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Seiko SmartPad and Compaq iPAQ 3900 Series Compatibility Overview

Recently, Compaq Computer (now Hewlett Packard) introduced the new 3900 Series of pocket PC handheld computers. These iPAQ's included a number of new features and functionality including:

- Faster Intel PXA250 400 Mhz Processor
- Improved color LCD transfective screen
- Consumer IR supporting integrated universal remote control for entertainment systems
- Integrated Bluetooth (3970 and 3975 models)

The new models in this series were as follows:

- 3950
- 3955
- 3970
- 3975

Soon after these new models arrived on the market, it came to our attention that the Seiko SmartPad line of products was not achieving compatibility with the Compaq 3900 Series products, despite the fact that Seiko has had 100% functionality and compatibility with all previous series and models of Compaq iPAQ products.

Seiko immediately began investigating this issue to determine the cause of this incompatibility, which had to do with the new Consumer IR implementation by Compaq in the iPAQ 3900 series. The investigation process included contacting Compaq Support Engineering to assist in achieving resolution for our valued customers.

The results of the investigation yielded a finding that the iPAQ 3900 Series did not have IR compatibility with other industry devices and that a fix would have to be developed. We are pleased to report that Seiko and Compaq have arrived at a compatibility solution that requires our customers to perform some simple software updates of their Compaq iPAQ 3900 Series computer and Seiko InkNote Manager Software for SmartPad.

The updates require the 3900 Series with ROM versions 1.0 and 2.0 owners 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.

To check the ROM version on the iPAQ handheld computer, 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.

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>
2. The file downloaded is a self-extracting executable.
3. Establish an Activesync connection between your iPAQ Pocket PC and host PC.
4. Execute the downloaded file and follow the on-screen instructions.
5. When prompted to Confirm File Replace on the iPAQ, choose "yes to All"
6. **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.

The next step is to download the updated InkNote Manager version 3.2 from the Seiko website.

1. Download 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 and have not yet purchased a previous version of InkNote Manager, you can purchase InkNote Manager 3.2 for \$29.95 from the following website:
<http://www.seikosmart.com/support/sp580soft.html>

2. The file downloaded is a self-extracting executable.
3. Establish an Activesync connection between your iPAQ Pocket PC and host PC.
4. Execute the downloaded file and follow the on-screen instructions.
5. If you have a previous version of InkNote Manager, the setup program will uninstall it. Once it has been uninstalled, restart the InkNote Manager installation program.
6. **Important.** Open the Pocket PC's Start menu and tap Settings, tap the Connections tab, tap the Beam icon, and clear the checkbox by Receive All Incoming Beams And Select Discoverable Mode.
7. The first time you start InkNote Manager on your handheld you will be asked to choose the pen hardware you are using. Tap SmartPad, then tap OK.
8. Attach your handheld to the SmartPad, paying special attention to the alignment of the iPAQ IR port to the SmartPad Transceiver. The iPAQ IR port is located to the right of center on the top of the unit.
9. You are ready to create your first ink note. Use the SmartPad pen end on your SmartPad writing pad. Use a stylus or the stylus pen cap on your handheld. Do not use the pen on the handheld screen; it might scratch the surface.
10. Launch InkNote Manager on your handheld. Write on the SmartPad tablet with the SmartPad pen. Ink will appear on the screen.

InkNote Manager 3.2 Installation Tips

- During setup you might be asked for the hardware serial number.
- On the original SmartPad, the serial number is under the paper writing pad, in the lower-left corner.
- On the SmartPad2, the serial number is under the paper writing pad, in the upper-right corner.
- The first part of the serial number might already be displayed in the form. Be sure you don't repeat the first few characters.
- You might be asked for a software purchase code during setup.
- If you have a SmartPad that came with InkNote Manager software, and you have entered the hardware serial number correctly, you should not see this prompt. Click Back and correct the hardware serial number.
- If you have a SmartPad that originally supported Palm OS handhelds, and did not include InkNote Manager software, you must purchase an upgrade to InkNote Manager 3.2. Go to: <https://www.leadertech.com/seiko/inm3/>
- If you have previously purchased an upgrade to InkNote Manager, enter the software purchase code you received when you purchased the upgrade.
- Be sure to check the Pocket PC box in addition to Desktop, so setup will install the handheld version of InkNote Manager correctly.
- On Windows NT, 2000, or XP, you must have administrative rights to install the software.
- If you get an error during setup, disable your anti-virus program and run setup again.

- **Important.** Open the Pocket PC's Start menu and tap Settings, tap the Connections tab, tap the Beam icon, and clear the checkbox by Receive All Incoming Beams And Select Discoverable Mode.
- Compaq iPAQ communicates with SmartPad via its COM2 port. To set the COM2 port, open InkNote Manager, tap Setup, select and tap Tablet properties and then select COM2 in the Select port drop down menu.