

## PC Downloader 10.0 for PDA Tutorial

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### Chapter 1 – Before you Begin

#### **1.1 Mac Users**

Customers using Mac computers should follow our instructions for the Mac Downloader software, located in Section 2 of <http://www.asellertool.com/support/PCDownload.htm>.

#### **1.2 Android and iPhone Users**

To use PC Downloader to download the database to Android, please see [http://www.asellertool.com/doc/Using\\_PC\\_Downloader\\_Smartphone.pdf](http://www.asellertool.com/doc/Using_PC_Downloader_Smartphone.pdf).

To use PC Downloader to download the database to an iPhone, please see [http://www.asellertool.com/doc/Using\\_PC\\_Downloader\\_iPhone.pdf](http://www.asellertool.com/doc/Using_PC_Downloader_iPhone.pdf).

#### **1.3 PDA Version**

We recommend your PDA Scouting Program version be 10.0 or higher. To check this, enter the PDA program, and then tap ‘Menu’, followed by ‘About’.

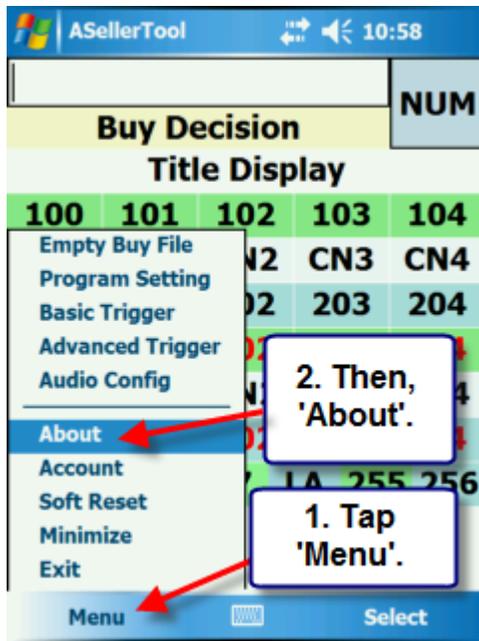


Figure 1

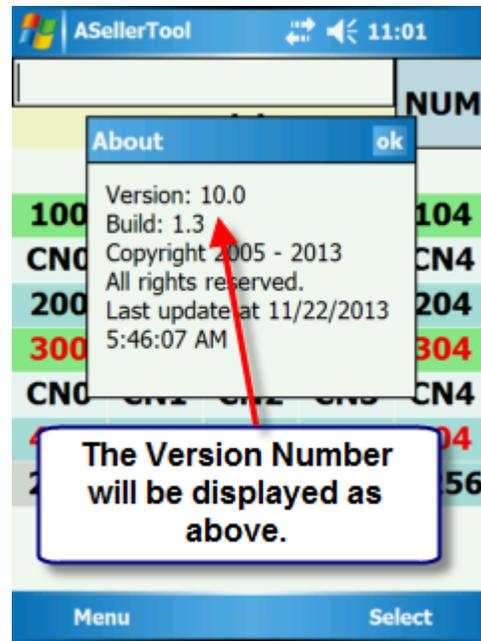


Figure 2

You can upgrade to version 10 at <http://www.asellertool.com/support/InstallMain.htm>.

#### **1.4 Setup your SD Card**

**Please make sure your SD card size is 2 GB. Your PDA may not recognize larger SD cards. Cards smaller than 2GB will not be able to hold the complete database. If you only download media files, and not the additional non-media or title files, a 1 GB card can still be used.**

When you use a new SD card, you need to setup the card with your account information.

- 1) Insert your SD card into the PDA.
- 2) Enter Asellertool on the PDA, and then tap 'Menu' on the bottom left, followed by 'Account'.
- 3) Ensure that your User ID and Password are correctly entered, then tap 'Save' at the bottom left. By doing this, your account information is saved to the SD card, which can then be read by PC Downloader.

