

## Frequently Asked Questions Regarding Quick Pads:

**1. The battery does not last anywhere near the 400 hours per manufacturer's specs and it often goes down without warning? What can we do?**

According to the manufacturer, the average Quick Pad runs about 200 hours with continued use. The manufacturer's estimates are achieved when the unit is not in continuous use. It is possible to purchase an AC adaptor from the manufacturer that will eliminate the battery problems and lessen the chances of power failure. Contact Quick Pad Technology at 1-800-373-8181 or on the Web at [www.quickpad.com](http://www.quickpad.com) for details.

**2. When connecting to Quick Pad, the machine beeps loudly.**

This appears to be an incompatibility problem between the infrared receivers with some computers. Once the problem has been discovered, the company replace, in some cases, the PS2IR receivers with the USB receivers. In those cases, the problem appears to have been resolved.

**3. When uploading the data from Quick Pad to the Connection Application, the PC becomes hung up resulting in data loss.**

This is similar, in resolution, to the above problem. At times there appears to be some incompatibility between the Quick Pad and some computers. The company will provide a replacement USB receivers for machines affected by this.

**4. Sometimes the Quick Pad locks up and is unresponsive.**

An obscure software problem has been discovered that occasionally causes the Quick Pad to lock up. The problem has been fixed with the new software release that will prevent the unit from locking up. We have requested that an upgrade package be sent to us for distribution to all Quick Pad users free of charge. We will send out an announcement when we receive the upgrades.

**5. The internal clock loses days at a time.**

This frequently occurs when the batteries are changed. If it is happening on an ongoing basis, please contact the Quick Pad Help Desk.

**6. In Apple mode, Quick Pad transmission rate is 1/3 as fast as in PC mode.**

This is corrected with the latest version of firmware. It is now not necessary to go to Apple Mode.

**7. Sometimes, Quick Pad turns itself off, resulting in data loss.**

This problem appears to have been resolved with the new software release referenced in Question 4. The new software prevents the unit from locking up or powering off. If the problem persists after the software upgrade, contact the Quick Pad Help Desk.

**8. There have been problems with uploading the file from an IBM PC with Windows 2000. The Quick Pads seem to work fine with other PC.**

The Quick Pad Help Desk has received a few calls concerning this problem. They found that in most cases it was user error and easily corrected.

**9. When attempting to print from the Quick Pad, the printed copy was jumbled.**

This problem seems related to the Infra Red receivers being incompatible with some computers. When the Infra Red receivers were replaced with USB receivers, the problems appear to be corrected.

**10. There have been some malfunctions with the keyboard of the Quick Pad.**

This has been resolved by replacing the machines once contact with the Quick Pad Help Desk has been made.

**11. The USB port sent by the company does not fit the PC.**

New USB ports were sent out.

**12. When the Lock key is pressed, all three lights on the keyboard flash on, then off again and the lock key would not be enabled.**

This is another problem associated with an incompatibility between the Infra Red receiver and the PC. It was resolved with the replacement of the Infra Red with the USB receiver.

- 13. The user receives an error message: "The file system appears corrupted. Press 1 to reinitialize memory. Any other key to ignore this message." After reinitializing as directed the Quick Pad returns to a stable state, but there is often data loss.**

This problem appears to be related to the Infra Red connection. When users were sent the USB receivers, this seems to stop.

- 14. When working with NT 3.51, NT 4.0 and Windows 95 machines none of them have USB port drive. They need an Infra Red cable to hook up receivers.**

This problem appears to be related to the problems in questions 4 and 7. Those users will need a software upgrade experiencing the this problem. We are awaiting the upgrade kits for all Quick Pads.

- 15. IR receiver pods are receiving some input from something despite no Infra Red source in the building.**

Usually, replacing the IR receiver with one of the USB receivers supplied by the Quick Pad Company, resolves this issue.

- 16. Unable to send file to a particular PC, but the Quick Pad appears work fine with other PC's.**

This problem was fixed in many instances with the software upgrade referred to above. Once the upgrade is received by the user, it takes no more than a minute per unit to upgrade.

- 17. The Professional features (Directory and Scheduler) do not work**

Initially, these features were disabled, but late Quick Pad sent an upgrade kit to enable this feature.

- 18. When transmitting a file, any repeating characters were transmitted as a single character, i.e., the word 'cookie' would be transferred as 'cokie' and the year '2003' would appear as '203'.**

The latest version of firmware sent out by Quick Pad corrected this problem. It is no longer necessary to slow down the transmission speed to Apple Mode.

- 19. There have been problems with the Infra Red box, information That was typed disappeared along with the file name.**

Again, most problems related to the Infra Red receiver have been corrected by replacing it with the USB receiver.

**In addition, we have requested 80 Upgrade Download kits from the Quick Pad Company. They will be shipping them to our office and we will distribute the Upgrades to all the counties.**

**If you are experiencing problems with the Quick Pads, there is a Help Desk you can contact:**

**1-800-373- 8181**

**Ask for Regina at ext. 19 or Henryk at ext. 14.**

**If you continue to experience problems please feel free to contact:**

**Nancy O'Hara, at the Connections Project 518-474-9606.**