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Seiko SmartPad and Compaq iPAQ 3900 Series Infrared (IR) Driver Update Installation Guide

Recently, Compaq Computer (now Hewlett Packard) introduced the new 3900 Series of pocket PC handheld computers that included a number of new features and functionality.

The new models in this series were as follows:

- 3950
- 3955
- 3970
- 3975

One of the new features was found to cause communications issues with the Seiko SmartPad line of products. As a result, the iPAQ 3900 Series with ROM versions 1.0 and 2.0 owners are required to download and install an updated IR port driver from the HP/Compaq website and download an update to Seiko's InkNote Manager software from the Seiko website.

These software updates are being made available to Seiko SmartPad owners that have InkNote Manager version 2.x or greater installed on their system and Compaq owners at no charge.

STEP 1: Check the ROM version on your iPAQ handheld computer.

To check the ROM version, do the following:

- On the main menu, select **Settings**, on the settings screen at the bottom of the screen select **System**, on the system screen select the program **Asset Viewer**, in asset viewer expand the item **Version**. If the ROM Revision indicates version 1.0 or 2.0, then you should proceed with this update.

STEP 2: Download and install the Compaq Infrared (IR) driver update.

To proceed with the update identified above, follow the instructions below.

1. Download the updated IR port driver to a personal computer from the following Compaq website: <http://www.compaq.com/support/files/handheldiPAQ/us/download/15800.html>
The file downloaded is a self-extracting executable.
2. Establish an Activesync connection between your iPAQ Pocket PC and host PC.
3. Execute the downloaded file and follow the on-screen instructions.
4. When prompted to Confirm File Replace on the iPAQ, choose "yes to All"
5. **Important.** Perform a normal reset on the iPAQ Pocket PC. Inserting the stylus in the small hole on the bottom of the iPAQ for approximately 1 second performs a reset.

STEP 3: Download and install InkNote Manger version 3.2.

The next step is to download the updated InkNote Manager version 3.2 from one of the following Seiko websites:

- If you are a SmartPad2 owner with InkNote Manager version 2.x or greater installed on your system or you are a SmartPad owner that has previously upgraded to InkNote Manager 2.x or greater, go to the following website for your free upgrade: <http://www.seikosmart.com/support/sp580psoft.html>
- If you are a SmartPad owner that has not upgraded to InkNote Manager version 2.x or greater, you can purchase InkNote Manager 3.2 for \$29.95 from the following website: <http://www.seikosmart.com/support/sp580soft.html>

Refer to your SmartPad Quick Start Guide for software installation instructions and tips.

Or, you can check the following URL's for:

- InkNote Manager Installation Tips - <http://www.seikosmart.com/support/inm30tips.html>
- Frequently Asked Questions - <http://www.seikosmart.com/support/faqinm.html>
- InkNote Manager Software Readme File - http://www.seikosmart.com/support/inm_readme.html
- SmartPad Users Guide - <http://www.seikosmart.com/support/pdf/ilguide.pdf>