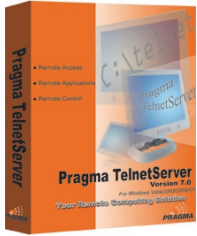


# Pragma Handheld Clients FAQ

## Frequently Asked Questions



### • Does PocketVT run on my particular device?

Pragma PocketVT runs on generic devices with the following operating systems: PocketPC 2002 / Windows Mobile 5.0 and 2003 / Windows CE 5.0 and 4.2. If your handheld device is an industrial model, we can customize a specific version of PocketVT for that model.

Currently we support the following models from these manufacturers:

- \* Symbol: 9000, 8146, 5090, MC50 and others
- \* TekLogix: WPro, 7535
- \* Intermec: CK30, CK31, 700C
- \* HP: SPS3000



If you are using a separate device, please contact us, and we can provide you with a customized solution for your particular needs.

### • When I press enter in PocketVT ssh/telnet connection, I see an extra character.

The extra character you are seeing is a Symbol device issue. Symbol suggests the following solution:

To solve the extra character problem, create a registry file with the following entry, copy it to the \Platform folder, then cold boot the device,

```
[HKEY_LOCAL_MACHINE\HARDWARE\DEVICEMAP\KEYBD\#KeyKeypad]
```

“SpecialEnterTabKey” = dword:0

where #KeyKeypad is the number of keys that present on the keypad of your device. The terminal contains one of the following: 28KEY, 43KEY, or 53KEY.

### • How do I remove PragmaTerm.ttf and uninstall PocketVT?

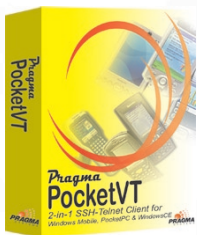
First, exit PocketVT and run the “Remove Programs” from Start Menu > settings > Systems. This should have removed Pragma PocketVT from your device completely. If the Pragma font file (PragmaTerm.ttf) still exists on your device, then locate the PragmaTerm.ttf (should be under \Windows\Fonts\ and rename file and do a soft reset of your device. Then delete the renamed .ttf file. Also delete the “Pragma” folder under \Program Files location if it remains there after running through the Remove Programs.

### • Will PocketVT work on my Smart Phone running Windows Mobile 5.0?

Pragma PocketVT will not work on Smart Phones since Smart Phones require applications that have Smart Phone specific security implemented in their applications. Pragma PocketVT has all of the necessary security protocols implemented for generic PDAs and industrial handheld devices.

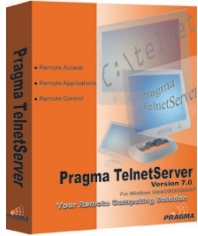
### • How much does PocketVT cost?

Pragma PocketVT has a list price of \$99.00 per individual license. Volume discounts are available by contacting us directly.



# Pragma Handheld Clients FAQ

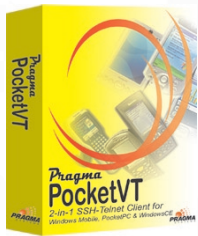
## Frequently Asked Questions



- **How much does technical support cost for PocketVT?**

The Pragma Systems, Inc. Support Plan is a cost-effective annual plan that provides participating Pragma customers with major software release upgrades, minor revision releases, and unlimited access to Pragma's customer support staff. Purchasing a Pragma Support Plan can help you maintain a stable secure connectivity environment and provide a cost-effective means to stay up-to-date on the latest Pragma software.

Please visit our website at <http://www.pragmasys.com/support.html> for more details on our support program.



Corporate Headquarters: Pragma Systems, Inc., 13809 Research Blvd., Suite 675, Austin, Texas 78750  
Phone: 512.219.7270; Sales (in the USA): 800.224.1675; Fax: 512.219.7110

Website: <http://www.pragmasys.com>

Sales Information: [sales@pragmasys.com](mailto:sales@pragmasys.com)

Corporate E-mail: [pragma@pragmasys.com](mailto:pragma@pragmasys.com)

Technical Support: [support@pragmasys.com](mailto:support@pragmasys.com)