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# FREQUENTLY ASKED QUESTIONS

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## ***I can't find the Dartscreen icon on the touch screen.***

Be sure that "All" is selected at the top right corner of the touch screen. If the PDA battery runs down and isn't charged for a couple of weeks, you may have to reboot after you recharge the PDA and the Dartscreen programs will need to be reloaded.

## ***How do I put the HT Screener application back onto the Palm?***

Palm Desktop Version 4.1.4 (Windows XP):

- Double-click on the Palm Quick Install icon on your desktop, or go to Start > Programs > palmOne and open the Quick Install software from there.
- In the upper right-hand corner is a drop-down box with the names of all Palms that are synced to the Palm software on your PC. Select the name of the Palm onto which you want to load the Healthy Teen Screener application.
- When the name of the Palm appears in the box, drag the Dartscreen4.5.prc, mathLib.prc and NSBSystemLib.prc files into the white box on the left.
- If you have more than one Palm, repeat this process for each Palm by selecting the name of the Palm from the drop-down list.
- Close the Quick Install program.

Palm Desktop Version 6.2 (Windows 7):

- Right-click on the Hotsync Manager icon in the system tray and choose "Install..." In the window that pops up, choose the name of the Palm onto which you want to load the HT Screener application from the drop-down list at the top of the window.
- Click "Add..." and browse to where you saved the files. Select all three files and click Open.
- If you have more than one Palm, repeat this process for each Palm by selecting the name of the Palm from the drop-down list.
- Close the Install Tool.

If you are loading the application because it was lost when rebooted or Palm converted to factory settings will also have to reload the MathLib.prc or NSBSystemLib.prc

Next time you sync the Palm it will automatically install the new screener application.

## ***The screen on the PDA is black.***

The battery has run down and you need to charge the PDA for several hours. If it has not been charged for a while, you should allow it to charge for 24 hours before trying to reboot. If it doesn't respond after charging it for 24 hours, try resetting your palm using the reset button on the back.

### ***How do I reset my PDA?***

**Soft Reset:** This reset is similar to restarting your computer. It can be useful for fixing a variety of problems and it usually doesn't affect your data on your Palm unless your battery is low. Use an unfolded paper clip or the tip of a stylus and gently press and release the RESET button inside the hole on the back panel of your Palm. After a reset, a logo screen appears, followed shortly by a Preference screen asking you to set time and date.

**Hard Reset:** A hard reset **will erase** everything on your device. All your data will be removed, and formats, preferences and other settings will be restored to their factory default settings. Don't perform a hard reset unless you've backed up all your data or if you're willing to lose everything. Hold down the power button on your Palm. While holding down the power button, turn over your Palm and use the unfolded paper clip to gently press the RESET button on the back. Continue to hold down the power button while the screen shows the Palm logo and progress bar. Then the circular Palm logo will appear. Release the power button when you see the circular logo. When the warning appears, press Up to confirm the hard reset.

### ***I have to tap the screen on the Palm really hard before anything happens.***

With use over time you may need to calibrate the touch screen (digitizer) on your Palm. Go to the home screen and touch the Prefs icon. Choose touch screen or digitizer. A target appears on the screen. Tap the center of the target with your stylus. This aligns the screen digitizer. The more accurately you tap the center of the targets, the more accurately your screen is set. If you miss the target(s), the process will repeat until calibration is successful.

### ***I can't sync my Palm to my computer.***

In the system tray, next to the dock, find the red and blue icon for the Hotsync Manager. If it's not there, restart the program by going to Start > Programs > Palm (or palmOne) and choosing Hotsync Manager from the list that appears. Once it has been restarted, follow the appropriate steps for your version of Palm Desktop/Windows.

