

USB MTP or Portable Device messages (BHT900 ONLY)

If when the BHT is connected the PC displays New Hardware Messages and Portable Device Options then it could be that the USB on the device is configured incorrectly.

To check this, turn the unit off then press and hold down the **SF** and **1** keys + **⏻** to enter the SYSTEM MENU. Then select option 8:DEVICE then 2:USB. Now ensure the Set Connect Mode is set to **COM**. If **MTP** is selected then press F8 then ENT.

The unit can now be switched off and back on again.

USB Communications Not Working at all

For USB connections that are not working it is first recommended to check that the USB Driver is installed correctly and the port number is known.

- 1) Load the correct driver. This can be found on <http://www.autoidfirst.co.uk/DatasymSupport>
Please follow the instructions supplied with the driver. Note. This should be done before connecting the device for the first time.
- 2) Once the driver is loaded, check the COM Port for the connection. See [USB Comm Port](#) Section below. Now ensure the COM Port is the same as used by Datasym.
- 3) 23
- 4)

If the communications are working in one direction but not the other way then it is likely that the speed setting is not quite correct for the communications hardware. Note this is quite common with USB connections.

Communications Working One Way

If the communications are working in one direction but not the other way then it is likely that the speed setting is not quite correct for the communications hardware. Note this is quite common with USB and USB to Serial connections.

It is recommended to use the high speed communications.

Set-up PC

- 1) Save the new program (e.g. _MYPROG.PD3) to a "C:\BHTPROG\" folder.
- 2) Create a shortcut to Winartu3.exe on the desktop, this can normally be found in the "C:\program files\winartu3\" folder unless a different one was selected during install.
- 3) Edit the properties of the shortcut and modify the Target box, assuming this already contains "C:\program files\winartu3\winartu3.exe" then add the following.

"C:\program files\winartu3\winartu3.exe" **C:\BHTPROG_MYPROG.pd3 +ex**

Please note the spaces between the parameters.

- 4) If you are using COM2 add **+P1** to the target, including a space.

Set-up BHT

- 1) With the BHT powered off press and hold down the SF & 1 keys then press PW to enter the System Menu
- 2) Select 4:SET SYSTEM then ENT
- 3) Select 5:COMMUNICATION then ENT
- 4) If you are using the Cradle
 - a) Select 1:OPTICAL then ENT
 - b) Select 1:PARAMETER then ENT
 - c) Now check that the Transmit speed is set to "19200", then press ENT. Use the cursor keys F5 to F8 to change if necessary.

- 5) If you are using the Cable
 - a) Select 2:CONNECTOR then ENT
 - b) Select 1:PARAMETER then ENT
 - c) Now check that the Transmit speed is set to "19200", Parity "N", Data "8" and Stop "1" then press ENT. Use the cursor keys F5 to F8 to change if necessary.
- 6) Press the C key until the SET COMMUNICATION menu is displayed, now select 4:PROTOCOL TYPE. Ensure the type is set to BHT Protocol then press ENT.
- 7) Now press the C Key until the SYSTEM MENU is displayed again.
- 8) Select 2:DOWNLOAD then ENT
- 9) Select 1:FILE then ENT

Load program

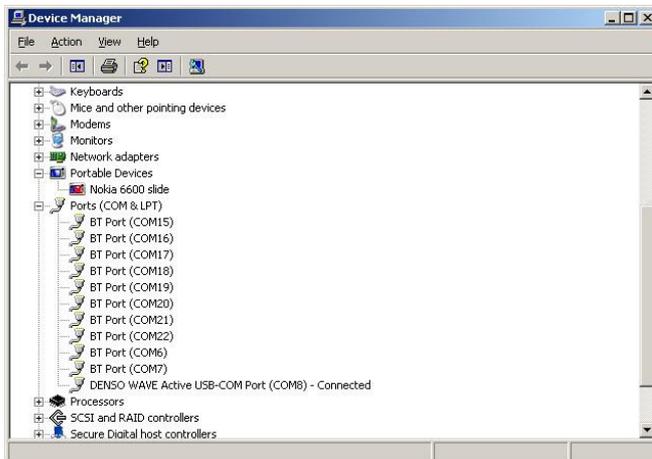
Now run the shortcut on the PC, this should transfer the new program, once complete power off and on again.

Password

Once the new program is loaded and run for the first time it will now prompt you for a password, please contact our call centre 01753 778899 and ask for a BHT password. Then provide the details on the screen. Serial Number, Protect Code (1 Alpha + 9 or 10 digits).

USB Comm Port

To check the USB port for the Active USB drivers, connect and switch on the BHT. Then on the Desktop right click the My Computer Icon then select Properties then the Hardware tab. Now click the Device Manager Button. This will list all PC hardware, expand the Ports (COM & LPT) section. There should be a listing for DENSO WAVE Active USB-COM and a Port number (COMx).



If this is present make sure that this is the same port number used by Datasym.

If the Active USB setting is missing then the BHT could be configured incorrectly and not is is present make sure that this is the same port number used by Datasym.

Checking Default Connection

To check the default connection please follow one of the below..

Program Version 2.20 or above. Please refer to Appendix A in the Handheld Manual (http://www.autoidfirst.co.uk/downloads/Datasym/Datasym_user_2012.pdf) and check the comms settings (option 5). Set the comms speed (typically 115200) and port to match your hardware either Cradle or Direct.

Program Version 2.14 or below. Please refer to Appendix A in the Handheld Manual (http://www.autoidfirst.co.uk/downloads/Datasym/Datasym_user_2012.pdf) and check the comms settings (option 5). Set the comms speed (typically 115200) and port to match your hardware either Cradle or Direct.

USB port for the Active USB drivers, connect and switch on the BHT. Then on the Desktop right click the My Computer Icon then select Properties then the Hardware tab. Now click the Device

- 10) With the BHT powered off press and hold down the SF & 1 keys then press PW to enter the System Menu
- 11) Select 4:SET SYSTEM then ENT
- 12) Select 5:COMMUNICATION then ENT
- 13) If you are using the Cradle
 - a) Select 1:OPTICAL then ENT
 - b) Select 1:PARAMETER then ENT
 - c) Now check that the Transmit speed is set to "19200", then press ENT. Use the cursor keys F5 to F8 to change if necessary.
- 14) If you are using the Cable
 - a) Select 2:CONNECTOR then ENT
 - b) Select 1:PARAMETER then ENT
 - c) Now check that the Transmit speed is set to "19200", Parity "N", Data "8" and Stop "1" then press ENT. Use the cursor keys F5 to F8 to change if necessary.
- 15) Press the C key until the SET COMMUNICATION menu is displayed, now select 4:PROTOCOL TYPE. Ensure the type is set to BHT Protocol then press ENT.
- 16) Now press the C Key until the SYSTEM MENU is displayed again.
- 17) Select 2:DOWNLOAD then ENT
- 18) Select 1:FILE then ENT