

PX3008

NEO Cradle Modem

User Manual

PN 8100194.A



ISO 9001 Certified
Quality Management System



Return-To-Factory Warranty

Psion Teklogix provides a return to factory warranty on this product for a period of twelve (12) months in accordance with the statement of Warranty and Product Support provided at:

www.pSIONteklogix.com/warranty

The warranty on Psion Teklogix manufactured equipment does not extend to any product that has been tampered with, altered, or repaired by any person other than an employee of an authorized Psion Teklogix service organization. See Psion Teklogix terms and conditions of sale for full details.



Important: Psion Teklogix warranties take effect on the date of shipment.

Service

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

To locate your local support services, please go to:

www.pSIONteklogix.com/service-and-support.htm

List of Approvals

North America

FCC Part 68 and IC CS-03 Industry Canada Telecom Requirements.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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All trademarks are the property of their respective holders.

Telecom Compliance, Warnings, and Notices United States

The applicable regulatory notices for the United States include:

- This equipment complies with Part 68 of the FCC rules and requirements adopted by ACTA. On the bottom of this equipment is a label that contains a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The Ringer Equivalency Number (REN) determines the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point.

- This equipment must be connected to the telephone network or premises wiring using a compatible modular jack (RJ11C) compliant with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug are provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.
- If this equipment, the NEO Cradle Modem, PX3008, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. Also, you will be advised of your right to file complaint with the FCC if you believe it is necessary.
- The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

- If trouble is experienced with this equipment, the NEO Cradle Modem, PX3008, contact Psion Tekogix (800-387-8898, option 3) for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
- This equipment must not be used on party lines.
- If your home or business has specially wired alarm equipment connected to the telephone line, ensure the installation of this modem does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company.
- No user repairable parts are contained within this equipment.

Canada

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number on the product label. The abbreviation "IC" before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Europe

This equipment complies with the essential requirements of EMC Directive 2004/108/EC, R&TTE Directive 1995/5/EC, and Low Voltage Directive 2006/95/EC.



When used in a residential, commercial or light industrial environment the product and its approved UK and European peripherals fulfill all requirements for CE marking.

Declaration of Conformity Documents are available on request.



Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC

This Product, and its accessories, comply with the requirements of the Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC.

If your end-of-life Psion Teklogix product or accessory carries a label as shown here, please contact your local country representative for details on how to arrange recycling. For a list of international subsidiaries, please go to: www.pSIONteklogix.com/environmental-compliance.htm

Restriction On Hazardous Substances (RoHS) Directive 2002/95/EC

What is RoHS?

The European Union has mandated that high environmental standards be met in the design and manufacture of electronic and electrical products sold in Europe, to reduce hazardous substances from entering the environment. The “Restriction on Hazardous Substances Directive (RoHS)” prescribes the maximum trace levels of lead, cadmium, mercury, hexavalent chromium, and flame retardants PBB and PBDE that may be contained in a product. Only products meeting these high environmental standards may be “placed on the market” in EU member states after July 1, 2006.



RoHS Logo

Although there is no legal requirement to mark RoHS-compliant products, Psion Teklogix Inc. indicates its compliance with the directive as follows:

The RoHS logo located either on the back of the product or underneath the battery in the battery compartment (or on a related accessory such as the charger or docking station) signifies that the product is RoHS-compliant as per the EU directive. Other than as noted below, a Psion Teklogix product that does not have an accompanying RoHS logo signifies that it was placed on the EU market prior to July 1, 2006, and is thereby exempt from the directive.

Note: Not all accessories or peripherals will have a RoHS logo due to physical space limitations or as a result of their exempt status.

Disclaimer

Every effort has been made to make this material complete, accurate, and up-to-date. In addition, changes are periodically added to the information herein; these changes will be incorporated into new editions of the publication.

Psion Teklogix Inc. reserves the right to make improvements and/or changes in the product(s) and/or the program(s) described in this document without notice, and shall not be responsible for any damages, including but not limited to consequential damages, caused by reliance on the material presented, including but not limited to typographical errors.