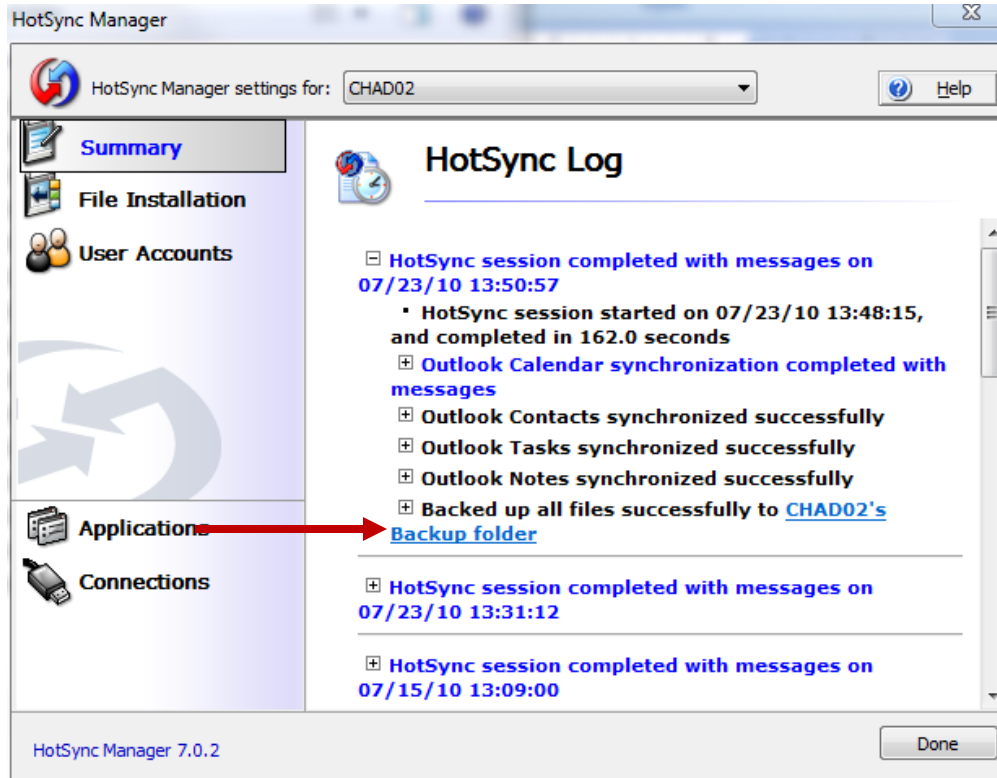
Palm Desktop Version 4.1.4 (Windows XP):

1. Right-click on the small red and blue Palm hot-sync icon in your system tray and make sure Local USB is checked.
2. Click on "View Log" and select the name of the Palm you're trying to sync. The log contains a detailed description of the sync process. Copy and paste the log into an email and send it to [healthyteens@dartmouth.edu](mailto:healthyteens@dartmouth.edu).

Palm Desktop Version 6.2 (Windows 7):

1. Right-click on the small red and blue Palm hot-sync icon in your system tray (next to the system clock).
2. Select "Settings..." from the popup menu.
3. Choose "Connections" from the left-hand menu and make sure Local USB is checked.

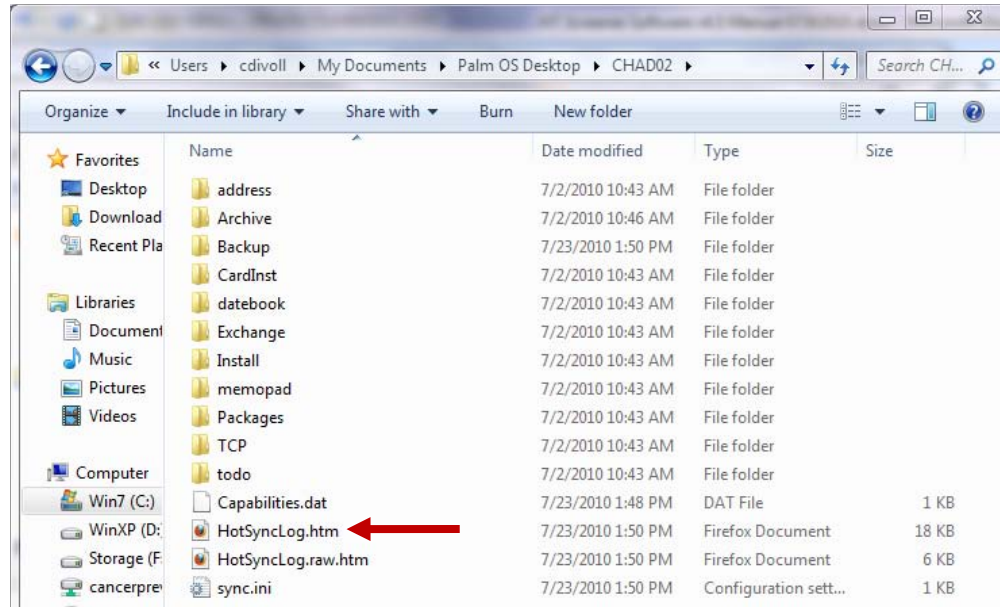
4. Choose "Summary" from the left-hand menu and click on the link to view the HotSync log. The log contains a detailed description of the sync process.