#### **IMPORTANT** – Carrying Multiple SD Cards When Scouting

Having multiple SD cards with you during scouting is critical. SD cards can stop functioning at any time, without warning. When you download data, you should alternate between SD cards. Having one or more extra SD cards with recent data does allow you to keep scanning with a different card containing slightly older data even if your current card stops working.

## Chapter 2 - Installation

- 1) Download the installer .zip file at [http://www.asellertool.com/release/PC\\_Downloader.zip](http://www.asellertool.com/release/PC_Downloader.zip).
- 2) Open the .zip file, and run the PC Downloader installer inside.

Detailed instructions can be found in section 1.2. at <http://www.asellertool.com/support/PCDownload.htm>.

## Chapter 3 - Operation

### **3.1 Downloading to the SD Card (Recommended)**

First, remove the SD card from the PDA itself. The card may be underneath a top-mounted scanner on the PDA, requiring the scanner to be removed first. For examples, for the Dell Axim X51 series PDA, you would need to pull out the scanner gently, then push the SD card down in it's indentation underneath. The slot is spring-loaded, so the card should pop up.

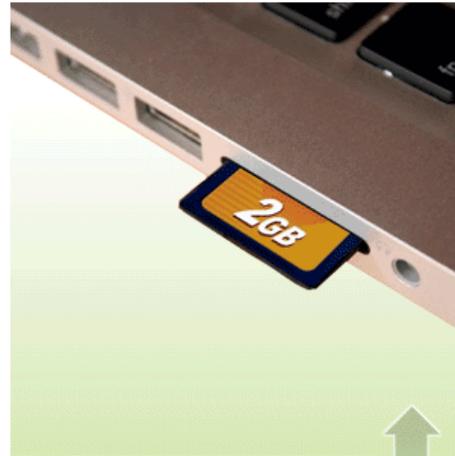
Next, insert the SD card into the computer's SD/MMC slot, or into a USB SD card reader, as shown below.



**Figure 3**

To begin, insert your SD card into your computer. There are two ways to do this.

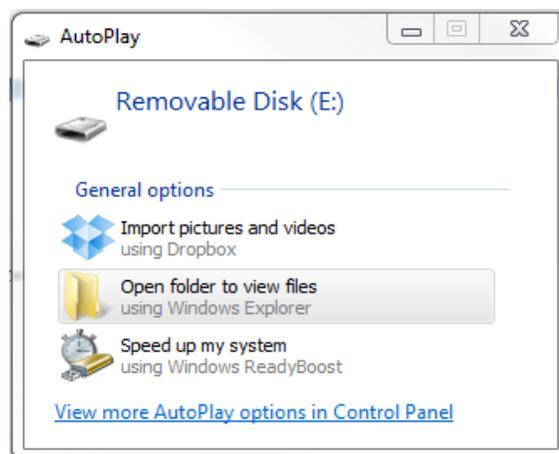
Plug the SD card into the multi-card reader and plug the SD card Reader into a USB port on your computer.



Insert the SD card into your computer's SD card Reader slot. On most computers, the letters "SD" are used to designate the slot.

**Figure 4**

A popup should display on your computer that the SD card is being read.



**Figure 5**

If no popup is present, go on your computer to the Start Menu, then 'Computer'. Look for a "Removable Disk" or another drive labeled "SD Card". Open up the drive and make sure there is

a 'lic.txt' file. If it does not, you can try a different 2 GB SD card, a different SD card reader, or a different USB port.

Start PC Downloader, and follow the instructions below.

