





## FieldConnect – Topcon FC-100, Topcon FC-2000, or TDS Recon (Windows CE .NET 4)

### Incorrect COM Port settings prevent connection

#### Issue

FieldConnect will not communicate with the modem if the baud rate or other communication settings are not correct. On some devices, you may get an error message "An internet connection to the OfficeSync Gateway could not be established. Please try again" although the signal strength icon shows a good signal.

#### Solution

Baud Rate must be set to 115200, and Flow Control should be set to None in the connection properties. On some devices these may default to other values.

Click on the Start Menu > Settings > Network and Dialup Connections. Then tap once on the FieldConnect icon to highlight it. Then click on the Connection menu > Properties. Then click the Configure button. Make sure the settings match the following, and then click OK.

Baud Rate = 115200 (may default to 19200)

Data Bits = 8

Parity = None

Stop Bits = 1

Flow Control = None (may default to Hardware)

This step may be required again if the device is Hard Reset or if it loses battery power.