5. To copy the log, click the Backup folder link and navigate up one level to the main folder for that Palm by clicking on the folder listed before Backup. The name should be similar to the name of the Palm but many not match it exactly.



6. Open the file named HotSyncLog.htm and copy the contents into an email to send to [healthyteens@dartmouth.edu](mailto:healthyteens@dartmouth.edu).



***What are administrative privileges for my computer and why do I need them to install the HT screener?***

If you have administrative privileges for your computer, you may add or remove software programs from your computer. Many practices have Informational Technology [IT] support that have sole control over "administrative privileges," meaning that all other individuals cannot add or remove software programs on their computers. If you have IT support it is important to talk with them about who should add the software programs necessary to sync the Healthy Teen surveys to the secure website. You must be able to sync to the website to print or to back-up the surveys on your PDA.

***How do I know if I have administrative privileges?***

A simple way to check is to go to the Control Panel and click on Add/Remove Programs. If you can open Add/Remove Programs you have administrative privileges. If you don't have administrative privileges, you will need to ask your IT support to load the HT programs or to give you temporary administrative privileges.

***I can sync my palm to my PC, but the surveys don't show up on our website.***

There could be several problems. First check the sync log to see if there is a Dartscreen Conduit error. If there is an error there are three potential causes.

- The Palm desktop software and the Dartscreen Conduit were installed under different administrative privileges. Uninstall the software and reinstall everything from the same administrative user account.
- There is a problem with the Dartscreen conduit connection.

- The conduit and screener application are not the same version. Check the version number on the screener application and conduit.

### ***How do I check the conduit connection?***

Palm Desktop Version 4.1.4 (Windows XP):

3. Right-click on the small red and blue Palm hot-sync icon in your system tray (next to the system clock).
4. Select "Custom" from the popup menu and select the "DartScreen Conduit v4.5" line
5. Click on "Change" and then click on the "Data Source" button
6. Click on the "Test connection" button. If the connection is NOT successful, make sure the "Database Driver" drop-down shows "SQL Server" and try again.

Palm Desktop Version 6.2 (Windows 7):

1. Right-click on the small red and blue Palm hot-sync icon in your system tray (next to the system clock).
2. Select "Settings..." from the popup menu.
3. In the window that pops up, choose "Applications" from the left-hand menu. Select the "Dartscreen Conduit v4.5" and click the Configure button.
4. In the box that pops up, click the Datasource button.
5. Click on the "Test connection" button. If the connection is NOT successful, make sure the "Database Driver" drop-down shows "SQL Server" and try again.

The connection test must be successful in order for the Palm to sync with the database.

### ***What if our institution has a firewall that prevents the Palm screener from uploading the data to the website?***

Please give this information to your local network administrator and request that communication with the below server and port is allowed by the firewall. This is what your IT/network support will need to know in order to make the PDA sync process work over their network firewalls:

*At each sync operation, the Palm will make a standard ODBC call to the following MySQL server: **elm.safesecureweb.com (204.12.119.4) on port 3306**. The most straightforward solution to allow PDA synch through an institutional firewall is to add an "allow inbound" rule for the IP address: 204.12.119.4 (elm.safesecureweb.com) in the firewall protocol.*