





FieldConnect – MicroSurvey Tracker, Carlson Explorer, Jett CE

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. You 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.

Cause

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

Solution

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 Cold Booted / Hard Reset or loses battery power.

Incorrect COM Port setting may cause crash during file transfer

Issue

FieldConnect may sometimes crash during the upload or download process if a Flow Control setting is set incorrectly.

Cause

Flow Control should be set to "None" in the connection properties. This step may be required again if the device is Cold Booted or if the batteries go dead.

Solution

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. Change the Flow Control setting from Hardware to None, then click OK.

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

Connection to external power disrupts communication with modem

Issue

FieldConnect will not connect with the modem when the JettCE is plugged into external power. You get an error message indicating "An internet connection to the OfficeSync Gateway could not be established. Please try again" and the signal strength icon shows 0%.

Solution

JettCE devices are wired to provide power through the com port. This extra power signal disrupts the data communications. Disconnect the data collector from the external power while connecting with the modem. This issue does not affect the Tracker Xtreme.

Installation error message on Tracker Xtreme

Non-Issue:

During installation on a Tracker Xtreme, you may get the following error: "Unsupported System Version. The program is not compatible with the current operating system and, therefore, may not run on this device. Do you want to continue installation?" Just click Yes, the program will run properly.