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## Software Connection Tips and Trouble-Shooting Advice

1. Repeat the data cable setup instructions, but some phones require the connections to be made in a specific order that will be detailed in your phone's user manual. For example, you may need to connect the cable to your computer and then your phone, or your phone first and then your computer. Whether your phone is turned on with the cable connected or disconnected may also make a difference. Contact your phone manufacturer if you are unsure.
2. The serial port settings you have configured must not be in use by another device (e.g. internal modem, graphics tablet, scanner). You can check this through the "Device Manager" section in the "System" part of Windows Control Panel.
3. There must be no IRQ or DMA conflicts on the serial port. You can also check this through the "Device Manager" section in the "System" part of Windows Control Panel. Such a conflict would involve the serial port and another device in your system (e.g. sound card or network card) sharing the same IRQ or DMA, hence Windows would block access to one device.
4. The correct serial port must be selected in the software. Try different serial ports if you are unsure what serial port to use. An external serial port for serial cables is usually COM 1 or COM 2. A virtual serial port for USB cables can be anything from COM 3 upwards.
5. The communication method must be configured correctly in the software settings. For example, you may have a choice between cable, infra-red or bluetooth connections. If using a Nokia cable with Logomanager, make sure you have the MBus/FBus settings correct.
6. If a Nokia MBus/FBus cable has a manual M/F switch, use F for general purpose software, M for service/unlocking software, and with Logomanager just make sure the switch setting matches the software setting.
7. All connections must be secure to get a reliable connection. Serial cables should be screwed to the computer, and phone connectors must be locked in place.
8. The software you are using must be compatible with your computer hardware and your computer's operating system (e.g. Windows XP), and the software must support both your phone and the chosen communication method (e.g. cable). Check compatibility with your software supplier.
9. The software you are using must be installed correctly, should be a fully registered and legal copy, and you should always reset your computer after installing new software.
10. When using unlocking, service or flashing software in Windows NT, 2000 or XP then you also need to install a small application called UserPort to allow the software direct access to your ports. In Windows XP you should also set this type of software to run in Windows 98 compatibility mode.
11. You should only have one program that communicates with the serial port running at once. Having two or more applications trying to access the serial port at the same time will cause conflicts and errors. Some synchronisation software may run continuously and block the serial port, you will need to close this type of software before trying to use other software with your serial port.
12. Check that both the battery and sim card are securely inserted into the phone, and that the battery is fully charged.
13. When trying to use the phone as a modem, you should check that the com port speed and other settings are set in accordance with the phone manufacturer's guidelines. Your sim card must also be data enabled by your mobile network service provider and a mobile phone connection must be supported by your nominated Internet Service Provider.
14. Check that you have upgraded to the latest version of the software you are using. Early versions may have bugs, or may not fully support either your phone or computer.
15. With USB cables only, if the drivers are not installed properly and errors are reported in the "Device Manager" section in the "System" part of Windows Control Panel then you should attempt to reinstall the drivers. This can be done by running the driver install application again.
16. With USB cables only, if you encounter problems when installing drivers then uninstall them using the option in the "Add/Remove Programs" section of Windows Control Panel and then run the driver install application again.
17. If your software gives an error message "Com Port Busy" then it means that your serial port is in use by either another application or hardware device.