

## Troubleshooting Tips

### Ctech

1. NEVER REMOVE THE BATTERY OUT OF THE CTECH UNIT. THIS WILL CAUSE THE UNIT TO LOSE THE CTECH PROGRAM.
2. Always make sure that you get a confirmation number after sending your order. If it only tells you that update was successful then most likely it only updated and did not send the order. You can go into Order processing to verify if your order is still there then resend.
3. Fatal alert message – This message will not allow you to navigate to any other screen. You can press all buttons and nothing takes place.
  - a. Remove cover of battery on back side of unit. MAKE SURE THE BATTERY DOES NOT COME OUT. When looking at the backside of the unit there is a black rubber button, take a pen or stylus and press the center of the button for a brief second. Replace cover and turn unit back on. The screen will say Palm power then after a minute or so should go the date/time screen. Press the house symbol. Make sure the top right hand corner says ALL. Ctech 21 should be on the second row, middle symbol.
4. Ctech unit will not connect to corporate.
  - a. First verify that the phone line has dial tone.
  - b. Make sure that the connections on the modem are secure. Adapter, power cord and phone line.
  - c. Check to make sure that the phone line is in the line jack on the back of the modem.
  - d. Exit out of ctech program completely by pressing the home button to you are out of ctech.
  - e. Power off modem then back on.
  - f. Re-enter the ctech program and retry.
5. Modem makes long tones/sounds and never connects to corporate.
  - a. Can mean signs of a bad modem.
  - b. Can also mean that there is line static.
  - c. If replacement modem is sent out and it still does the same thing then phone lines should be check by phone company. Customer should call and report that the line is being used for data connection and that they are having trouble establishing connection.

6. Ctech unit has on screen erase all data. Yes or No
  - a. At this point no matter what option you take is not good. Ctech program will lose program.
  
7. Ctech units should be kept on charger/cradles when not being used.
8. Time out error. This means that the unit some way shape or form has lost it connection to corporate. You may have to resend or re-update.