

Troubleshooter parts for assisting the installation

A. Before installation of IrDA 2.0 and DI27

Correct version of Microsoft Infrared Support

Go to the add/remove program applet in the control panel. Look for Microsoft infrared support 2.0 in the alphabetically ordered list. If you have Microsoft Infrared support 1.0 or Microsoft Infrared support 3.0 in the list, select them and click the add/remove button.

Problems with uninstalling the IrDA 1.0 and IrDA 3.0 drivers

On some laptops the uninstallation may cause that Windows 95 can not find the serial.vxd and the serialui.vxd files To prevent this from happening you can do the following.

Go to Startbutton/Find/Files or Folders and write serial*.* in the "Name and location" box and search your harddrive. Put a formatted floppy in your floppy station. Rightclick the files and choose "Send to floppy (A)". Due to the fact that you send the files cross different units, Windows 95 will automatically copy the files to the floppydrive. If Windows 95 ask for these files please browse to the windows\system folder or install from unit a(if asked for).

How can I see that the IR-eye on my laptop is active

Background

On many laptops the IR-port (Eye) is active but some manufacturers make it possible to switch it on and off if you do not use it. Some manufacturers deliver their laptops with the Physical IR-port active and some with disabled Physical IR-port. This may also vary with machines from the same manufacturer. Also on some laptops it is impossible to switch off the IR. It is always active which normally means an easy installation of IrDA and DI27. If the IR-port is disabled you can not start the IR-communication. To see the properties or status of your laptop we suggest that you look for the following.

Look for "Generic IR serial COM-Port"

To see if your IR-port is active you can first go to the Controlpanel in Windows 95 and double-click the System applet. Select the devicemanager. A small window with devices by type will appear. Way down in the list you can see "Ports". Click the plus-sign to the left of ports to see all the installed ports on your laptop. Look for a "Generic IR serial COM-port". Depending on what you see there are two possibilities described in the following section

Yes I have an "Generic IR Serial COM-port" or an "Generic IR Serial COMX-Port"

If this port is not marked with a red cross or a black exclamation mark on a yellow(circle) background your IR-port is enabled and you can continue the installation. If you have problems with your IR-connection this probably do not depend on a disabled Physical IR-Port.

If your "Generic IR serial COM-port" is marked with a red cross or an exclamation mark there are two different possibilities.

First you need to check if you have the Microsoft infrared support 2.0 installed(Please go to the previous section).

Second,if it is installed you can go to the IR-applet in the control-panel and click it. On the options-tab you can check that IR-communication is enabled. If it is not please enable it and restart the computer. Return to the control panel, system, devicemanager and ports to check if the red cross or the exclamation mark have disappeared. If it is still marked you need to check your laptop SetUp. This is the same case as described in the following section.

No I have no "Generic IR serial Com-port" in the devicemanager

To solve this you will have to enter the computer / laptop setup to see if the IR-Port is enabled or disabled. The setup is a special software from the manufacturer where you can enable or disable different devices on your laptop independent of Windows 95. We only suggest you to do this if you are an experienced PC-user. Unfortunately there is no general solution to this problem so we recommend that you consult your laptop user guide for details.

Start setup by F-key

You can look for a description in your laptop user-guide of what F-key you should press in the seconds before the laptop launches Windows 95. This is to be done a few seconds after you have started the computer/laptop. After you pressed the right F-key the SetUp program will start.

Setup program available in Windows 95

On other laptops there is manufacturer developed special software where you can enter the setup directly from Windows 95. It is not unusual that the laptop need a restart to set the changes in the setup program. When you have restarted Windows 95 return to the devicemanager and check if the red cross or exclamation mark have disappeared. If you did not have a "generic IR serial COM-port before you entered setup, Windows 95 may install one after you have logged in.

B.Installation of IrDA 2.0

Windows 95 ask you to keep older files during installation of IrDA 2.0

Due to different language versions on IrDA 2.0 and Windows 95 you can be asked to keep older files or swap them to other newer files or different language version. Windows 95 recommend that you keep the files with the same language version as in Windows 95.