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Safety Instructions



Important: Use the AC adaptor specified or recommended by Psion Teklogix.

- Before using the PX3008, read all instructions and cautionary markings on the Cradle Modem, batteries and AC Adaptor.
- The PX3008 is used to charge only the hand-held computer and batteries recommended by Psion Teklogix.
- The AC Adaptor shall comply with National safety regulations of the country where the equipment is to be used.
- Use of an attachment not recommended or sold by the manufacturer may result in fire, electric shock or personal injury.
- To reduce risk of damage to the electric plug and cord when unplugging the Cradle Modem, pull the plug rather than the cord.
- Make sure the cord is positioned so that it is not stepped on, tripped over, or otherwise subjected to damage or stress.
- Do not use the PX3008 or the AC Adaptor if the cord or plug are damaged. Replace immediately.
- Do not operate the PX3008 or AC Adaptor if either has received a sharp blow, been dropped or otherwise damaged in any way; it should be inspected by qualified service personnel.
- Do not disassemble the PX3008 or the AC Adaptor; these should be repaired by qualified service personnel. Incorrect reassembly may result in electric shock or fire.
- To reduce risk of electric shock, unplug the AC Adaptor from the outlet before attempting any maintenance or cleaning.
- Do not expose the AC Adaptor or PX3008 to rain or snow.

- An extension cord should not be used unless absolutely necessary.

Use of an improper extension cord could result in fire or electric shock. If an extension cord must be used, review and comply with the following:

- The plug pins on the extension cord are the same number, size, and shape as those on the adaptor.
- The extension cord is properly wired and in good electrical condition and that the wire size is larger than 18 AWG.
- Allow cold batteries to warm up to room temperature before placing them in the PX3008.
- Do not use the PX3008 if the battery feels warmer than the Cradle Modem housing after charging for 4-5 hours. The charger should be inspected by qualified service personnel.
- PX3008 storage temperature is from -30°C to +60°C (-22°F to 140°F). Operating humidity and temperature is 5-95% noncondensing, and 0°C to +40°C (32°F to 104°F).
- The RJ-11 cable intended for use with the modem cradle shall have conductors with at least 26 AWG to reduce the risk of fire.
- The modem may be damaged if connected to a digital telephone line.



2. Introduction

Important: To preserve battery integrity, the PX3008 will begin charging only when the battery temperature is between 0°C and 40°C (32°F to 104°F).

The PX3008 is designed to operate as a charger and as a modem. It also provides pass-through USB connectivity to a USB host or device.

2.1 The Charger

As a charger, the Cradle Modem can:

- Fast charge the internal battery in the NEO.
- Fast charge the spare battery pack inserted in the Cradle Modem charge well.

The PX3008 uses careful charge algorithms designed to maximize battery life while ensuring the shortest possible charge time. The charger supports proprietary Psion Teklogix Batteries and handles a range of voltages and charge algorithms.

Refer to the NEO Hand-Held Computer User Manual, PN 8100157, for more information regarding battery capacity, charge times and battery life. See “Charging The Spare Battery” on page 5 for more information.

2.2 The Modem

- Operating as a modem, the PX3008 enables an analog phone line connection to a host computer. NEO hand-held users can access and transfer critical information as easily as making a phone call. The modem provides a V.92 connection with audible and visual call progress indicators.
- Refer to “Using The Modem” on page 7 for further details.

2.3 Operator Controls

The PX3008 has a switch in the rear to select modem or USB connectivity. Only one data path is active at a time.

2.4 Indicators

The front-mounted LEDs indicate power ON status, modem status, and spare battery charge status.

*Cradle Modem
Front View*



Power / Modem LED Status

Yellow - Power is applied to the cradle.

Green - Modem-to-Modem Connection established

3. Charging The Spare Battery

- Insert the battery in the rear well of the PX3008 with the connector facing to the right.
- Slide the battery in and down to mate with the connector.

When a NEO is inserted in the Cradle Modem along with a spare battery, the spare battery will be in standby mode until the internal NEO battery is approximately 60% charged. At this point, the spare battery will begin charging.