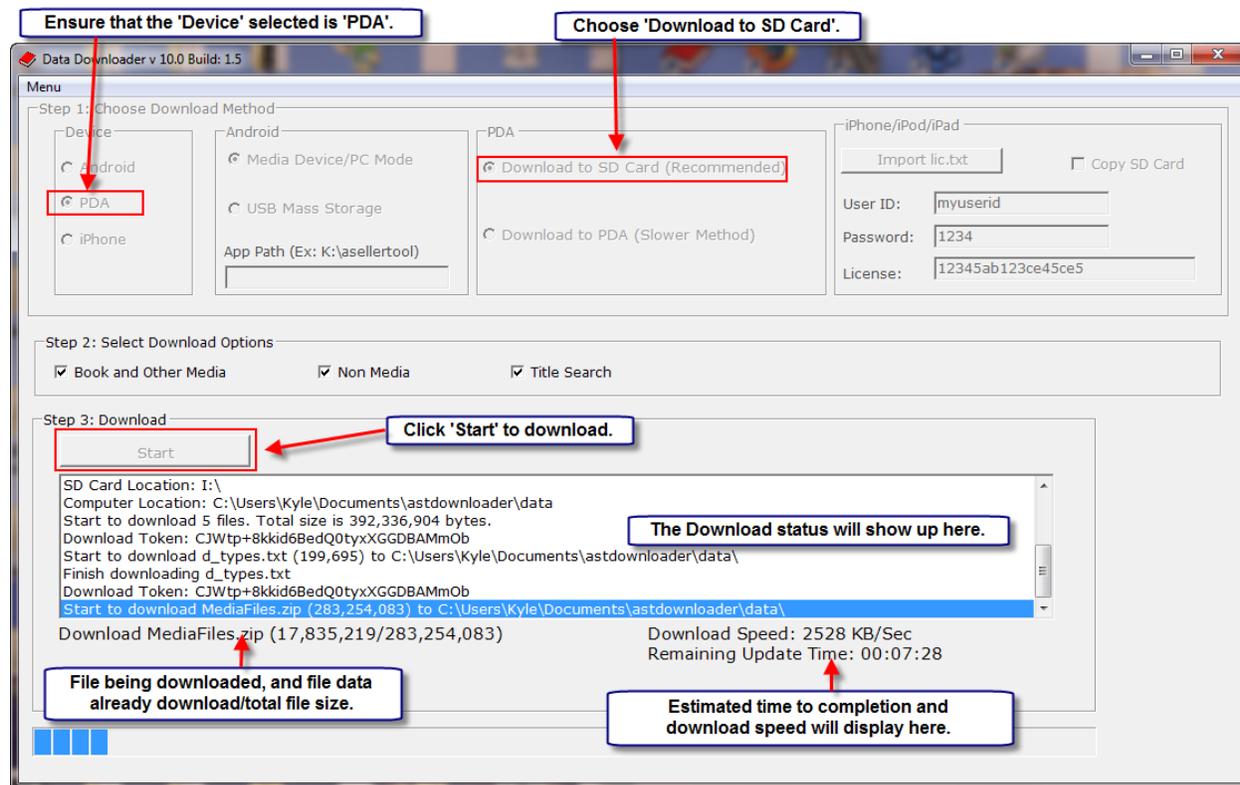


Figure 6

In Step 1, in the device section, select 'PDA'. In the 'PDA' section, select 'Download to SD Card'.

In Step 2, select the files you wish to download; you can choose to include books and other media items, non-media items, and our title search database.

- 1) Books and other media would include books, and media categories such as DVDs, CDs, VHS Tapes, Software, and Video Games.
- 2) Non-Media would include all other Amazon categories, including Toys, Electronics, Watches, Groceries, Home, Health and Beauty, and others.
- 3) Title Search would include the files needed to search for the titles of **Pre-ISBN** books.

In Step 3, click 'Start' to begin the download.

When the download finishes you will receive a popup message stating the download completed.