What is the correct COM-Port for the "Built in infrared COM-Port " in the installation wizard

Depending on the model and the manufacturer of your laptop Windows 95 will connect the "Built in infrared port on laptop"(the physical IR-port on your laptop) to different COM-Ports.

Some manufacturers also make it possible to switch of the physical IR-port in the setup or firmware. Another problem is also how many devices you have installed on your laptop like PCMCIA-Card, Modem-card and so on. As an example the PCMCIA card can be assigned to COM2 on one laptop and COM3 on the next. These are the broad guidelines for different manufacturers were the physical IR port is enabled as default.

Compaq: COM3
Toshiba: COM2
HP: COM2

This is not decided in the Install infrared wizard but in the Setup the wizard want to connect the "Built in infrared port on laptop/desktop" with the Generic IR serial port".

The infrared install wizard suggest several alternatives for how to connect the "Built in infrared port" to the Physical IR-Port on your laptop but the correct alternativ is the "Generic IR serial COM-Port. After the installation is finished it is also possible to change this COM-Port in the Infrared applet(Options tab).

It is not uncommon that you must restart the computer to get access to the preferred COM-Port in the IR-Applet(Options tab) after the installation wizard have finished.

What is the correct COM-port for the Infrared Serial COM-port?

This is only a driver but the correct alternative is Infrared Serial COM4 port

Only COM-1 available in the install infrared wizard

Cancel the Install Infrared Wizard and restart the computer. Start the installation of Microsoft Infrared Support again. If COM1 still is the only choice in the wizard we suggest that you contact your retailer or the manufacturer for help.

C. Check the IrDA 2.0 installation

I can not find the Infrared Applet in the Control Panel

Close the control panel and reopen it. You can also use F5 to refresh the Control-panel window.

When I click the infrared applet/icon in the control panel my laptop close down and restart

Probably you have more than one installation of IrDA 2.0 on your laptop. Go to add /remove program in the Control panel and remove Microsoft Infrared Support 2.0.

I have selected the wrong COM-Port for Built in infrared port on laptop /desktop

On some laptops the install infrared wizard suggest other COM-Ports than the Generic IR serial COMX-Port like Communicationsport(COM1). When you click the Infrared icon in the controlpanel you can receive a error message like "Restart windows-internal error..."In this case after restart you can click the IR-icon and change to the right COM-Port in the Options

tab. If the wrong COM-port was assigned to the Built in infrared port.. you simply change the COM-Port in the Infrared options tab and restart the computer.

D. Installation of modem

Follows automatically when you place the phone with modem attached close to the IR-Port on your laptop and click the IR applet/ Icon the first time.

Install DI27 from add new modem

This instruction is valid if you install the modem from the add new modem in the Control Panel and the add new modem wizard is started. Avoid the option that Windows 95 will search for the modem and install from the list of manufacturers. If you choose Ericsson as manufacturer to the left, the DI27 modem will appear in the window to the right. The correct COM-port for the modem is "Virtual Infrared COM-Port".

Check that the modem is installed

Go to modem in the Control Panel and click the icon / applet. If the modem is installed it will appear in the window as Ericsson DI27. After that it is sufficient to look on the IR-signs to the right in the activity field. If you have a IR symbol both to the left and right your modem is also working.

E.After IrDA 2.0 and DI27 installation

The infrared applet can not start the infrared communication or is staying in a search mode(after the IrDA-installation). With this problem we suggest that you check all the previous points mentioned above. There are, however, a few additional points to be checked

- Switch the phone off and on with the modem attached to it.
- Check if the modem is installed. Please see "Check that the modem is installed"
- Delete the DI27 modem and reinstall from add new modem in the modem list: Control panel / Modem. See "Install DI27 from add new modem"
- Change the COM-port in the Infrared Options tab and restart the computer