





FieldConnect – Panasonic Toughbook CF-P1

Incorrect Dialing Location prevents connection.

Issue

The dialing location must be set to "Work" so that the correct dialing rules are used. If this is not set, you will get a message indicating "An internet connection to the OfficeSync Gateway could not be established. Please Try Again" although the signal strength icon shows a good signal.

Solution 1

If it is an older-style Toughbook running Windows CE (start menu at the bottom of the screen):
Tap on Start > Settings > Control Panel, double-tap on the Dialing icon, then change the Location from "Home" to "Work". Then tap OK and close the Control Panel window.

Solution 2

If it is a newer-style Toughbook running PocketPC (start menu at the top of the screen):
Tap on Start > Settings, then tap on the Connections tab, tap on the Connections icon, then tap on the Dialing Locations tab and Change the Location from "Home" to "Work". Then tap OK and close the Settings window.