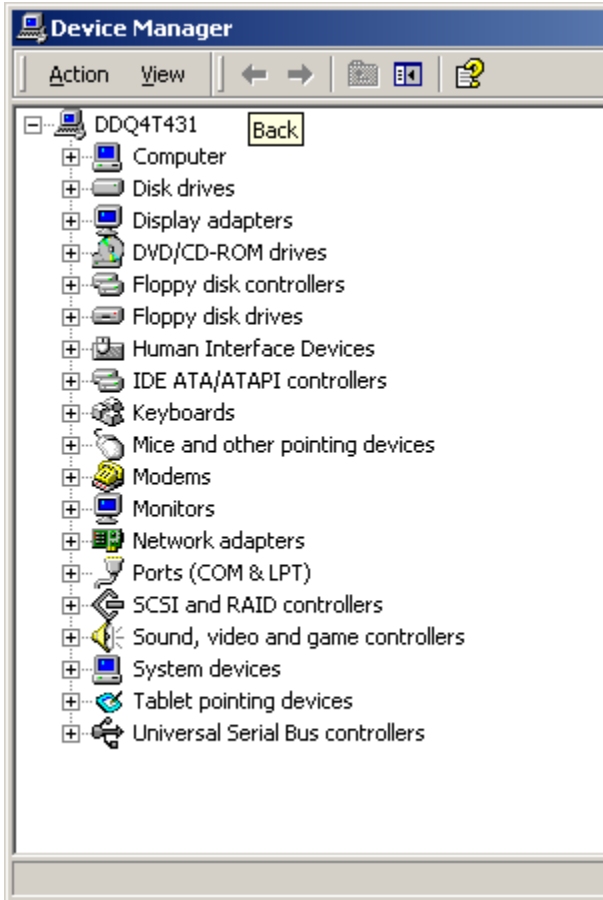
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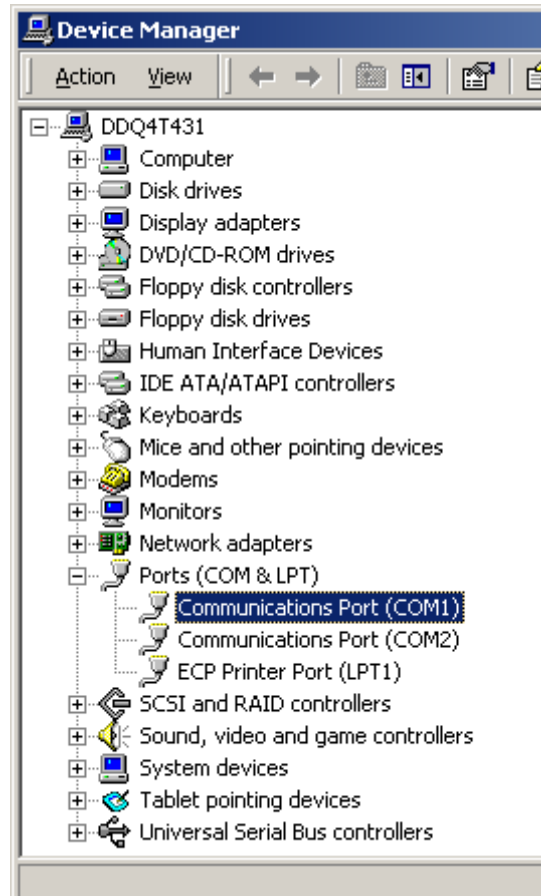
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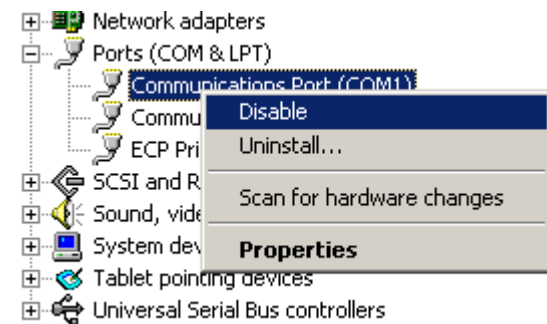
e. Locate the "+" sign in front of Ports, and click on it



f. Right-click on the Com1 icon.



g. Choose Disable from the list, and click OK.
(If computer does not automatically reboot, then manually reboot the computer)



h. After reboot is complete, repeat steps a-f above

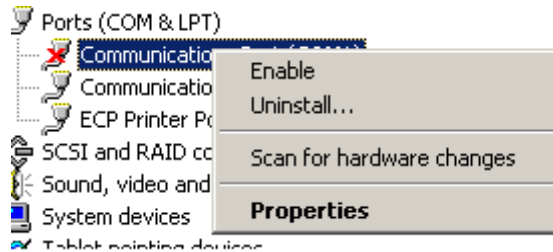
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i. You should now see the Enable option. Please choose Enable from the list. The red "X" in front of the Com1 should disappear.



j. Try signing in your application again

Be sure that the application has been set up for the correct serial port

a. As applicable, be sure that the serial port that functions within HyperTerminal (ie, COM1, COM2, etc.) Has been properly assigned to the application. For example, if HyperTerminal functions with COM2 set, then change the COM port setting in the application to reflect COM2.

If after completing all of the steps in this trouble shooting document you are still experiencing technical problems with your Topaz LCD Serial tablet please contact Topaz Systems Technical Support at support@topazsystems.com or at 805-520-8286.