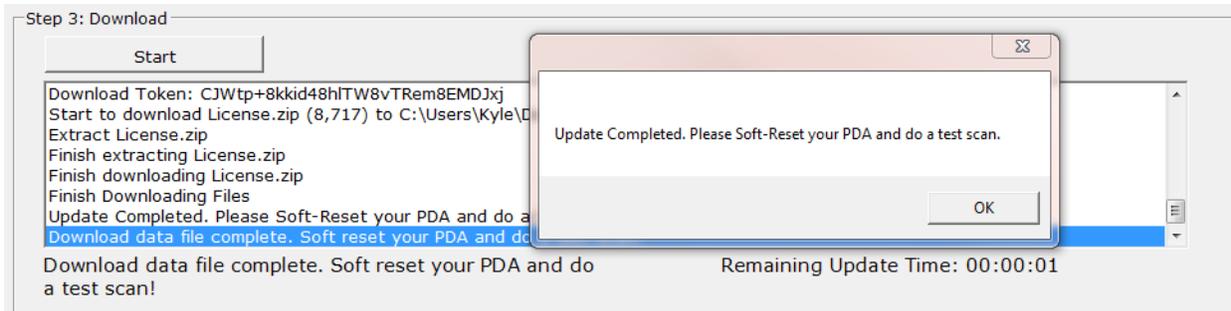


Figure 7

To use the new database correctly, please follow the steps below:

- 1) Insert the SD card into the PDA.
- 2) Soft reset the PDA by pressing the stylus into the reset hole on the back of the device, above the battery cover. Alternatively, you can open the Asellertool program, then tap 'Menu', and then 'Soft Reset'.
- 3) After the soft reset, attempt a few test scans to see if data appears.

**It is important to always soft reset the PDA and test the data after a download so our program can read the new database correctly. We also recommend alternating the cards you use to download, and carrying multiple SD cards when out scouting (see section 1.3).**

### **3.2 Downloading to the PDA (Slower Method)**

**NOTE:** This Method is only recommended for users that have older model Compact Flash scanners with flexible backs that can become defective with frequent removal.

Downloading to the PDA directly requires either ActiveSync (XP) or Windows Mobile Device Center (Vista/Win7) installed on the PC before performing the download.

Windows XP user should go to <http://www.asellertool.com/support/WinXP.htm> for ActiveSync installation.

Other Windows Users should go to <http://www.asellertool.com/support/Win7.htm> for Windows Mobile Device Center installation.

Connect the PDA to the PC and make sure it shows 'connected' in ActiveSync or Windows Mobile Device Center.

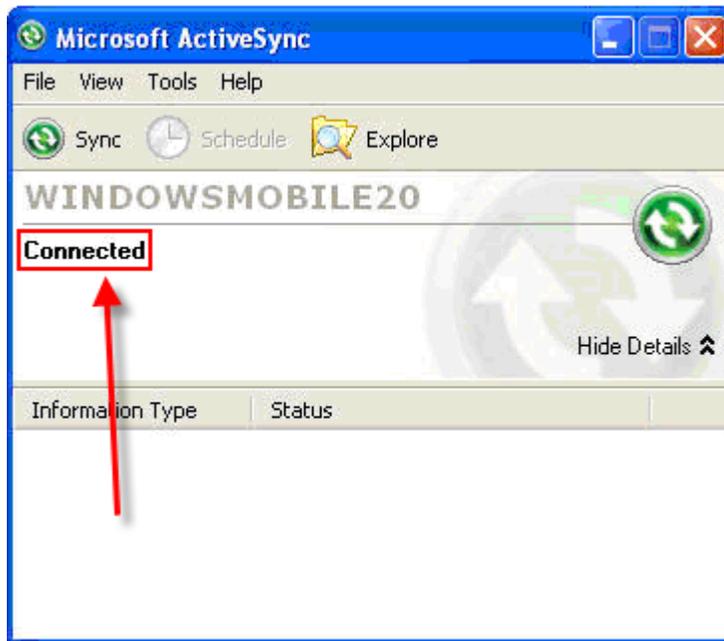


Figure 8



Figure 9

After confirming the PDA is connected, start PC Downloader.