During the initial charge, the spare battery LED will be solid yellow. When the spare battery is greater than 75% full, the LED blinks green. When the spare battery is fully charged, the LED is solid green.

There is no risk of overcharge if the battery remains in the charge slot. The spare battery takes no more than 3.5 hours to fully charge.

4. Using the Micro-USB Port

The PX3008 offers a rear-mounted host or device micro-USB connection to the NEO hand-held. USB host or device mode is cable dependent.

The NEO supports communication with low- and full-speed USB 1.1 compliant devices and hosts.

The Cradle Modem ships with a USB B cable for host applications through the docking station.

*Cradle Modem
Rear View*



- Slide the USB/modem switch to the left to activate the micro-USB port.
- Insert the micro-USB connector into the port. This port operates like any standard USB port, allowing you to connect to a PC or other USB devices.

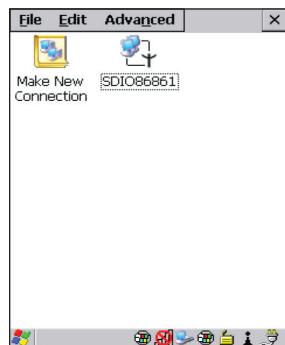
5. Using The Modem

The PX3008 is equipped with a standard, dial-up modem port.

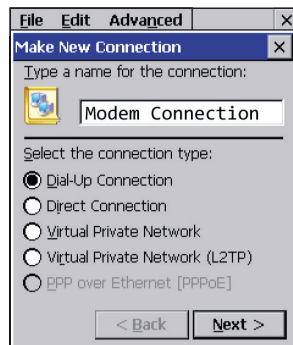
- To activate this port, slide the USB/Modem switch to the right.

The following steps describe how to configure NEO for a PPP connection with a remote computer.

1. Establish power and cable connections as described in the Quick Start Guide.
2. If the modem driver is already installed, skip steps 3-7.
3. Set the mode switch at the rear of the cradle to the USB position (left).
4. Dock the NEO into the cradle.
5. Use ActiveSync to copy the Modem cab file from the PC to the hand-held and store in the **/temp** directory.
6. On NEO, install the modem driver by double-clicking the cab file.
7. Once the driver is installed, remove NEO from the cradle and perform a warm reset.
Start Menu > Shutdown > Warm Reset

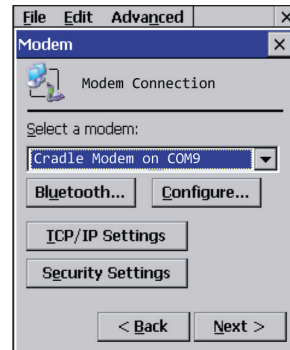


STEP 10

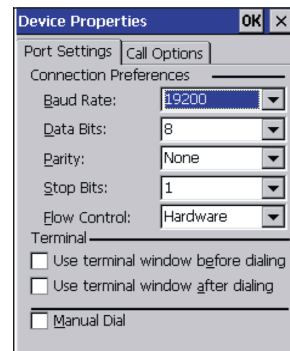


STEP 11

8. Move the cradle mode switch to the Modem position (right), then dock NEO.
9. Click on **Start > Settings > Network**.
10. Double-click on **Make New Connection**.
11. In the *Make New Connection* dialog box, choose **Dial-Up Connection**. Enter a name for your modem network connection.
12. Tap on the **Next** button to display the Modem dialog box.
13. In the drop-down menu labeled *Select a Modem* choose **Cradle Modem on COM9**.
14. If desired, use the *Configure* button to customize port settings and call options.
15. Click on **Next** to display the phone number dialog box.
16. Enter the phone number of the remote modem.
17. Click **Finish**.



STEP 13



STEP 14

The following steps describe how to establish a PPP connection with a remote computer once NEO has been properly configured.

1. Double-click the **Connection** created above. Enter your **user name, password, and domain name**. These should be provided by your ISP provider or IT department.
2. Use Dialing properties to select **Home** or **Work** depending on where you are calling from.
3. Click **Connect**. The modem will dial and establish a connection with the remote modem.