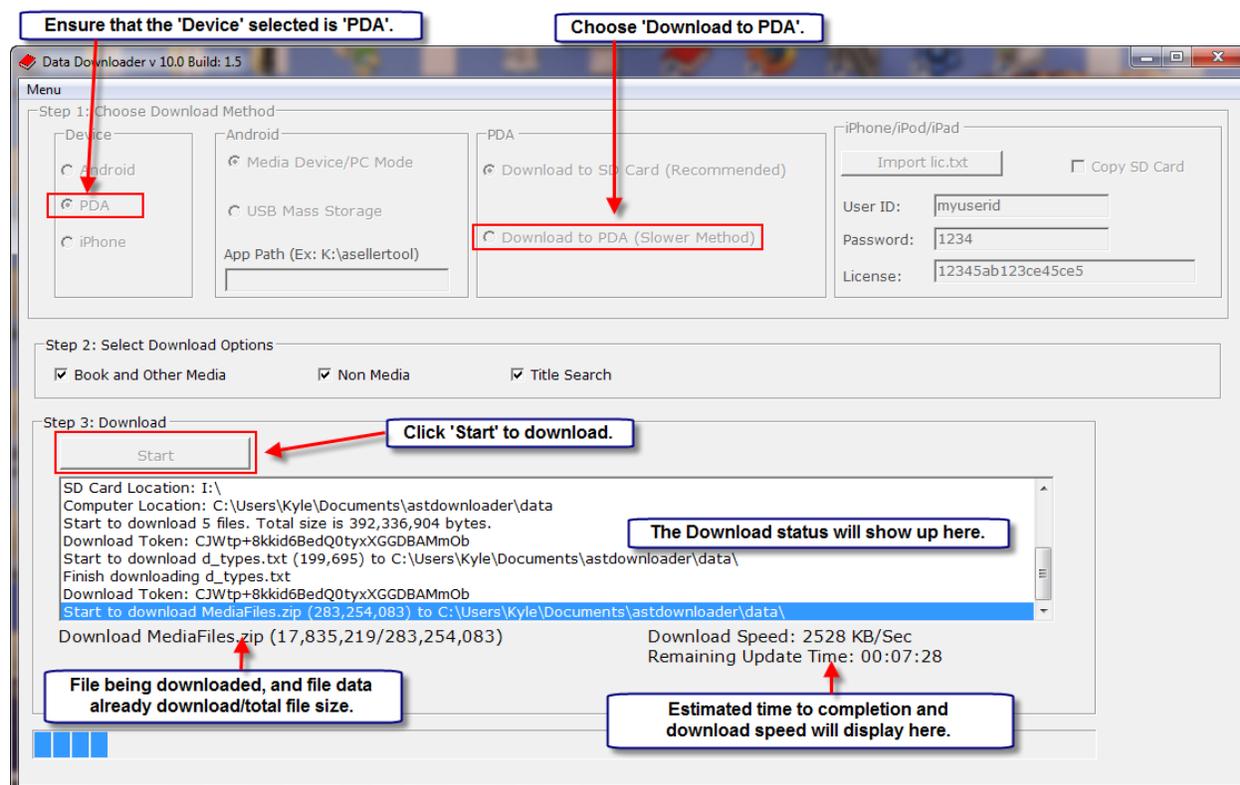


Figure 10

In Step 1, in the device section, select 'PDA'. In the 'PDA' section, select 'Download to PDA'.

In Step 2, select the files you wish to download; you can choose to include books and other media items, non-media items, and our title search database.

- 1) Books and other media would include books, and media categories such as DVDs, CDs, VHS Tapes, Software, and Video Games.
- 2) Non-Media would include other categories, including but not limited to Toys, Non-Media would include all other Amazon categories, including Toys, Electronics, Watches, Groceries, Home, Health and Beauty, and others.
- 3) Title Search would include the files needed to search for the titles of **Pre-ISBN** books.

In Step 3, click 'Start' to begin the download.

**NOTE:** DO NOT disconnect the PDA at any time during the download or it will not complete.

When the download finishes you will receive a popup message stating the download completed.

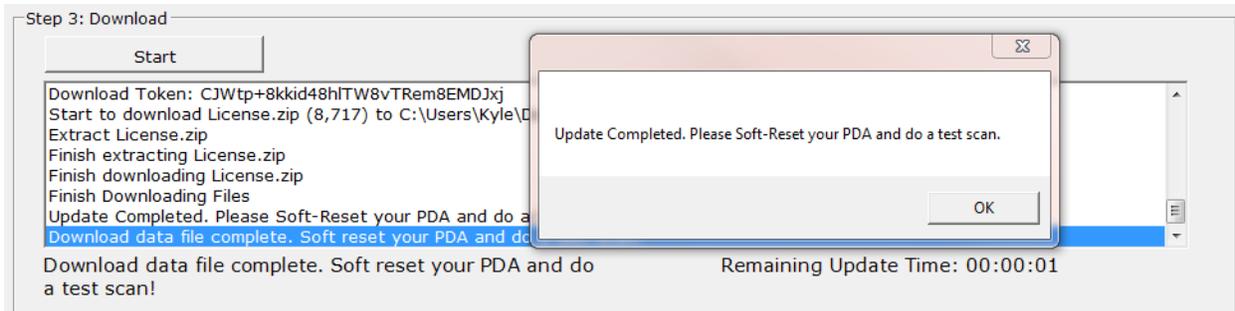


Figure 11

To use the new database correctly, please:

Soft reset the PDA by pressing the stylus into the rest hole on the back of the device, above the battery cover. Alternatively, you can do so through the Asellertool program by tapping 'Menu', and then 'Soft Reset'.

Once the PDA has fully soft reset into Asellertool, attempt a few test scans to see if data appears. If data appears after each test scan, the download has been completed successfully.

**It is important to always soft reset the PDA and test the data after a download so our program can read the new database correctly. We also recommend alternating the cards you use to download, and carrying multiple SD cards when out scouting (see section 1.3).**

## Chapter 4 – Troubleshooting

If you need to contact us for any help, please check <http://www.asellertool.com/support/Contact.htm>.

### **4.1 Download Failed: Cannot Connect to host**

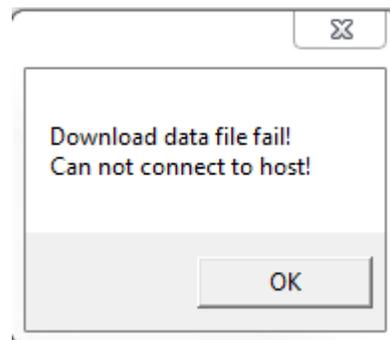


Figure 12

Verify your computer has an active internet connection by going to a popular website, like [www.google.com](http://www.google.com). If you can get to this website, most likely a firewall/anti-virus program is

blocking our program from downloading. Disable any Firewall/Anti-Virus software on the PC and attempt the download again.

**NOTE:** Some workplaces or public Internet locations may block the download of data from our sites as a matter of security policy. In cases like this, please ask your network administrator to add an exception for our program.

We also have a backup method of downloading called a 'Web Download'. This will allow you to download the data files directly from your Web Browser. You can find more information at <http://www.asellertool.com/support/WebDownload.htm>.