6. Troubleshooting

6.1 PX3008 Does Not Power ON

When connected to the DC power supply, the cradle Power LED should be yellow.

- If this does not occur, the charger is defective and requires service.

6.2 The NEO Charge LED Stays OFF

When a NEO is docked in a powered Cradle Modem, and the hand-held LED stays off, both the NEO and the Cradle Modem require investigation.

- Use a NEO with a properly functioning charge indicator to isolate the problem.

6.3 PX3008 Charge LED Off When A Battery Is Installed

- Inspect the charge slot contacts for damage. Check to ensure that they are not bent, flattened, twisted or broken.
- Reinstall the battery and check that it is fully seated in the slot.

- Try inserting a battery that you know to be working in the charger slot.
- Disconnect and reconnect the AC Adaptor, and check that the Power LED indicator is solid yellow.

If the charge slot fails to charge the working battery, the Cradle Modem is defective and requires service.

6.4 PX3008 Charge LED Flashes Red at a 50/50% Rate

This indicates the cradle is experiencing an under-voltage condition. This can be caused by a brownout condition on the AC input or a defective AC Adaptor

- If the AC line voltage is normal, connect a known good 6vdc power adaptor to the cradle. If the problem persists with a known good adaptor, the Cradle Modem is defective and requires service.

6.5 PX3008 Charge LED Flashes Yellow

This indicates the temperature of the battery is outside the safe charging temperature range.

- Insert a known good battery. If the problem persists, the ambient temperature is creating battery temperatures outside the acceptable charging range of the battery.

6.6 PX3008 Charge LED Solid Red

This indicates a defective battery. Remove and reinsert the battery. If the problem persists, insert a known good battery to insure problem is within the cradle. If the problem persists with a known good battery, the Cradle Modem is defective and requires service.

6.7 “Unidentified USB Device” Displayed When Docking NEO

- If the switch is in the modem position, the modem driver is not installed properly. Re-install the modem driver.
- If the switch is in the USB position, re-install the driver for the USB-connected device.

6.8 Cradle Modem Does not Establish a Connection with a Remote Modem

- Verify the USB/Modem switch is in the modem position.
- Verify the RJ11 phone cable is properly attached to the cradle and the wall phone jack.
- Verify the Dialup connection is configured properly as described on pages 7-9.
- Verify the phone line is functioning properly by connecting a conventional telephone to the phone line and establishing a connection with another phone number.

7. Maintaining The PX3008



Important: Do not immerse the unit in water.

- Use only mild detergent or soapy water on a slightly damp cloth to clean the PX3008.
- Avoid abrasive cleaners, solvents, or strong chemicals for cleaning. The plastic and stamping is partially soluble in oils, mineral spirits and gasoline. They slowly decompose in strong alkaline solutions.

- To clean ink marks from the label, use isopropyl alcohol.

8. Support Services & Worldwide Offices

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

8.1 Technical Support

For technical support in North America:

Call Toll Free +1 800 387 8898 Option 3, or

Direct Dial +1 905 813 9900 Ext. 1999 Option 3

For technical support in EMEA (Europe, Middle East and Africa), please contact the local office listed in the following website below: www.pSIONteklogix.com/EMEASupport

For technical support in Asia, please send your request through Teknet: www.pSIONteklogix.com/teknet

Technical Support for Mobile Computing Products is provided via email through the Psion Teklogix customer and partner extranets.

To reach the website, go to www.pSIONteklogix.com, and click on the appropriate Teknet link on the home page. Then click on the **Login** button or the **Register** button, depending on whether you have previously registered for Teknet. Once you have logged in, search for the **Support Request Form**.

8.2 Product Repairs

For repair service in North America:

Call Toll Free +1 800 387 8898 Option 2, or

Direct Dial +1 905 813 9900 Ext. 1999 Option 2

For repair service in EMEA (Europe, Middle East and Africa),

please contact the local office listed in the following website

www.pSIONteklogix.com/EMEA_Support

For repair service in Asia, please send requests through Teknet

(see details about signing on to Teknet in section 8.1 on page 11)

www.pSIONteklogix.com/teknet

8.3 Worldwide Offices

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