#### **4.2 Can not write to this SD Card: The media is write protected**

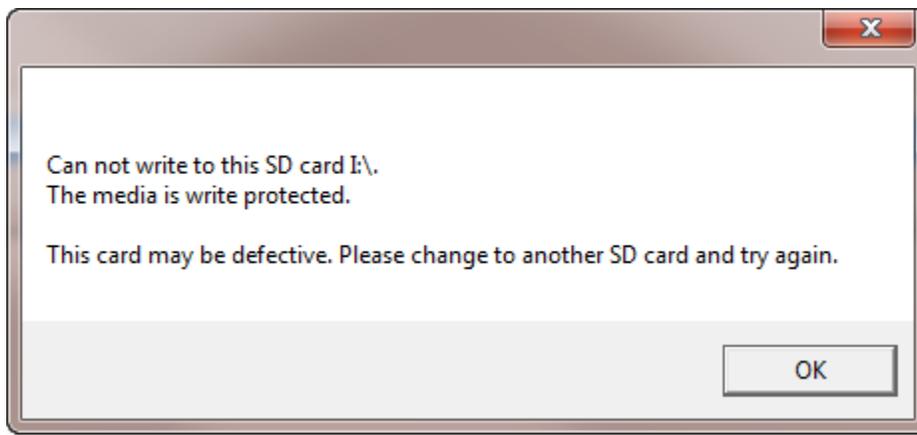


Figure 13

Remove the SD card from the PC, and ensure that the lock slider is in the unlocked position ('up', towards the gold contacts of the card). Reinsert the SD card into the PC and try the download again. If you still see this error message, please try a new USB port, a different card reader, or a different computer, in that order.

#### **4.3 Download Failed: Device license does not match**

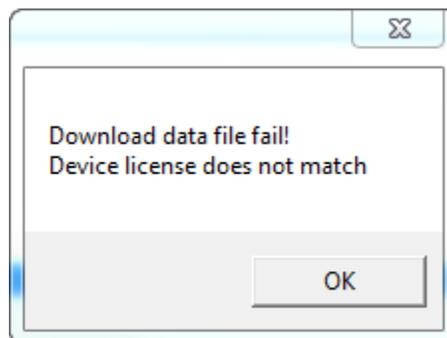
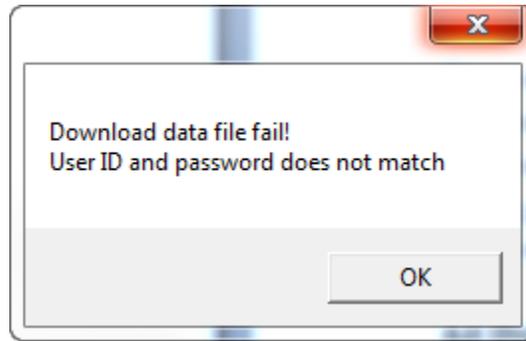


Figure 14

This indicates the license key on your current PDA does not match the one stored on our server. If you have recently changed PDAs, please contact us.

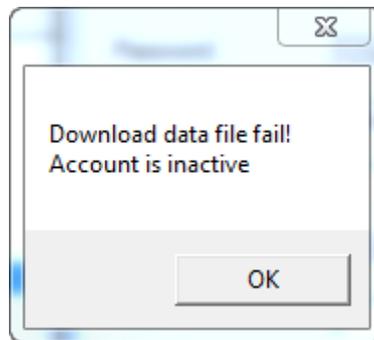
#### **4.4 Download Failed: User ID and password does not match**



**Figure 15**

Insert your SD card into your PDA and go to the Asellertool program. Tap 'Menu' and then 'Account'. Verify your user info is typed in correctly, then tap 'Save', and try the download again with the SD card. If you still see the error message, please contact us.

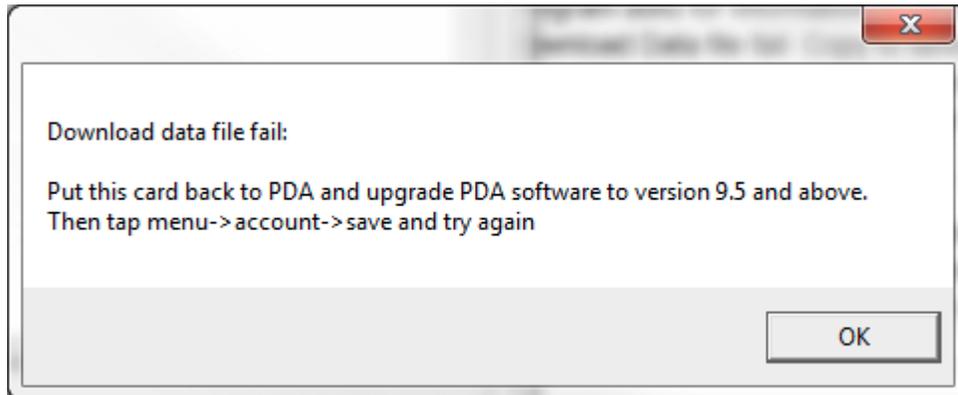
#### **4.5 Download Failed: Account is inactive**



**Figure 16**

Insert your SD card into your PDA and go to the Asellertool program. Tap 'Menu' and then 'Account'. Confirm that the User ID is currently subscribed. Tap 'Save', and then download to the SD card again. If you still see the error message, please contact us.

#### **4.6 Download Failed: PDA not 9.5**

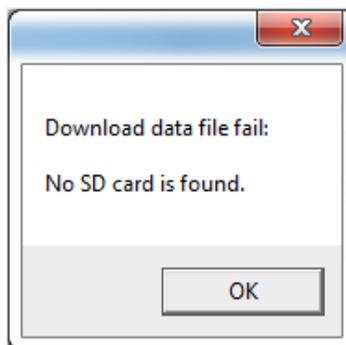


**Figure 17**

Your Asellertool software needs to be upgraded to the new version (9.5 or above). Please go to <http://www.asellertool.com/support/InstallMain.htm> to install the new version.

If you do have 9.5 or above on your PDA, your SD card is not set up with your account yet. You need to insert the card into the PDA, tapping 'Menu', and then 'Account', followed by 'Save'. Attempt the download to the SD card once more after this.

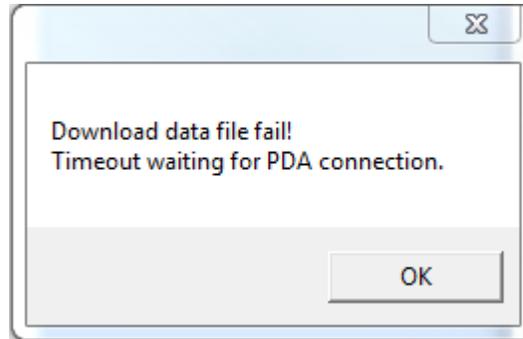
#### **4.7 Download Failed: No SD card found**



**Figure 18**

The PC does not have an SD card inserted or the SD card itself has become defective. Plug in a new 2 GB SD card into PDA and perform a soft reset to set it up, and then try the download again.

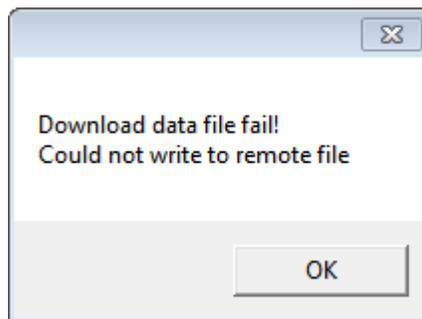
#### **4.8 Download Failed: Timeout**



**Figure 19**

Your PDA is NOT connected to your PC either through ActiveSync or Windows Mobile Device Center. Disconnect the USB cord and perform a Soft Reset on PDA. Once PDA boots up, reconnect the USB cord and check ActiveSync/WMDC for connection status to ensure the show as connected, such as in Figures 7 or 8. After this, you can attempt the download again.

#### **4.9 Download Failed: Could not write to Remote File**



**Figure 20**

This error message appears when the program cannot copy the downloaded data from the computer to the SD card. Check the SD card's lock slider to ensure the card isn't write protected. If the card isn't write protected, reinsert the SD card and do a soft reset on the PDA, before reconnecting it to the computer, and trying the download again. If this doesn't work, the SD card may be defective. You should attempt to use a new 2 GB card and try the download again.

#### **4.10 NORTON USERS: Norton SONAR opens, and program will not open afterward**

This error can appear when running Norton anti-virus, where the installation or running of the PC Downloader on this computer causes a 'false positive' to show up on Norton. The next time you run the PC Downloader, it tries to access the PC Downloader program, but asks that you select the installer file to reinstall certain components.

If you reach this message, you will want to close this dialog box, and add the C:\Program Files (x86)\Asellertool Inc. folder to Norton's exclusions for both normal and SONAR virus scanning, before reinstalling PC Downloader.